



# Support for all life's twists and turns

**Daily life can be full of challenges. Some might appear small, and some might seem too much to cope with. If you're stressed, anxious or concerned, our Employee Assistance Programme (EAP) gives you an expert to talk to, and confidentially share your worries with, to help you get through your problems.**

From mental health struggles to life management and consumer rights, our services are designed to provide the right guidance and support, whenever it's needed. We'll give you completely confidential support and reliable information.

A fully qualified team of counsellors and mental health practitioners are available 24 hours a day, 365 days a year, for confidential support, and are highly experienced in personal and work-related issues.



## In the moment support, wherever you are

When it comes to mental health and concerns like low mood, anxiety, stress or burnout, having someone to talk to – anytime and anywhere – can make all the difference. Our 24/7 EAP helpline connects you to a fully qualified mental health practitioner or counsellor, 24 hours a day, 365 days a year. They'll offer initial emotional support and point you towards the right professional help. You can access our EAP 24/7 support online, over the phone and via messaging (WhatsApp, Live Chat or SMS).

## Helping your home and work life

Through our Life Management service, you can receive practical, impartial support on home and family issues, as well as money worries and consumer matters such as buying a house or tenant rights.

## A healthy mind and body

We know how important your health is to you, don't worry a minute longer than you have to. If you have a question, call our 24/7 health support line and get the help, support and information you need from our experienced health professionals, including nurses, midwives, counsellors and pharmacists.<sup>1</sup> If you've a question on health, medication, or vaccination guidance we're here to help.



Download the AXA Health app or login at [axabesupported.co.uk](https://axabesupported.co.uk) and enter your unique access code:

## Online help when you need it

You'll find practical guidance and support online or via the AXA Health app:



### An extensive library of expert-curated content

Including articles, videos, webinars and online workouts, keeping you well in mind, body, and life.



### Online Health Score assessments

To help you assess your physical and mental health. You'll get a personalised report with suggestions to help you make small changes to improve your future health, as well as signposting to onward support where appropriate.



### Speak to a mental health practitioner

Available 24/7 to talk through whatever life throws at you, and to help you find a positive way forward. They'll offer initial emotional support and point you towards the right professional help.



### The Life Management service

If you're suffering with low mood and need support for financial or legal matters, or you need support with home and family issues our Life Management service provides practical and impartial support.



### Dedicated manager-focused resources

Including tips and guidance as well as clear signposting to all available services.



Or call your 24/7 EAP helpline:

<sup>1</sup>Our Employee Assistance Programme team of health professionals and nurses is here 24/7, 365 days a year. Our pharmacists and midwives are available Monday to Friday 8am to 10pm, Saturday 8am to 4pm and Sunday 8am to 12pm. Our Life Management team are available Monday to Thursday 8.15am to 11pm, Friday 8.15am to 8pm and Saturday 8.30am to 4pm.