

### Wellbeing and Mental Health Support

*Life has its ups and downs and having someone to turn to when you need support can make all the difference to your wellbeing.*

As part of L&G's Employee Assistance Programme (EAP) from Spectrum.Life, you and your immediate family\* have access to wellbeing and mental health support available 24 hours a day, 365 days a year.

You can talk to a qualified counsellor whenever you need to and in a way that suits you – telephone or video. You can get support on a wide range of issues including:

- Stress
- Anxiety
- Low mood
- Financial worries
- Addiction
- Confidence issues
- Worries about physical health

\*Immediate family includes spouse, partner, registered civil partner and children aged 16 to 24 in full-time education who are living in the same household.

#### To access the EAP:

##### By telephone:

(24/7 – quickest help) call any time on - 0800 316 9337.

##### WhatsApp or SMS:

You can message using SMS or WhatsApp by texting "Hi" to +44 74 1836 0046. If you message, you may be asked to call the helpline so that you get the right support. But if you prefer, the 24/7 team can call you back.

##### Live Chat:

You can chat with the team online by clicking the Live Chat button on the page. Book an appointment online. If you want to plan ahead, you can book an appointment online or through the app. Appointments can be booked up to 24 hours in advance and are available from 8am to 8pm.



### Structured Counselling

*Available to all employees - whether insured or not - where the employer has an L&G Income protection policy.*

If you're struggling with challenges in your life, you can get help and support by speaking to a counsellor. You can either call the confidential helpline on 0800 316 9337 or book an appointment online through the **Spectrum.Life** app or website.

If after your appointment the counsellor feels it's needed, and with your agreement, they may suggest **structured counselling**. You could receive up to eight sessions, either face-to-face, over video, or by phone.

You'll get support tailored to your needs and you may be offered different types of therapy.

Structured counselling takes place over a set number of sessions with a clear plan.

It's usually short-term and can help with less complex issues. For example if you're feeling low, worried, angry or finding it hard to cope with changes in life. It's not suitable for emergency support, chronic mental health conditions (such as bipolar disorder) or dealing with any form of acute addictions.

This service is provided by Spectrum.Life