

Unum's Employee and Employer Assistance Programme

for Group Income Protection policyholders



Your proactive Employee and Employer Assistance Programme (EAP)

Unresolved personal or work issues can have a major impact on wellbeing and performance. Unum's EAP, provided by LifeWorks, offers a comprehensive package of life, money and wellbeing support services to employees and their immediate family members, as well as assistance for employers.

Employees

- Confidential 24/7 telephone support line 365 days a year
- Available online and via mobile app providing access to helpful articles, booklets, recordings and infographics
- LifeWorks will advise on how many counselling sessions you are entitled to
- Access to free face-to-face or telephone counselling
- Advice on everyday issues including health and wellbeing, childcare and elder care, work issues and money matters
- Child and elder care matched referral service
- Legal information across a range of issues available by phone or online

Employers

- Set-up and marketing materials available to launch your EAP
- HR, Occupational Health & Manager referral processes to help support more sensitive cases
- Manager and HR support through confidential consultation and support prior to dealing with difficult workplace scenarios
- Unum LifeWorks Legal Support – free telephone and online legal advice and support (see overleaf for more information)
- Integration between Unum's EAP and Rehabilitation services to provide support for employees on sickness absence

Support for Non-Insured Employees

LifeWorks is available to all employees – including those who are not insured by a Unum GIP policy. They can access the telephone support line and the online resources. This does not include counselling or legal advice, but employers can extend coverage for an additional cost.

Unum LifeWorks Legal Support

Unum LifeWorks Legal Support provides a free and confidential telephone helpline and website offering legal support and information on key legislative issues impacting the workplace. Employers can call an experienced, professional adviser for impartial, practical and confidential advice including commercial legal, safety compliance, employment law and taxation advice. Employers also have access to legal documentation creation, which is easy to use and creates customised, legally binding documents to suit your specific requirements.

Critical Incident Support

The Unum LifeWorks service provides onsite assistance for traumatic incidents, such as a death on site due to an accident, robberies, terrorist attacks or staff who have been the victims of violence at work. With many years of workplace experience in critical incident management, Unum LifeWorks is an invaluable service helping businesses handle all types of serious incident.

Please note the onsite critical incident support is a chargeable service and costs £1,500 + VAT per onsite day.

Provision of EAP service for family member and dependants

LifeWorks is also available for an employee's immediate family with a wide range of personal and work-related concerns.

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Unum's Employee Assistance Programme, provided by LifeWorks, is a value-added benefit service which connects the employees of Unum customers to third party specialists who can help with life, money and wellbeing issues. Access to the service is facilitated by Unum at no cost to the Unum customer. Unum is not the provider of the service, but can withdraw or change the service at any time. The service is entirely separate from any insurance policy provided by Unum and is subject to the terms and conditions of the relevant third party specialists. There is no additional cost or increase in premium as a result of Unum making this benefit available.

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LifeWorks Mobile App

Download the LifeWorks app for [iOS / iPhone](#), or [Android](#).

With the Unum LifeWorks app, you'll have:

- Instant one-touch access to the Unum LifeWorks telephone number
- Unum LifeWorks articles, booklets and infographics in an easy-to-read mobile format
- Podcasts and audio tracks offering expert help and advice
- Simple set up – just use your existing user ID and password for

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