

Employee Assistance Programme

# Day-to-day wellbeing support

For life's ups  
and downs

**By their side  
24/7, 365 days  
a year**



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# On-demand wellbeing support for everyday matters

Our Employee Assistance Programme (EAP), provided by Spectrum.Life is a free, day-to-day wellbeing and counselling service. It provides in the moment support to employees of our group protection policyholders and their immediate family, 24/7 and 365 days a year.

Life has its ups and downs and sometimes it's hard to know where to turn. Our EAP can provide in the moment practical information and advice around legal, medical and consumer information.

Employees can also receive quality advice whenever they need it, through on-demand access to fully accredited and qualified counsellors and psychotherapists. Support is delivered in the format the employee feels comfortable with.

Who is **spectrum**  
.life 

Spectrum.Life is a mental health, wellbeing and digital health innovator. It provides Employee Assistance Programmes to over 7.5 million employees with a network of 2,350+ experienced, accredited counsellors and psychotherapists across UK and Ireland.

# How our EAP helps

Because employees never know when they might need support, it's comforting to know they have a shoulder to lean on when they need it. We're not here solely for the critical moments; our EAP can help with everyday issues 24/7.

## In the moment support



- Employees can arrange support from fully qualified counsellors or clinically trained psychotherapists at any time.
- All services are accessible worldwide by phone, live chat, WhatsApp, SMS and email. Employees can also request a call back.
- The confidential helpline is provided for the employee and their immediate family.\*

## Structured counselling



- If deemed appropriate\*, employees could receive up to eight structured counselling sessions per issue through our Group Income Protection product. These counselling sessions could be from a range of therapies, depending on the employee's needs as assessed by the counsellor. \*Please refer to our [Clinical rationale document](#) for more information on this.
- Bereavement counselling and bereavement assistance for the immediate family\* of an employee we're covering in the event of their death, through our Group Life Assurance product.

More information about this can be found on our [Employee Assistance bereavement support leaflet](#)

# What other services are provided?

- **Day-to-day information services** Provided for a range of topics, such as consumer advice plus much more.
- **Medical helpline**  
Provides practical information, signposting and guidance on a range of medical and health related issues.
- **Legal and financial support**  
Free initial information from a trained professional. This service is for employees only and not extended to their immediate family. The helpline is open from 9am to 5pm. Calls to the helpline are restricted to one call per issue within a 12 month period.
- **Dedicated line manager support and referrals**  
Help with resolving workplace issues such as conflict, mental health, difficult conversations, discrimination, managing stress, performance and attendance. Support can be accessed 24/7 through the confidential helpline. Line managers can also request to refer employees to the EAP service by completing a referral form.
- **24/7 Critical Incident Support**  
Offers access to a front-line team of qualified, accredited counsellors and psychotherapists 24/7, 365 days a year. The EAP advisers have all completed training in trauma and referral processes.



# A digital wellbeing platform and app

Employees have instant access to an on-demand health and wellbeing platform and app, where they can access in the moment support from qualified counsellors. They'll also have access to a wide range of tools and resources to manage their wellbeing, whenever and wherever they want.



## **Integrated 24/7, 365 support**

Confidential, digital wellbeing support. Employees can talk to counsellors through phone, WhatsApp, SMS, live chat or they can request a call back.



## **Wellbeing support content**

Clinician created content on mental health, depression, anxiety, sleep, parenting and more, through articles, videos and podcasts.



## **Wellbeing series**

A monthly webinar series covering the hot topics in the wellbeing space. Giving employers the advice and guidance they need to support wellbeing in the workplace.



## **Be calm**

Programmes of clinician led, self-guided mindfulness and meditation exercises.



## **Digital gym**

Access to a range of classes including Pilates, HIIT, yoga, combat and kettlebells. Classes are tailored for everyone, from beginners to advanced level. Employees can watch live and on-demand, in their own time and space.



## **Sound space**

Themed regular podcasts designed to help improve wellbeing



## **Fitness and nutrition**

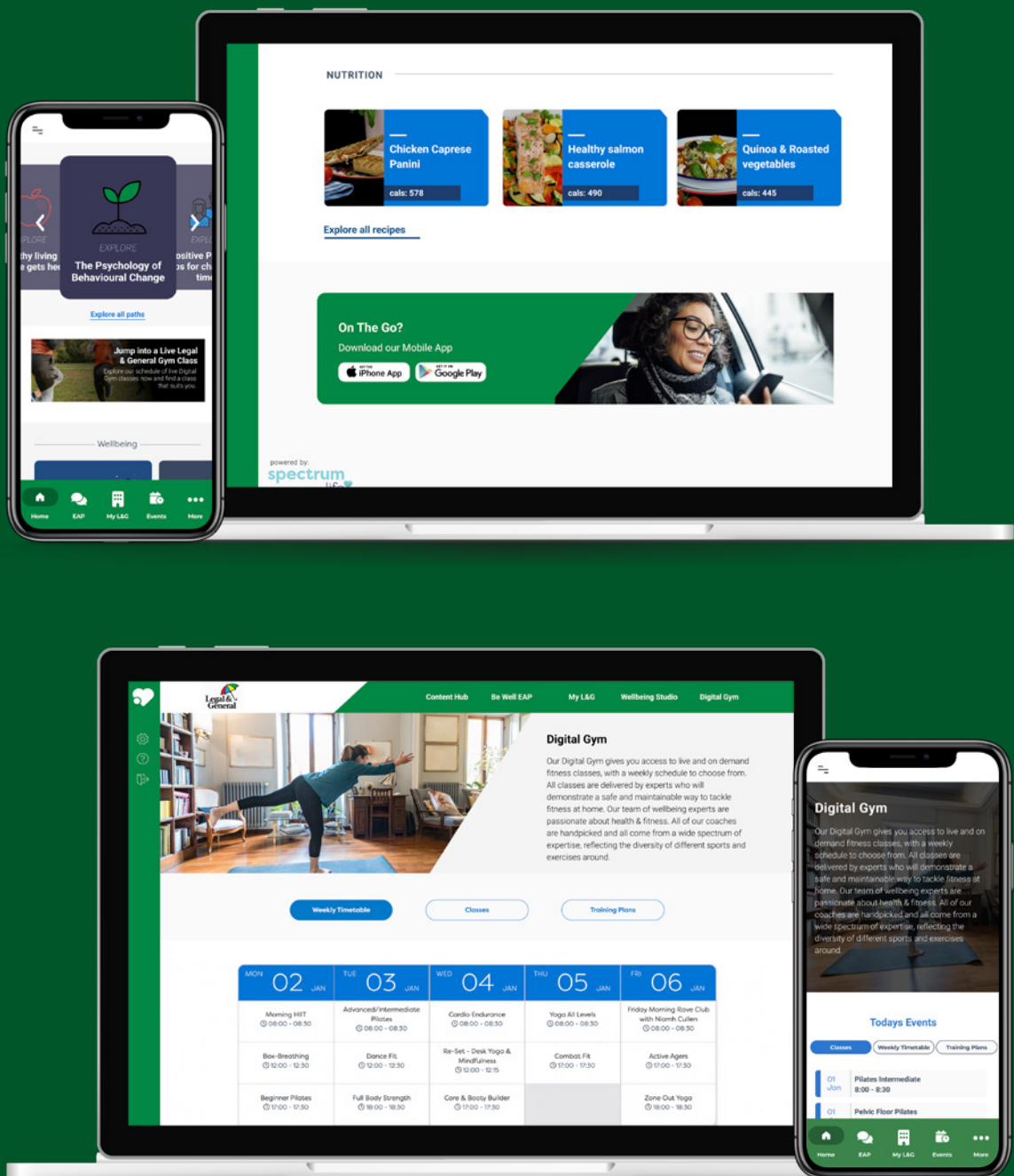
Employees can access hundreds of healthy recipes, from easy snacks to meals for their family. They can explore a growing collection of fitness programmes with hundreds of different exercises for all levels.



## **Shopping discounts**

Access to a wide range of shopping offers and discounts.

# Fitness classes and nutrition plans for 360° wellbeing





# How to access the platform and app



Employees can access hours of wellbeing content and improve their fitness, nutrition, and mental health. They can also access the EAP confidential support services using the details below:



Visit:  
**[legalandgeneral.com/eap](https://legalandgeneral.com/eap)**  
Use access code: **BeWell**



Download the app by searching  
**Spectrum.Life** in the iOS or  
Android app stores.  
Use access code: **BeWell**





**Our confidential  
support service is  
available 24/7, 365  
days a year**

# How to access support now

UK Freephone: **0800 316 9337**

WhatsApp and SMS: **Text 'hi' to 07418 360 046**

Online platform: **[legalandgeneral.com/eap](https://legalandgeneral.com/eap)**

Use access code: **BeWell**

Mobile app: **Spectrum.Life**

Use access code: **BeWell**

Calls, SMS and WhatsApp to the numbers above may be subject to roaming charges, when calling from outside the UK.

This service is a non-contractual benefit Legal & General can change or withdraw at any time.

## Want to know more?

For more information about our EAP, including the wide range of health and wellbeing benefits, please get in touch with your usual Legal & General contact, employee benefits adviser or financial adviser