

Wellbeing support, whenever you need it



For life's ups
and downs

Need support now?

UK Freephone:
0800 316 9337

WhatsApp and SMS:
07418 360 046

Employee Assistance Programme



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On-demand wellbeing support for when you need it most

Having someone to turn to when you need support can make all the difference to your wellbeing.

Your Employee Assistance Programme (EAP) is here to do just that. The on-demand service gives you free day-to-day wellbeing support and access to an expert counselling service to help you and your immediate family at any time – 24 hours a day, 365 days a year.

How can the EAP help?

There's almost no end to the issues you can get support with, which includes but isn't limited to:

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

The wide range of EAP support is designed to help you in many difficult circumstances and situations.

When you access the Spectrum.Life platform and app, you'll find wellbeing events, meditations, podcasts, fitness programmes and nutritional guidance. So whether it's work life or personal life, there's support for you.

Instant access to expert support

Your Employee Assistance Programme is there when you need, in a way that works best for you. You'll be able to contact the EAP in a way you prefer, by phone, WhatsApp, live chat, SMS or by requesting a call back. Whether you're looking for support with your health, finances, personal or work life, a qualified counsellor will be on hand when you need it.

All helplines (except Legal and Financial support) are also available to your immediate family – that includes a spouse, partner, registered civil partner and children aged 16 to 24 in full-time education who are living in the same household.

Your core support services

Access to experts for in the moment support



Confidential helpline

You can speak in confidence to experienced counsellors and advisers for friendly, non-judgemental support and information, 24 hours a day, 365 days a year. It's accessible worldwide by phone, WhatsApp and SMS.



Structured counselling

Following your mental health consultation, and if deemed clinically appropriate, the counsellor will make a referral for structured counselling. You could receive up to eight sessions of counselling, either face-to-face, over video, or over the telephone. These counselling sessions could be from a range of appropriate therapies, depending on your needs once assessed by the counsellor.



Legal and Financial support

Legal and Financial issues can be worrying, so it makes sense to get free initial information from a trained professional. Please note this facility is only available to you - it is not available to your 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.



Medical helpline

Whether you're looking for a sympathetic ear or practical guidance, you can speak to a qualified nurse about a range of medical or health-related issues.



Day-to-day information services

Get practical help on a range of topics, such as consumer advice plus much more.

Your enhanced wellbeing services

In addition to your core EAP, the dedicated platform and app provides support for a healthy mind and body.



On-demand digital access

All the details on how to access your core EAP services and wellbeing extras can be found in the dedicated Spectrum.Life platform and app.



Clinically approved content

No more internet research rabbit holes – get the latest expertise from clinician created content on mental health, depression, anxiety, sleep, parenting and more, through articles, videos and podcasts.



Wellbeing webinars

Save a seat at a series of live broadcasts, bringing you the latest in health and wellbeing. Watch panel discussions with experts in their field and take part in the live chat.



BeCalm programmes

Reduce anxiety, improve sleep and increase happiness with self-guided mindfulness and meditation exercises.



Sound Space podcast

Listen your way to better health by tuning in to the latest podcasts in health and wellbeing.



Digital Gym

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



Fitness and nutrition

Access hundreds of healthy recipes, from easy snacks to meals for the family. Plus explore a growing collection of fitness programmes with hundreds of different exercises for all levels.



Shopping discounts

Access a wide range of shopping offers and discounts.

Register on the platform and app



Visit: legalandgeneral.com/eap
Use access code: **BeWell**



Don't forget to 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

Access the EAP using the following details:

UK Freephone: **0800 316 9337**

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

Online platform: **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 can be changed or withdrawn at any time.



About your provider

Spectrum.Life is a mental health, wellbeing and digital health innovator, providing Employee Assistance Programmes to over 7.5million employees.