

The Employee Assistance Program (EAP) & Work-Life Services

The EAP and Work-Life Program from Aflac is here for you and your household members

Your company understands that everyone needs help with life's challenges and daily demands from time to time. That's why we offer a wide range of benefits and services to meet your diverse needs at home and at work and to help you cope with and manage life events.

We have partnered with Aflac to provide you and your household members with confidential benefits, at no cost to you.

Services for employees

Employees can call the EAP and Work-Life program to receive guidance and assistance with family issues, finding child and adult care, workplace concerns, legal and financial issues, stress, health and wellness, and any other issues that concern them. The program offers personal, confidential guidance and counseling for all employees and their household members.

Services include:

- Flexible options that include EAP counseling sessions in-person and/or over the telephone
- Access to EAP and Work-Life professionals who can assist with issues across disciplines, collaborating to address your concerns and help to solve your personal and work issues efficiently
- Customized referrals and educational materials with verification of availability and vacancy
- Dedicated website offering expert articles, assessments, resource finders, interactive tools, checklists, podcasts, and webinars

Services are confidential and available to employees and their household members 24 hours a day, seven days a week.

HOW DO I ACCESS THESE SERVICES?

Call **1-888-673-1147**

or sign in to [Humana.com/eap](https://www.humana.com/eap)
username:

password: **eap**

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Your company assumes all costs for use of the EAP and Work-Life Services for you and your household members. If additional assistance is necessary, referrals will take into account your preferences, medical plan, and financial circumstances. (Please refer to your insurance plan booklet or Human Resources for specific plan provisions.)

Employee Frequently Asked Questions

What should I know about the Aflac Employee Assistance Program (EAP) and Work-Life Services?

Aflac Employee Assistance Program (EAP) and Work-Life Services are a benefit sponsored by your employer to help you and members of your household deal with the daily stressors of work and life. Aflac EAP and Work-Life include:

- Confidential short-term consultations and resources for personal and/or work issues
- Confidential 30-minute consultations with attorneys and financial professionals
- Discounted fees for further legal and tax preparation services
- Information on local resources for child care, adult care, consumer education, pet care, recreational activities, moving and relocation, home repairs and services, and more
- Online access at [Humana.com/eap](https://www.humana.com/eap) to articles, search tools, multimedia presentations, and other resources that focus on emotional issues, child care, elder care, education, parenting, health and wellness, and many other topics

How can these services help me?

Aflac EAP and Work-Life offer you personalized help for any life event. They can help you deal with daily issues, family concerns, and health and wellness. Counseling is available 24 hours a day, seven days a week to give you the help you need.

Are these programs confidential?

Absolutely. Your confidentiality is protected under federal and state laws. Your employer will never receive your personal information.

How do I use these services?

Simply call the toll-free number 24 hours a day, seven days a week to speak directly with a trained professional.

What is the Legal/Financial benefit?

You are eligible for free 30-minute telephone with attorneys and financial professionals. Further legal and tax preparation services are discounted 25 percent.

When can I call?

Aflac EAP and Work-Life are available 24 hours a day, seven days a week, every day of the year.

How much do services cost?

The direct services of Aflac EAP and Work-Life are provided at no cost to you. If you are referred for counseling, or to a lawyer, accountant, or other provider for further assistance, charges might apply. In making the referral, your financial situation, health care benefits, and community resources will always be considered.

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Services provided by Humana, Inc. Personal information about participants and members of their households remains confidential according to all applicable state and federal laws, unless disclosure is required by such laws.

Managers frequently asked questions

How can the Aflac Employee Assistance Program (EAP) and Work-Life Services help employees and household members?

The Aflac EAP and Work-Life Services are benefits sponsored by your employer to help you and your employees cope with the daily stressors of work and life. The Aflac EAP and Work-Life Services include:

- Confidential short-term consultations and resources for personal and/or work issues
- Free 30-minute consultations with attorneys and financial counselors
- Discounted fees for further legal and tax preparation services
- Information on local resources for childcare, adult care, consumer education, pet care, recreational activities, moving and relocation, home repairs and services, and more

How can managers use the program?

Management consultations: Both HR professionals and supervisors can consult on management issues with our experts, including enhancing communication, dealing with difficult employees, team-building, employee evaluations, and many other topics.

Performance-based referrals: If an employee clearly is having concerns at home or at work, the supervisor can suggest that he or she access the EAP. If the employee's work performance begins to decline, supervisors can make more formal referrals to the EAP based strictly on work performance. In this way, the supervisor can remain focused on job performance, while the EAP professional works with the employee on the personal issue.

For the manager's own needs: Supervisors can also access the EAP for their own personal, emotional, childcare, adult care, or work-related concerns – or any other issues that affect their lives at home or at work.

- Online access to thousands of articles and other resources on emotional issues, childcare, adult care, education, parenting, health and wellness, and many other topics, plus hundreds of “do it yourself” legal forms, including wills, living wills, powers of attorney, and much more

EAP professionals are available 24 hours a day, seven days a week to assist employees and household members with concerns such as stress, depression, family issues, and health and wellness. The program is completely confidential and available at no cost to employees.

To access the program call 1-888-673-1147.

Are there any online resources?

The EAP also has an online Manager's Toolbox with articles and resources to help managers further develop their supervisory skills. The Manager's Toolbox includes:

- Articles on topics such as how to use the EAP as a management tool, enhancing communication, dealing with difficult employees, and evaluations
- LifeNotes: Insights for Management quarterly newsletter
- Performance questionnaires
- Teleconferences and webinars



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Work-Life Services

PRENATAL PLANNING INFERTILITY

ADOPTION

CHILD CARE

PARENTING

EDUCATION

CHILDREN WITH SPECIAL NEEDS

ADOLESCENT ISSUES

COLLEGE PLANNING

OLDER ADULT CARE

ADULTS WITH SPECIAL NEEDS

NURSING HOMES

EMERGENCY DEPENDENT CARE

CAREGIVER STRESS

AGING

RETIREMENT

HEALTH AND WELLNESS

HOME REPAIRS

MOVING AND RELOCATION

MARRIAGE

PET CARE

PREPARING FOR AN EMERGENCY

Assistance with everyday life

Balancing work and life can be difficult. Aflac Work-Life Services can help. Work-Life offers access 24 hours a day, seven days a week to specialists in child care, adult care, and convenience needs. Whether you have a quick question or are in need of a resource, a Work-Life specialist can help you find information and resources in your area.

How does the program work?

When you call, a specialist will consult with you on your concerns, educate you about your options, and then carry out research based on your needs and preferences. You will receive a personalized packet with local referrals and educational materials.

Referrals

Specialists can provide you with referrals from a proprietary database of nationwide resources. They perform customized searches based on your criteria, and take into account your financial situation and local resources to help find a solution that works best for you and your family.

Unlimited access

Best of all, you and the members of your household have unlimited access to the program and may call back for information and referrals on any issue you may experience at work or in your personal life.

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Aflac EAP and Work-Life Services

Legal and Financial services

Aflac Employee Assistance Program (EAP) and Work-Life Services give you access to personal legal and financial consultation services through the thousands of attorneys, financial experts, and CPAs in our nationwide network.

Through this Legal and Financial benefit, you can receive free 30-minute consultations with attorneys or financial professionals. If you need additional legal or tax preparation services, you will receive a 25 percent discount from participating providers.

When you need help

If you have a legal or financial concern, call us and we'll assess your needs and provide a referral to an appropriate legal or financial professional. We can help with issues such as:*

- | | | |
|------------------------------|-----------------------------|-----------------------------------|
| Adoption/guardianship | Education funds | Restraining and protective orders |
| Auto-related matters | Estate planning and probate | Retirement planning |
| Bankruptcy | Evictions | Small claims court |
| Child custody and visitation | Foreclosures | Tax issues |
| Consumer complaints | Investment strategies | Traffic violations |
| Credit cards and loans | Landlord/tenant disputes | Wills and trusts |
| Debt | Real estate | |
| Divorce | Repossessions | |

Aflac EAP and Work-Life Services are convenient, confidential and provided at no cost to you and members of your household. We're here 24 hours a day, seven days a week, so call anytime.



For free and confidential assistance, call **1-888-673-1147 (TTY: 711)** or visit us at **Humana.com/eap**
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*The attorneys and financial experts in our network cannot assist you with (1) employment issues or potential legal disputes between employees and employers, (2) how another attorney is handling a legal situation, (3) advice or help for someone else's legal problems, or (4) specific types of investments or opportunities such as stocks, mutual funds, or bonds; however, advice about general investment strategies can be offered.

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What's on your mind?

Aflac EAP and Work-Life Services



Aflac EAP and Work-Life includes a network of services, including short-term counseling and referrals to local resources, to help you and members of your household cope with everyday issues. Our EAP professionals can help you with:

RELATIONSHIP ISSUES

Primary relationship

Loneliness

Intimacy issues

Dealing with conflict

Physical and/or emotional distress

ADULT CARE

Finding services and care

Housing options

Caregiving issues

Helping from a distance

Adjusting to retirement

MANAGER RESOURCES

Helping employees

Organizational changes

Managing diversity

Leadership skills

Effective communication

EDUCATION

K-12

Colleges and universities

Financing

GED and vocational

Tutors and test prep

CHILD CARE

Adoption, pregnancy, and fertility

Child care and back-up care

Infant and toddler options

Special-needs care

Summer care services

WORKPLACE CHALLENGES

Working successfully with others

Communicating with your boss

Career development

Avoiding burnout

Dealing with stress

EVERYDAY ISSUES

Consumer education

Moving and relocation

Home ownership

Recreational activities

Pet care

HEALTH AND WELLNESS

Stress reduction

Exercise and preventive health

Nutrition

Mind/body balance

Women's, men's, and children's health

EMOTIONAL WELL-BEING

Depression

Stress and anxiety

Addictions

Eating and weight-related issues

Grief and loss

PARENTING

Discipline techniques

Talking to your teen

Developmental milestones

Children with special needs

Dealing with stress

LEGAL AND FINANCIAL CONCERNS

Retirement planning

Budget and credit management

Resolving legal issues

Coping with financial issues

Avoiding fraud

COMMUNITY RESOURCES

Housing

Programs for adults and children

Transportation

Support groups

Emergency resources

These services are convenient, confidential, and provided at no cost to you and members of your household. We're here 24 hours a day, seven days a week, so call anytime.

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Fall into the support you need.

Aflac Employee Assistance Program (EAP) & Work-Life Services:

Easy, confidential, and no additional cost to you.

- Connect with financial and legal counselors.
- Talk with someone about issues in your personal or professional life.
- Find resources near you.
- Take care of yourself and others with videos, quizzes, articles, infographics, and other great tools.

3 SIMPLE WAYS TO CONNECT WITH EAP AND WORK-LIFE SERVICES!



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Download

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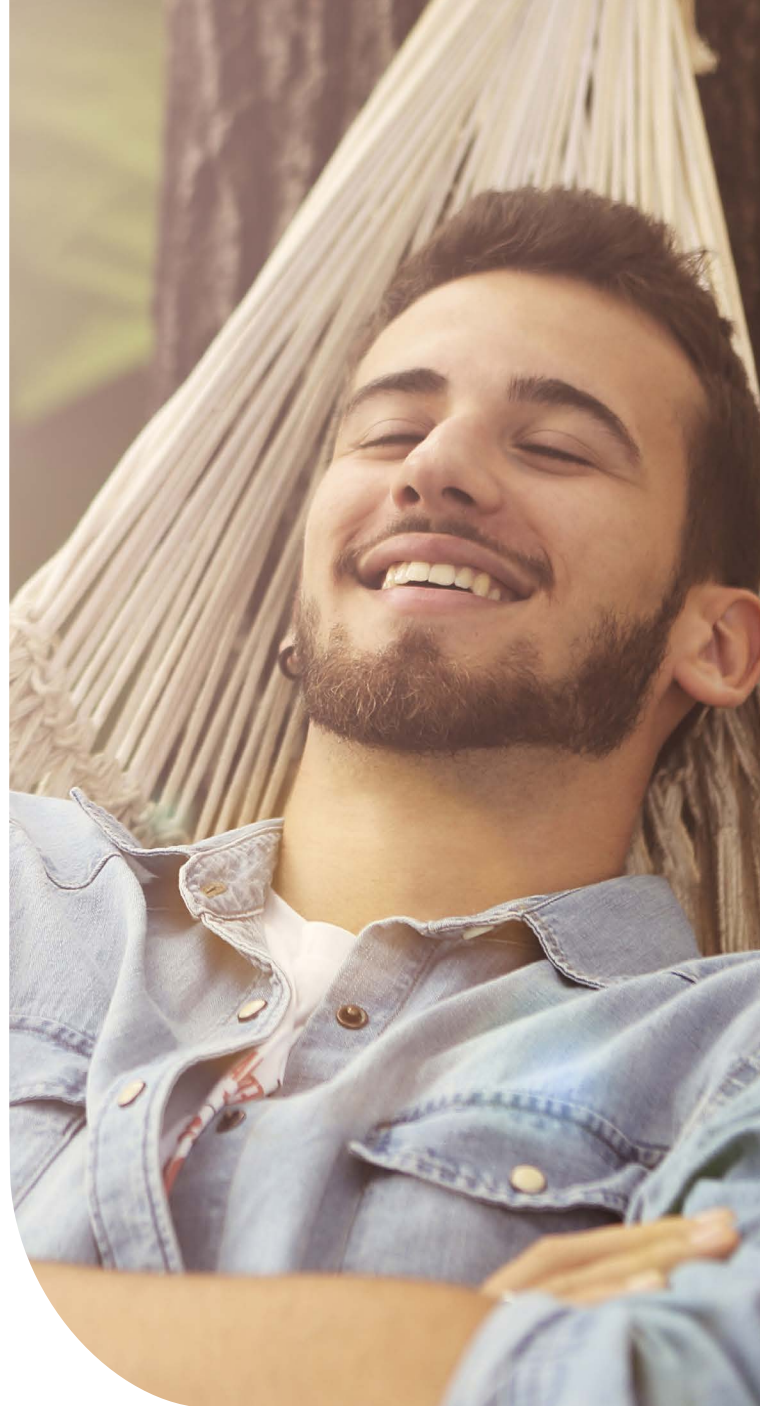
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Holiday blues?

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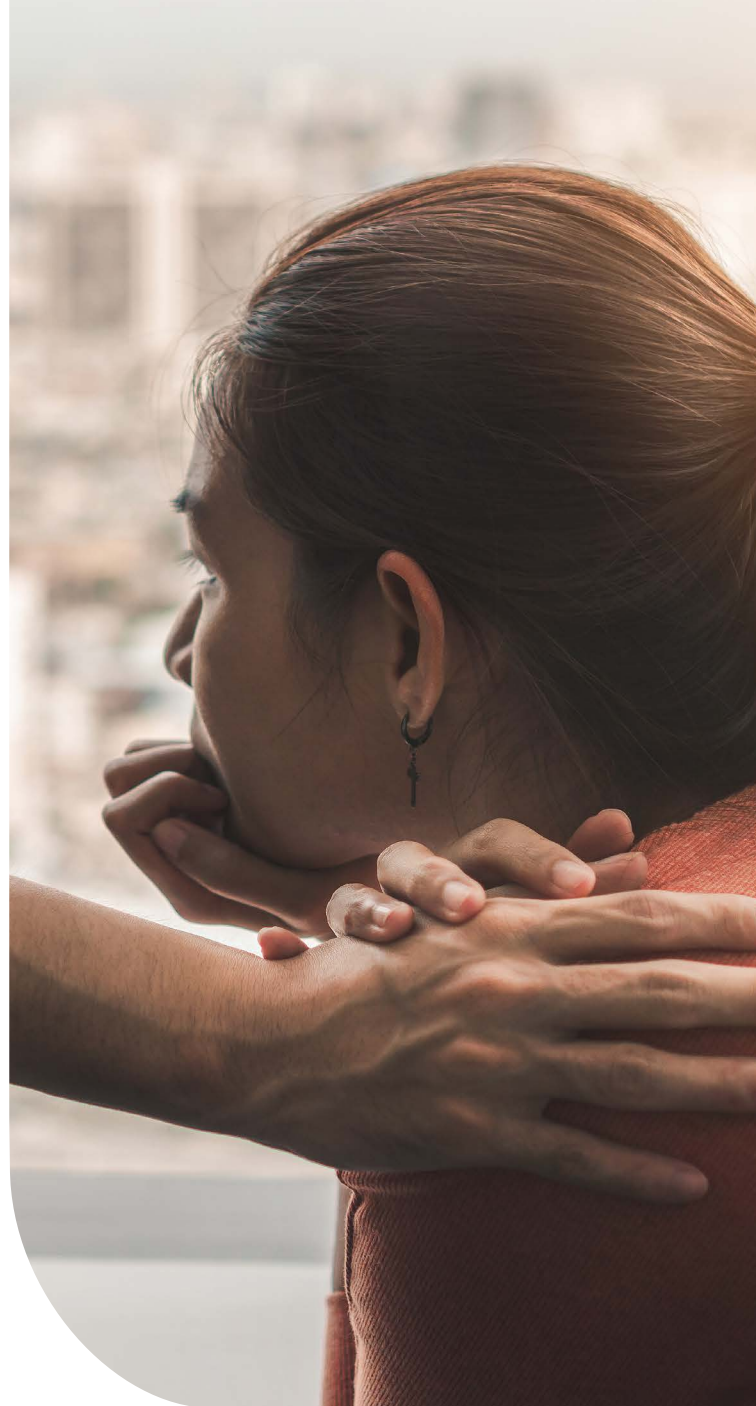
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Spring cleaning?

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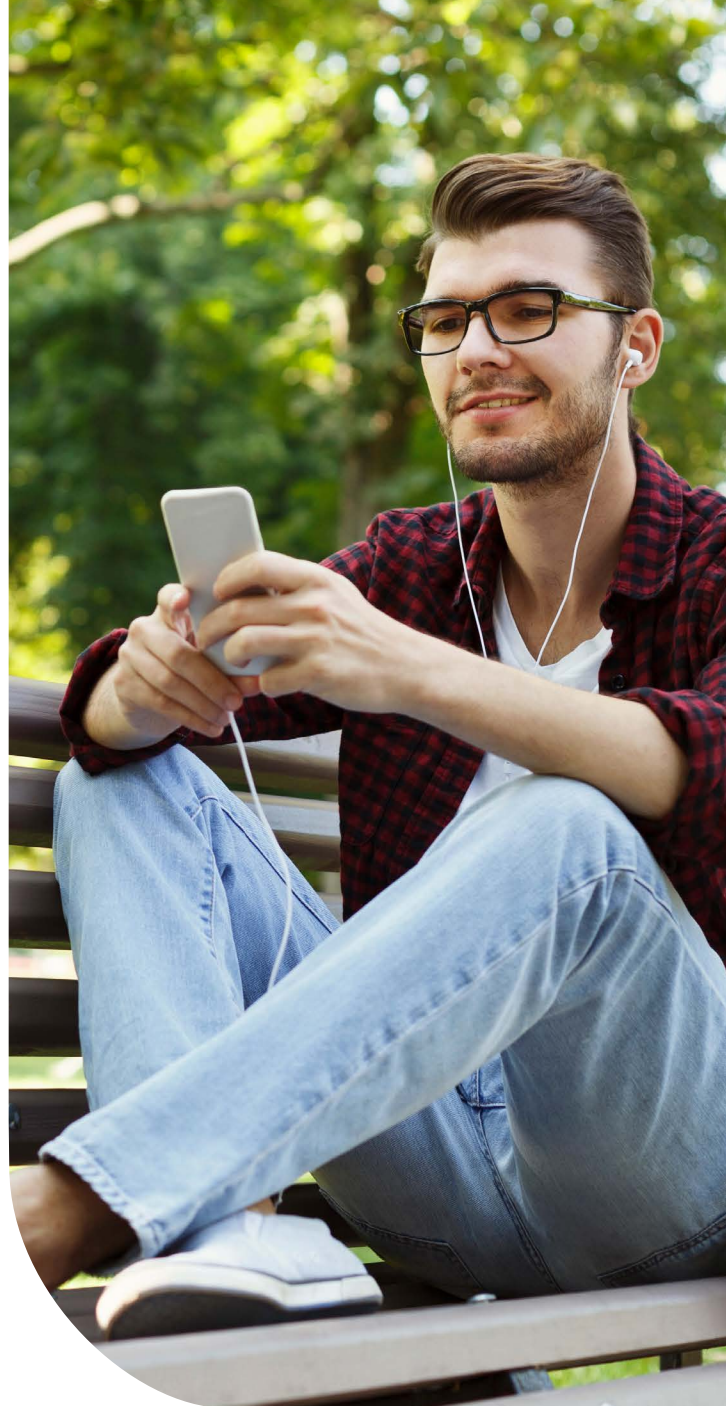
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Let the sun shine in!

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Aflac EAP and Work-Life Services

Life made easier

The Aflac Employee Assistance Program (EAP) and Work-Life Services – helping you and your household members manage everyday life issues that can affect you at home and at work. Call the toll-free number anytime to talk with an experienced professional who can help you find solutions. Your employer pays all service costs.



EAP and Work-Life Services:

- Assistance and counseling in person or by telephone
- Free 30-minute consultations with attorneys and financial counselors
- Website with articles, discounts, podcasts, webinars, assessments, live chats, and databases to help you find local resources
- Assessment and assistance from a Work-Life specialist who is an expert in childcare, adult care, or other everyday concerns
- Access to Life Coach, a holistic program designed to meet your needs and help you achieve personal and professional goals. Connect with your coach by phone or email

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Aflac EAP and Work-Life Services

Confidential help with your personal, work-related, and emotional concerns. 24 hours a day, seven days a week.



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EAP APP/WEB LOGIN:

username:

password: eap

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Aflac EAP and Work-Life Services

Find everyday resources for things like:

- Retirement planning
- Dealing with difficult coworkers
- Conflict
- Career development
- Communicating with your boss
- Resolving legal problems
- Care for children with special needs
- Relationship issues
- Separation/divorce
- Childcare
- Parenting/discipline
- Quitting smoking
- Stress and anxiety
- Time management
- Adoption
- Losing weight
- Grief and loss
- Financial concerns
- Depression
- Addictions
- Finding schools
- Paying for school
- Older adult care
- Nutrition

These non-insurance services are provided by Humana EAP and Work-Life Services. Personal information about participants and members of their households remains confidential according to all applicable state and federal laws, unless disclosure is allowed by such laws.

Free legal/financial consultations are limited to 30 minutes per issue. A 25 percent discount on further legal and tax preparation services provided by attorneys, mediators, and financial counselors is available. Certain legal and financial topics and issues are excluded from this service.

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-866-440-6556 (TTY: 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-440-6556 (TTY: 711).

繁體中文 (Chinese): 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-866-440-6556 (TTY: 711)。

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Free and confidential

1-888-673-1147 (TTY: 711)

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Access is easy! 24 hours a day, seven days a week.