

Employee Assistance Program

Helping you cope with the present and plan for the future



It's tough dealing with new challenges—finding child or elder care, bankruptcy, substance abuse—especially on your own. The stress alone can affect your work, health and family.

In times like these it's helpful to have someone in your corner to listen, offer advice and point you in the right direction for additional help. That's what you get from DisabilityGuidanceSM—an Employee Assistance Program that offers confidential counseling when you need it most.

Your Employee Assistance Program

We're available 24/7 to assist you.

Call: **1-888-327-9573**

TDD: **1-800-697-0353**

Online: **guidanceresources.com**

Web ID: **SYMETRA**

Your DisabilityGuidanceSM Employee Assistance Program

Access Anytime

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Confidential support, information and resources for all of life's challenges.
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Program Highlights

Up to five¹ face-to-face, confidential sessions with a counselor, financial planner or attorney are available to you and your eligible family members each calendar year.² An additional five sessions are available if you have a covered disability claim. Sessions are per household and may be divided among the three types of professionals. These services are included in the overall premium so no additional payment is required to use the program.

> Confidential Counseling

Trained counselors with a master's or doctor-level degree are just a phone call away—and completely confidential. They'll listen to your concerns and quickly refer you to appropriate resources and providers for:

- Stress, anxiety and depression
- Credit card or loan problems
- Difficulties with children
- Job pressures
- Grief and loss
- Substance abuse

> Financial Information and Resources

Contact a certified public accountant or certified financial planner for financial advice, including:

- Getting out of debt
- Credit card or loan problems
- Tax questions
- Retirement planning
- Estate planning
- Saving for college

> Legal Support

Talk to an attorney about:

- Divorce and family law
- Debt and bankruptcy
- Landlord/tenant issues
- Real estate transactions
- Civil and criminal actions
- Contracts

> Need Legal Representation?

A general guidance consultant will refer you to a qualified attorney in your area for a free 30-minute consultation. Any customary legal fees after that are reduced by 25%.



continued >

Online Resources and Tools

Get trusted, professional information online about relationships, work, school, children, wellness, legal or financial issues, and more. Turn to GuidanceResources® online for:

- Timely articles, tutorials, videos and self-assessments
- “Ask the Expert” personal responses to your questions
- Searches for child or elder care, attorneys and financial planners

First-time users, follow these simple steps:

- ① Go to **www.guidanceresources.com** and click on “Register.”
- ② Provide your organization web ID: SYMETRA
- ③ Create a user name and password.

Future logins

Simply enter your user name and password, then click on the “Login” button.

If you have problems registering or logging in, send an email to memberservices@compsych.com or call 1-888-327-9573.

Planning for the Future

A will is one of the most important legal documents you can have. It ensures that you’ll control who gets your property, who will be your children’s guardian, and who manages your estate when you die.

EstateGuidance® makes it easy to create a simple, customized, legally binding will by offering:

- Convenient online access to will documentation tools
- Simple-to-follow instructions guiding you through the will generation process
- Online support from licensed attorneys, if needed
- The ability to make revisions at no cost

A simple will costs just \$14.99; printing and mailing services are available for an additional fee. Prices may be subject to change—contact ComPsych for additional information.

Group insurance policies are insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004.

In New York, group insurance policies are insured by First Symetra National Life Insurance Company of New York, New York, NY. Mailing address: P.O. Box 34690, Seattle, WA 98124.

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¹ In California, counseling sessions are limited to three sessions in a six-month period.

² Once you are enrolled in a group disability income insurance policy from Symetra Life Insurance Company or First Symetra National Life Insurance Company of New York.



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