

# When your world gets a little hectic, give us a call

## International Employee Assistance Program

It's tough enough to manage the competing priorities in our lives, not to mention keeping them running smoothly. Add in the challenge of living abroad and you'll easily see that on some days, you just need some extra help.

Living and working outside of your home country can be an exciting and challenging opportunity. For some, getting used to a new environment and a new culture can take some time and for others, it may feel isolating, foreign and lonely. Where can you turn for support when life's challenges become too stressful? The Aetna International Employee Assistance Program.

Whether it's everyday issues that are becoming a little hard to handle, or finding yourself in a crisis situation, you'll be happy to know that the International Employee Assistance Program is here for you whenever you need it. The program is a confidential, around-the-clock service that can help you and your family balance the demands of work and life abroad. These services are part of your benefits plan, so when you need advice, just pick up the phone or go online.

### Features and services of the International Employee Assistance Program

#### Online resources

Access useful information, such as interactive tools, self-assessments and easy-to-find tip sheets on a variety of topics.

#### Work and life resources

Support for you and your family, including resources for parenting, child development, family issues and education. A suite of work/life, legal and financial services are available in the United Kingdom, Brazil, China, Hong Kong, the Philippines, Singapore, Germany, Kuwait, the United States and most parts of the world.

#### Counseling services

For you and each covered family member, receive up to five counseling sessions for each issue during the plan year.

#### It's for anyone

The International Employee Assistance Program is not just for people who need counseling or are in a crisis, but the program is designed for anyone who could use help in managing demanding everyday situations. You can obtain assistance with:

- Dealing with adjusting to a new country and culture
- Coping more effectively with stress
- Dealing with depression
- Managing your finances
- Finding support for your children with day care resources
- Coping with loss and grief
- Managing your life or your employees more effectively

The program can also assist you with many other issues that may interfere with having a healthy work and life balance.

### The International Employee Assistance Program is:

#### Time-saving

We make it easy for you to access resources that can help you efficiently manage issues that could potentially require substantial time and effort.

#### Convenient and confidential

Services are available day or night, no matter what time zone you're in. You can access our confidential services via phone and the Web, 24 hours a day, 7 days a week.

#### Personalized

One phone call to the program puts you in touch with a trained professional who can guide you to resources that address your needs. We can help you access services no matter what country you're in!

## Ready when you are

You can access the International Employee Assistance Program 24 hours a day, 7 days a week either by phone or online. And for your convenience, you can find resources and self-help tools for your personal, family and work-related concerns at [www.AetnaEAP.com](http://www.AetnaEAP.com).

### Here's how you can reach us:

#### By phone

Call the Aetna International Member Service Center at the number on your member ID card and ask to be transferred to the Aetna International Employee Assistance Program.

#### Online

1. Visit [www.AetnaEAP.com](http://www.AetnaEAP.com).
2. From the drop down menu, select *Aetna IEAP*.
3. In the field marked *Enter Company ID*, type "MYINTEAP" then click the *Go* button.

You can also visit the Aetna International Wellness Center to access a variety of stress management resources, including stress management tips, ways to cope with culture shock and more. Just log in to the Aetna International secure member website at [www.aetnainternational.com](http://www.aetnainternational.com) and select *Resources > Wellness Center*.

# Whether you're at home or a world away — we are here for you

For more information on your International Employee Assistance Program, call the Aetna International Member Service Center at the number on your member ID card.

## Stay connected to Aetna International

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