

Enhance your wellbeing with our exclusive wellness services



Available for those who have purchased our International Health and Wellbeing optional module

At Cigna Healthcare, we understand the importance of your overall wellbeing and living a balanced life. As part of our International Health & Wellbeing optional module, we provide access to three comprehensive wellness services designed to support your personal and professional life. Whether you need emotional support, lifestyle coaching or mental health assistance, these services are here to help you achieve balance and thrive.

Our Wellness services are confidential, accessible worldwide, and available in multiple languages.

These services are delivered in partnership with a trusted third-party provider offering:

- A global network of 88,000 licences counsellors and wellness professionals.
- Services available in over 200 countries and territories.
- Multilingual support
- Easy access via phone, video or in-person channels

Our Three Wellness Services:

1

Life Management Assistance Programme

24/7 confidential support for personal, work and family matters

2

Wellness Coaching

One-on-one coaching to help you achieve lasting lifestyle improvements.

3

Mental Health Support Programme

Professional counselling for those diagnosed with anxiety or depression.

How to Access these Wellness Services?



Call us: +1 984 810 5338

((Line exclusively for Cigna Global Health Options customers). You can dial this number directly from the 'Mental Health Support' section of the Cigna Wellbeing® App)



Live Chat: accessible through the website.

To login, please enter 'assist' as the 'company code'.



Request a callback via the Cigna Wellbeing® App



Life Management Assistance Programme

Helping customers achieve balanced living

It is important that customers are able to recognise when situations create an unhealthy amount of stress, distraction or worry. Our Life Management Assistance Programme is offered as part of our **International Health & Wellbeing** optional module. This service aims to empower customers with the services and support to manage their own individual day-to-day wellbeing. This confidential service is available 24/7, 365 days a year for assistance with any work, life, personal or family issue that they may be dealing with.



Emotional support

- **Short-term counselling** that can be conducted via telephone, video, or face to face.
- Common examples: managing anxiety and depression, couples' and family relationship support, bereavement, and more.
- Access to 6 sessions per topic, with **unlimited amount of topics** per period of cover.



Behavioural health

- **Mindfulness coaching:** Access 6 telephonic coaching sessions with an MBSR-trained health and wellness professional if you are experiencing stress, and challenges with focus and concentration.
- **Online Cognitive Behavioural Therapy (CBT) programme:** Self-help programme to build resilience and improve wellbeing.



Career support

- **Life coaching:** Matching employees to a professional coach to support their personal and professional goals.
- **Manager Assist:** Consultative service for managers looking to develop their people management skills.



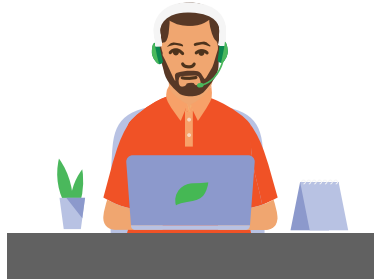
Practical needs

- Live assistance is always available to provide **immediate support** and a tangible action plan and next steps.
- We can provide **pre-qualified referrals** to support your work-life balance challenges, including relocation logistics, child or eldercare, legal or financial services.

Our chosen third-party provider has over 88,000 specialised counsellors in 200+ countries and territories around the world. Multi-lingual support is available.

Stories of Support and transformation. Alex's Story.

Alex was always a hard worker and enjoyed the challenges of her job, but all of a sudden, everything got very overwhelming. She was dropping the ball on projects, and she started to doubt her ability to get things done well. She didn't recognise herself – she was completely burnt out and needed help.



Alex knew her Cigna Healthcare plan gave her access to the Life Management Assistance Programme, which gave her 24/7 access to a licensed clinician. From the very first call, Alex felt listened to and understood. After completing a risk assessment, she was matched with a counsellor and her first of six sessions started within 5 days.

In her first session with her counsellor, she discussed coping mechanisms to manage her anxiety at work and achieve a better work-life balance. Over the next five 50 minute sessions, she learned how to shift her thoughts towards her strengths and abilities. At the end of her sessions, Alex felt empowered and ready to use the strategies she learned to manage her anxiety at work.



Our Life Management Assistance Programme connects you to licensed clinicians and trusted resources to help with life's challenges like stress, grief, relationship or work issues, and more. Your journey starts with a one-to-one assessment to ensure support is tailored to your needs. No issue is too big or small. Cigna Healthcare is here for you.

Get in touch:



Call us: +1 984 810 5338

((Line exclusively for Cigna Global Health Options customers). You can dial this number directly from the 'Mental Health Support' section of the Cigna Wellbeing® App)



Live Chat: accessible through the website.
To login, please enter 'assist' as the 'company code'.



Request a callback
via the Cigna Wellbeing® App

Foot note: *The Life Management Assistance Programme is provided by our chosen provider. Cigna accepts no liability for damage or loss, howsoever caused in connection with the use of or reliance on any information, material, decision and/or outcomes made by or provided by the programme provider in relation to the service. This document serves only as a reference and does not form part of a legal contract. The information herein is intended for informational purposes only and contains only a partial and general description of benefits. Full details of the benefits are contained within the Customer Guide. Coverage and benefits are available except where prohibited by applicable law. Nothing in this document constitutes legal, tax, financial planning, health or medical advice. Cigna Healthcare name, logo and other Cigna marks are owned by Cigna Intellectual Property, Inc., licensed for use by The Cigna Group and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries, and not by The Cigna Group. Such operating subsidiaries include Cigna Global Insurance Company Limited.

Cigna Life Insurance Company of Europe S.A.-N.V., Cigna Europe Insurance Company S.A.-N.V. and Cigna Worldwide General Insurance Company Limited. © 2025 Cigna Healthcare. All rights reserved.



Wellness coaching

We want to make sure our customers do not feel alone when it comes to improving their health and wellbeing. Our Wellness Coaching Programme matches customers with their own personal qualified wellness coach to provide individualised guidance and support to empower them to make lasting lifestyle changes. This programme is offered as part of our International Health & Wellbeing optional module.

The areas of focus:

The coach will partner with you to identify a specific wellness goal that is important to you, and will support you in building a wellness plan around the following areas of focus:

- Weight management
- Healthy eating
- Fitness and exercise
- Sleep
- Stress management
- Tobacco cessation

The process

Customers will have access to 6 confidential coaching sessions per focus area per period of cover. The coaching sessions are delivered via telephone or video call which means you can access it from the comfort of your own home and can be scheduled at a convenient time for you, based on time zone and language preference.



Initial Call (5-10 minutes)

During this initial call, a wellness consultant will collect your demographics, confirm eligibility, and will schedule the action plan call with a coach– typically within five business days



Second – Sixth Sessions (20 minutes each)

Your coach will call you at the scheduled appointment time. The coaching conversation will focus on reviewing progress, modifying coping strategies, and building your self-efficacy to promote lasting lifestyle change.



First Session – Action Plan Call (45 minutes)

Your coach will call you at the scheduled appointment time. During this initial session, you'll work with the coach to create your wellness vision. You'll agree on what goals/ areas you'll be working on between sessions and the next session will be scheduled.



Outcome Session (5-7 minutes)

This session occurs six to seven months after the action plan call. A wellness consultant will contact you to collect information on your satisfaction and outcomes related to your wellness focus area. You may be offered additional coaching support and sessions if this is something you desire.



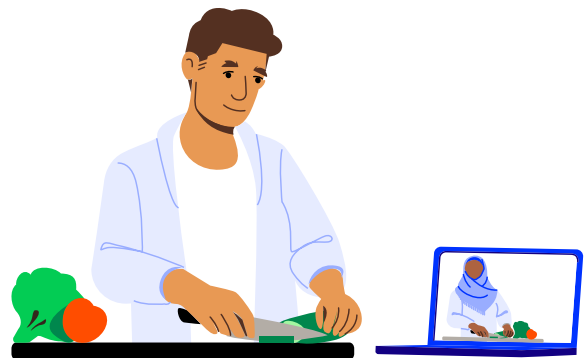
Stories of Support and transformation. Ben's Story.

Ben was in transition from a sedentary work-from-home setup to an office-based job when he accessed our Wellness Coaching benefit. Ben was eager to improve his overall wellbeing and make changes to his current lifestyle.



It was important to Ben to make changes he could maintain for the future. Over 6 sessions with one of our wellness coaches, Ben prioritised his muscle-to-fat ratio, his dietary choices and his energy levels. He wanted to make lifestyle changes and adopt healthy habits so he would have plenty of energy to be an active parent to his future children.

Ben's coach helped him establish lasting methods, like meal planning and factoring in one indulgence a day. Through wellness coaching, Ben achieved higher energy levels and made consistently healthier choices.



Get real support for real life with our **Wellness Coaching** benefit.

Get in touch:



Call us: +1 984 810 5338
(Line exclusively for Cigna Global Health Options customers). You can dial this number directly from the 'Mental Health Support' section of the Cigna Wellbeing® App) and identify yourself as 'Life Management Programme' user.



Live Chat: accessible through the website.
To login, please enter 'assist' as the 'company code'. To access the Live Chat, click on 'LIVECONNECT' at the top of the home page.



Request a callback
via the Cigna Wellbeing® App

*The Life Management Assistance Programme is provided by our chosen provider. Cigna accepts no liability for damage or loss, howsoever caused in connection with the use of or reliance on any information, material, decision and/or outcomes made by or provided by the programme provider in relation to the service.

This document serves only as a reference and does not form part of a legal contract. The information herein is intended for informational purposes only and contains only a partial and general description of benefits. Full details of the benefits are contained within the Customer Guide. Coverage and benefits are available except where prohibited by applicable law. Nothing in this document constitutes legal, tax, financial planning, health or medical advice. Cigna Healthcare name, logo and other Cigna marks are owned by Cigna Intellectual Property, Inc., licensed for use by The Cigna Group and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries, and not by The Cigna Group. Such operating subsidiaries include Cigna Global Insurance Company Limited, Cigna Life Insurance Company of Europe S.A.-N.V., Cigna Europe Insurance Company S.A.-N.V. and Cigna Worldwide General Insurance Company Limited. © 2025 Cigna Healthcare. All rights reserved.

Mental Health Support Programme

Up to 20 face to face counselling sessions per condition per period of cover

For those needing long-term psychological support, the Mental Health Support Programme provides up to 20 face-to-face counselling sessions per condition (anxiety or depression). This Programme ensures you receive specialist care beyond short-term counselling, helping you navigate your mental health journey with confidence.

How to Access Support?

1. Initial Contact: Reach out via the Life Management Assistance Programme.
2. Assessment: A clinician will conduct an initial telephone-based evaluation to determine eligibility.
3. Counselling Sessions: Up to 2 assessment sessions followed by up to 20 structured therapy sessions with a CBT psychologist.
4. Progress Monitoring: Regular check-ins and psychometric testing ensure continues improvement.

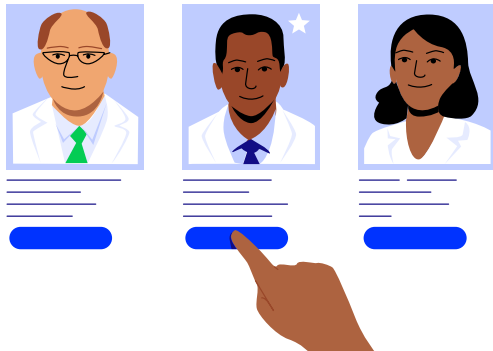
Why this Programme Matters?

1. Provides access to qualified mental health professionals worldwide.
2. Ideal for individuals diagnosed with moderate to severe anxiety or depression.
3. Helps achieve a healthier state of wellbeing through structured therapy and ongoing monitoring.



Stories of Support and transformation. Yasmina's Story.

When Yasmina faced stress at work and her dog's health declined, she began suffering from insomnia and felt overwhelmed. Daily life became a struggle, and she started to feel isolated and frustrated. That's when she turned to Cigna Healthcare and discovered the Life Management Assistance Programme, which offers long-term counselling for anxiety and depression.



From the start, her clinician made her feel heard and understood. They introduced her to Cognitive Behavioural Therapy (CBT), explaining how it could work alongside her medication. Within just two days, she was matched with a psychologist who spoke her preferred language and was available that same week.

After completing 18 sessions over several months, Yasmina says she now feels emotionally stronger and better prepared to handle life's challenges. Cigna Healthcare's support helped her find solace and renewed strength



Get real support for real life, when you need it with our Mental Health Support Programme

Asking for help when you're depressed or anxious can be an extremely hard thing to do. If you're struggling, please remember that Cigna Healthcare is here for you.

Get in touch:



Call us: +1 984 810 5338

(Line exclusively for Cigna Global Health Options customers). You can dial this number directly from the 'Mental Health Support' section of the Cigna Wellbeing® App).



Live Chat: accessible through the website.

To login, please enter 'assist' as the 'company code'. To access the Live Chat, click on 'LIVECONNECT' at the top of the home page.



Request a callback via the Cigna Wellbeing® App

Important note:

Not suitable for high-risk cases, severe psychiatric conditions (for example, Borderline Personality Disorder, Schizophrenia, Bi-Polar or OCD), addictions or those under 18 years old.

*The Mental Health Support Programme is provided by our chosen provider. Cigna accepts no liability for damage or loss, howsoever caused in connection with the use of or reliance on any information, material, decision and/or outcomes made by or provided by the programme provider in relation to the service.

This document serves only as a reference and does not form part of a legal contract. The information herein is intended for informational purposes only and contains only a partial and general description of benefits. Full details of the benefits are contained within the Customer Guide. Coverage and benefits are available except where prohibited by applicable law. Nothing in this document constitutes legal, tax, financial planning, health or medical advice. Cigna Healthcare name, logo and other Cigna marks are owned by Cigna Intellectual Property, Inc., licensed for use by The Cigna Group and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries, and not by The Cigna Group. Such operating subsidiaries include Cigna Global Insurance Company Limited, Cigna Life Insurance Company of Europe S.A.-N.V., Cigna Europe Insurance Company S.A.-N.V. and Cigna Worldwide General Insurance Company Limited. © 2025 Cigna Healthcare. All rights reserved.