



**momentum**  
corporate

**Employee  
Assistance  
Programme**

On each member's unique life journey, they could face a number of difficulties at any time. Through counselling and other wellbeing services, Momentum Corporate's Employee Assistance Programme provides support and value to members and you, the employer.

Combined with our employee benefits solutions, our Employee Assistance Programme (EAP) aims to improve the physical, financial and emotional wellbeing of members and their families.

The EAP services are provided by Momentum Wellness at **no additional cost** to FundsAtWork and Group Insurance members and their families, which includes the member's spouse and children.

The services are available 24/7/365 and members can access them via the website, on their cell phones using the Momentum Wellness app, and through the EAP call centre.

**All interactions are strictly confidential.**



**Members  
have access to  
these valuable  
services**

### **Counselling services**

If a member needs help following a traumatic experience such as a death in the family, serious illness, disability, hijacking, abuse, suicide, divorce or separation, experienced and caring counsellors are there to provide telephonic guidance and counselling.

Counselling is also available to members experiencing everyday psychosocial stresses. For children struggling with issues around self-image, peer pressure, performance anxiety, bullying, depression, adoption, and exposure to drugs, help is a phone call away.

### **Legal services**

Admitted, experienced attorneys are available during business hours to provide unlimited telephonic legal advice on issues such as divorce, maintenance, custody, criminal matters, claims for payment, breach of contract, property disputes, fraud or identity theft.

Members can get help with certain legal contracts, tailored to their circumstances, completed in full and delivered within 24 hours of a request, including advice on how to sign and use the contract. They can also download contracts and documents such as a domestic employment agreement, a last will and testament and sale of a motor vehicle agreement.

Members have 24-hour telephonic access to our specialist legal call centre in an emergency. If a member is arrested, we can send a litigation attorney immediately, at a discounted fixed rate so that bail arrangements can be made.



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### **Financial wellbeing services**

Experienced financial counsellors are available to guide members through their day-to-day financial problems. Telephonic financial advice is available during business hours.

Our digital financial education packages are available in English, Afrikaans, Xhosa and Sesotho. Members can access these packages, as well as our handy retirement, savings, interest and inflation calculators on our website.

### **Debt assistance and consolidation services**

Our counsellors can assess members' debt to determine if debt counselling is appropriate. If necessary, they will assist the member, step by step, on the debt counselling process and give detailed information on costs. They will discuss the effect of debt relief on the member's credit record in the long term and if appropriate, refer the member for debt restructuring.

### **Credit health and credit check**

The journey towards improving members' overall credit health starts by knowing their credit health status. The Credit Health Report, developed by Credit Health South Africa, draws information from the three major credit bureaus to show members their credit score. Members can get their free credit score by dialling \*120\*27778# and following the prompts. They can also contact the EAP call centre for simple tips to improve their score to help them secure, for example, a home loan.

### **Emotional wellbeing services**

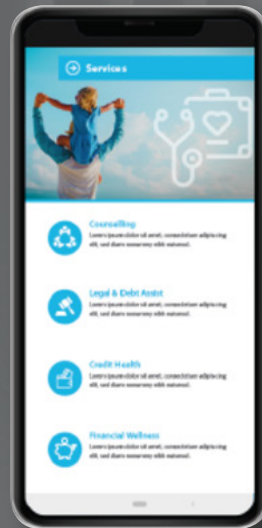
Members have access to a virtual Wellness Café, packed with written and video content and resources on topics such as nutrition, sleep, mindfulness and more, to help them with their personal wellbeing. Experts are available to answer questions virtually and provide members with lifestyle coaching, stress management, emotional support and guidance.

### **Physical wellbeing services**

Counsellors can provide support with any general and chronic conditions, including HIV and AIDS and TB.

## Momentum Wellness app

Members can chat to an agent on the Momentum Wellness app to arrange a convenient time to be contacted by the appropriate counsellor.



## Website



## Telephone

All services are provided through the call centre on 0800 229 355.

## Accessibility supports new ways of working

Our technology-driven approach is an effective way to provide direct support to members where and when they need it. Accessible from anywhere, the programme is also ideal for employers who allow their employees to work remotely.



## Employers receive value through human capital insights and analytics

The EAP provides you with insights and analytics that offer value for human capital decision-making.

### Keeping track of employee wellbeing

An interactive tool offers you intelligence into employee wellbeing and its impact on their ability to contribute meaningfully to the success of your business. The dashboard integrates employee sick leave, health and wellbeing insights and anonymous utilisation data of the EAP. This provides trends and actionable insights that could contribute to better employee management.

### Tracking improvement

You can track improvement over time and evaluate the value and effectiveness of any wellbeing interventions and overall employee benefits strategy.

### Registering for the Employee Assistance Programme

If you are a FundsAtWork Umbrella Funds or Group Insurance client, you will automatically be registered for the Momentum Corporate Employee Assistance Programme. To start using the service, please provide the complete and up-to-date employee data for your FundsAtWork and Group Insurance benefits to us monthly. This data will be only be used for the EAP.

### Dashboard insights


You can access the dashboard through a web-based portal.





For more  
information, please  
contact your  
Momentum Corporate  
consultant.

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