

For use by employees.

Group Life and Group Critical Illness only.



The Employee Assistance Programme

**Qualified support for
life's ups and downs**



Welcome to the Employee Assistance Programme – your personal support service.

This guide gives you all the information you need to get the most out of this valuable benefit.

Please keep everything safe as you may need this information in future – particularly if you want to contact the Employee Assistance Programme (EAP).



Life's a journey and every road has a few bumps

Buying a new home, illness, managing money, relationships and raising children – just a few of the events we might experience, which makes life both exciting and challenging.

Available to you as part of your employer's Group Protection policy, the Employee Assistance Programme (EAP) gives you 24/7 access to a qualified counselling team.

Provided by HealthHero, the EAP offers access to a team of trained counsellors from The British Association for Counselling and Psychotherapy (BACP) who can offer emotional support at difficult times.

They can also provide in-the-moment practical information and guidance around issues that may be affecting you at home or at work.

This service is a non-contractual benefit Aviva can change or withdraw at any time. The EAP is available to all employees who are permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

To speak to a qualified counsellor or adviser, contact HealthHero on:

 **0800 015 5630**

Calls to this number are free of charge from a UK landline or mobile phone. Calls are recorded and monitored.

You are still able to speak with a member of the HealthHero team if you are temporarily outside of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

An alternative telephone number is in place for overseas callers +44 (0) 204 615 1375.

Calls to this number from an overseas location are not free of charge from a landline or mobile.

How the EAP can help you get back on track

The Employee Assistance Programme (EAP) is available 24/7. You can access your own personal support system – just by picking up the phone. Whether it's practical guidance, or counselling support, the EAP is there to help you.

What's included

EAP services

- You have access to a 24/7 support line, which provides in-the moment counselling support and clinical assessment, plus a referral for up to eight booked sessions of counselling (Person-Centred Therapy) per year & self-guided online CBT programmes.
- All calls are treated as confidential, unless HealthHero consider there is a risk of serious harm to you or anyone else.
- Call the 24/7 counselling support line and talk to a trained and experienced counsellor for in the moment (emotional) support during difficult times. All counsellors are directly employed by HealthHero and are members of professional bodies such as the British Association of Counselling and Psychotherapy (BACP).
- Access online resources with advice, articles and webinars on everyday topics – from relationships and childcare to coping with bereavement. You'll also find preventative wellbeing support, including assessments on diet, stress and sleep, plus short videos on helpful areas like heart health, women's health and exercise.
- A Legal support line is available 24/7. You'll speak to a qualified Legal Advisor who can guide you through a wide range of issues – from housing and tenancy agreements to wills and probate, motoring, consumer rights, family law and more.
- Confidential money and debt advice is available Monday to Friday, 8am to 8pm, and Saturday, 9am to 3pm. Get free, straightforward guidance and explore solutions such as Debt Management Plans, loan consolidation or Individual Voluntary Arrangements (IVAs).

What we can help you with

Unlike many helplines, the EAP is not just here for life's crises. Everyday issues such as the stresses of moving house, managing money, a family crisis, illness or injury or returning to work after a break – all can raise questions which can benefit from discussion.

So whether you'd like advice on a problem you're facing, or support with managing anxiety, you can rest assured that help is on hand for any in-the-moment support you may need.

Whether it's to help you prepare for a challenge and gather essential information, or get some sound and confidential advice on a life event that's affecting you or your family, through EAP you have access to advisers who are trained to help.

Don't let a bump in the road slow you down

Life can present many challenges – some you can anticipate, whilst others come completely unexpected. The EAP is here to support you through situations such as:

- ✓ **Managing money** – Financial issues can have a significant impact on our personal and professional lives. This service provides free, simple debt advice which may lead to a debt solution such as Debt Management Plan, debt/loan consolidation, Individual Voluntary Arrangement (IVA) and other options to consider.
- ✓ **Relationships** – The relationships we have with the people around us have a fundamental effect on our lives. When those relationships become strained, whether due to issues such as divorce and separation from a partner, or conflict with a relative, friend or colleague, the EAP can offer guidance and advice to help you through such times.
- ✓ **Moving house** – Although it should be simple, buying a house can be one headache after another – but HealthHero's advisers are on hand to support you through the process.
- ✓ **Family life** – Pregnancy, birth and adoption can all be times of strain and worry. And it might not stop there. Raising children can be the best and yet hardest time of your life. Whether they're toddlers or teenagers, there may be times when you need advice or guidance. The EAP can help on these and other family issues such as schooling, peer pressure and work/life balance.
- ✓ **Work** – What's the best way to approach a move to a different role? What's the best way to build relationships with colleagues? How do you best manage work pressures and deadlines? Speak to HealthHero if you want to discuss any of these topics, or any other issue related to the workplace (Please note that HealthHero cannot advise on disputes or dissatisfaction with your employer or their processes).
- ✓ **Returning to work after a break** – Whether it's following maternity leave or an illness, the EAP can offer you useful advice to make the transition back to work that much easier.
- ✓ **Retirement** – The journey into retirement can be a time of difficulty and confusion for some. Whether it is about helping you adapt to your new financial status or adjusting emotionally to the next phase of your life, you need to make sure you're as best prepared as you can be.
- ✓ **Family crises** – A family crisis can sometimes be overwhelming. Bereavement, disputes and caring for relatives are all sensitive topics that the EAP counsellors can help with.
- ✓ **Personal crises** – You don't have to go through an unexpected personal tragedy such as divorce, abuse or racial discrimination alone. If you find yourself faced with a sensitive personal issue, please talk to one of the EAP counsellors.
- ✓ **Illness and injury** – Suffering from an illness or injury, is a difficult time in anyone's life. Whether it's you that is ill, or someone close to you, the EAP can lend support, assistance and guidance through the hardest times.
- ✓ **Legal support line** – Available 24/7. You will speak to a Legal Advisor who has a law degree and can help with a wide range of legal concerns such as issues relating to housing or tenancy agreements, wills and probate, motoring, consumer rights, family law and much more.

Let the EAP help you

Just talking to someone can really help - whatever the issue.

We actively encourage you to speak to HealthHero whenever you feel you need some objective impartial support.

The Employee Assistance Programme is available 24 hours a day, 365 days a year on 0800 015 5630*

The counselling and legal support helpline is available 24 hours a day, 7 days a week.

*Calls to this number are free of charge from UK landlines and mobile phones. Calls are confidential unless HealthHero believe there is a risk of serious harm to anyone and they may take appropriate action if needed.

Money and debt related information and guidance is entirely confidential and available from Mon-Fri 8am to 8pm and Sat 9am to 3pm.

Online services

In addition to the support available from the helpline, you also have access to a website full of invaluable information.

my.healthhero.com is a web-based information and support resource, provided by HealthHero that is designed to assist you with the challenges of daily life.

Through the site you also have access to monthly webinars, which focus on a variety of useful topics.

Visit **my.healthhero.com**


Activation Code: AVIVAPROTECTION


Registration Code: AVIVAPROTECTION




Need this in a different format?

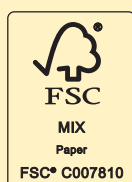
Please get in touch if you'd prefer this brochure (**GR02055** 01/2026) in large print, different colour, braille or as audio.

 0800 051 3472

 groupprotection@aviva.com

 [Aviva.co.uk](https://www.aviva.co.uk)

Our opening hours are Monday to Friday, between 9.00am and 5.00pm. For your protection and ours, calls to and from Aviva may be recorded and/or monitored. Calls to 0800 numbers from UK landlines and mobiles are free of charge. Calls from outside the UK may be charged at international rates.



Aviva Life & Pensions UK Limited. Registered in England and Wales No. 3253947. Aviva, Wellington Row, York, YO90 1WR. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 185896. Member of the Association of British Insurers. The Employee Assistance Programme is not an insurance product and is not authorised or regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

[aviva.co.uk](https://www.aviva.co.uk)