

Introducing: Employee Assistance Program



What is the Employee Assistance Program?

The Employee Assistance Program (EAP), is provided by MetLife. Sponsored by your company, **EAP** offers counseling, legal and financial consultation, and crisis intervention services to all our employees and dependents.

Why provide an EAP?

EAP offers counselling and guidance for emotional, financial, legal, and work-life issues. Helping our employees and their dependent family members ensures that these issues do not spill over into the workplace and harm productivity and morale.

What services does EAP provide?

Confidential emotional support: **EAP** provides free short-term counselling with a local psychologist who can help with emotional concerns, including: anxiety, depression, stress, grief, loss, life adjustments, or relationship and partner conflicts.

Legal: A local legal expert is available for a free half-hour phone consultation per issue per year to discuss any personal legal issues.

For example, if an employee wants to speak to a legal expert regarding contract law, they get a half-hour phone consultation. If later in the year they have a divorce-related question, another half-hour consultation is made available.

Financial: Local financial experts can assist with a wide range of issues. These experts offer a free half-hour phone consultation per issue per year for a variety of issues including: taxes, relocation, mortgages, budgeting, debt, bankruptcy, and many more.

Why should managers drive the EAP?

As a manager, it is not your job to be a professional counsellor or best friend. Getting involved in your employees' personal issues can cloud your judgement and make it difficult to treat everyone in a fair, consistent, and objective manner. The EAP can handle that for you.

Is the service confidential?

Yes, the EAP is strictly confidential. No information about participation in the program will be provided to the employer.

Why might an employee or their dependent family member use the service?

There are many reasons for employees to take advantage of these services, including when they:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety, or depression
- Are dealing with grief or loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

What happens when the employee calls EAP?

The employee will speak with a credentialed, professional counselor who can assist with a wide range of behavioral, legal, financial, and work-life concerns.

Here when you need us



Contact your EAP counselors today:

For 24/7 support, Dial 01426801 (Lebanon access) and then 8554180792 (TFN). You can receive assistance either over the phone or in person.

On the call back, the team will ask for your **Eligibility Code:**

Your Policy Number

With over 152 years of helping generations of customers to protect their finances, family and future, we're a trusted partner for over 100 million customers around the world. But for us, it's never been enough just to sell somebody an insurance policy. We have always looked for ways to help people live better, healthier lives and are committed to creating value for the world at large.

We've been in Lebanon for nearly 66 years. As a pioneer of life and medical insurance and a leading provider of innovative employee benefits. We are committed to helping people navigate their ever-changing worlds. Throughout our history, we have continuously sought to nurture talent, respect local cultures, and promote the diversity that characterizes the Lebanese society. We've been providing transparent, customer-centric insurance services to individuals, families and businesses of all sizes across the Middle East since 1952.