

Employee/Expat Assistance Programme (EAP)





In a world where global mobility is on the rise, you may find yourself living abroad or travelling regularly. In a foreign environment, you may find it particularly challenging to balance taking care of yourself, your family and work responsibilities.

The Employee/Expat Assistance Programme is a confidential and professional 24/7 multilingual support service that can help you and your dependants address a wide range of life issues and challenges, such as:

- Work/life balance
- Cultural shock
- Workplace challenges
- Relationships
- Addiction concerns
- Stress, depression, anxiety
- Family/parenting
- Cope with isolation and loneliness
- Cross-cultural transition




This multilingual service is available locally anytime, anywhere

-  Confidential, professional counselling*
-  Critical incident support
-  Legal and financial referral services
-  Innovative app, to access:
 - Qualified support for your mental, physical, social and financial wellbeing
 - Wellbeing resources on several topics, e.g. family, life, money and work


* Confidential professional counselling is available in person, by phone, or on video .

Let us help:

 400-120-8516

An English-speaking agent will answer your calls, but you can ask to talk to someone in a different language. We will organise interpreter services if an agent is unavailable for the language you need.

This is not a free phone number. If you need a local number, please access the website below. Once logged in, click on 'International Numbers'.

 <https://www.allianzcare.com/eap-login>
(available in English, French and Spanish)

Login on the website using the following details:

Username: AllianzCare

Password: Expatriate

For a more detailed description of the services included, see your Benefit Guide.

The Employee/Expat Assistance Programme Services are made available by LifeWorks, subject to your acceptance of our terms and conditions. You understand and agree that the insurer, its reinsurers and its administrators are not responsible or liable for any claim, loss or damage directly or indirectly resulting from your use of the Employee/Expat Assistance Programme services.

Allianz Jingdong General Insurance Company Ltd. is the insurer and the inside mainland China administrator of this policy. The company is registered in China and regulated by the China Banking and Insurance Regulatory Commission. Registered Office: Unit 01-05, 11 & 12, 34th Floor, Main Tower, Guangzhou International Finance Center, 5 Zhujiang Xilu, Tianhe District, Guangzhou, Guangdong, P.R. China. Registered No.: 914400005517258765.

AWP Health & Life SA, acting through its Irish Branch, is engaged by the insurer for the administration of the insurance policy outside mainland China. AWP Health & Life SA is a limited company governed by the French Insurance Code. Registered in France: No. 401 154 679 RCS Bobigny. Irish Branch registered in the Irish Companies Registration Office, registered No.: 907619, address: 15 Joyce Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland.

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