

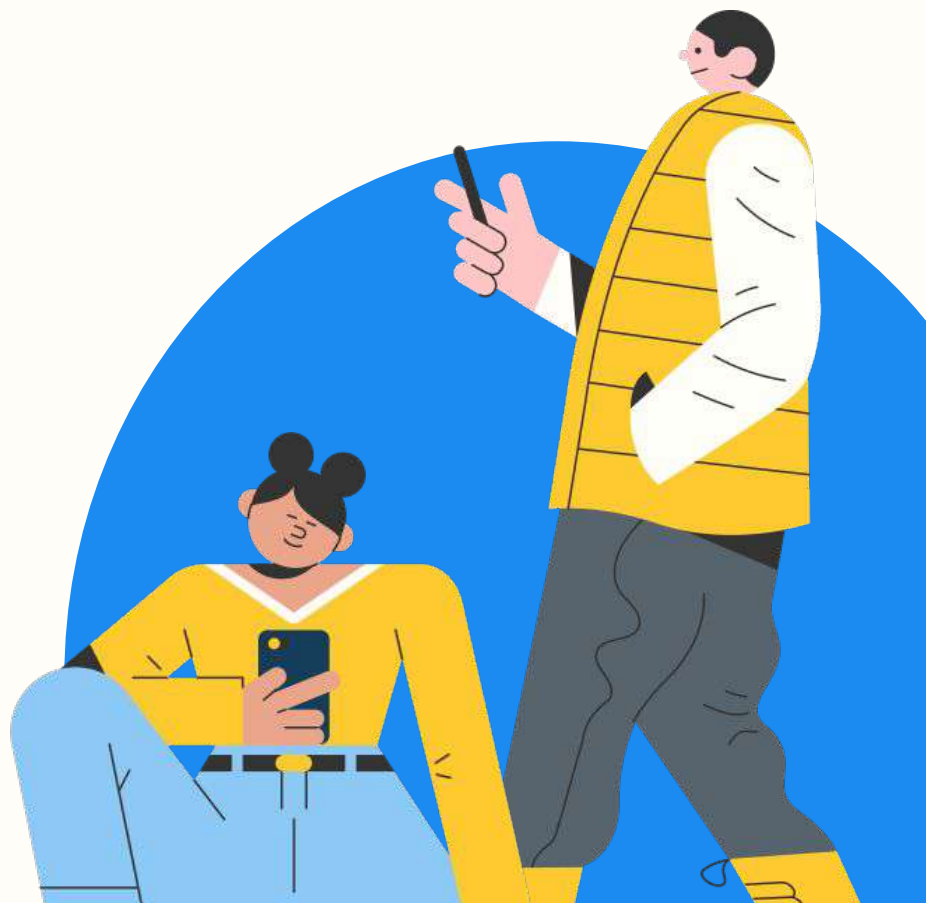
# EAP Services and Guide

**Complete wellbeing support for your good days, bad ones, and everything in between**











From self-guided tools to one-on-one support, personalise the care you need with Intellect

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# Overview of Services

Service	Overview	Plan (for you & your dependants*)
<b>24/7 Helpline</b> 	<p>In-the-moment telephone call service for those in urgent distress to speak with professionals. Responders provide in-the-moment crisis support, followed by referral to the appropriate resources.</p>	
<b>1-to-1 Coaching Sessions</b> 	<p>Virtual sessions with certified Coaches and Counsellors to help you work through, better manage emotions, achieve your goals, and thrive. Some areas coaches can support you in:</p> <ul style="list-style-type: none"> <li>• Health &amp; Lifestyle</li> <li>• Setting boundaries</li> <li>• Stress</li> <li>• Relationships and conflict</li> <li>• Productivity</li> <li>• Leadership</li> </ul>	 <p>4 credits per person per year + In-app text messaging with assigned provider</p>
<b>Clinical Sessions</b> 	<p>1-1 Virtual<sup>1</sup> or Face-to-Face Sessions<sup>2</sup> with Clinical Psychologists &amp; Counsellors who provide treatment to improve one's sense of wellbeing, alleviate feelings of distress, and resolve crises. Some areas clinicians can support you in:</p> <ul style="list-style-type: none"> <li>• Depression</li> <li>• Trauma</li> <li>• Anxiety issues</li> <li>• Eating disorders</li> <li>• Chronic insomnia</li> <li>• Grief and bereavement</li> </ul> <p>1 For employees in Taiwan, please call the helpline or email <a href="mailto:support@intellect.co">support@intellect.co</a> to book a counselling session. 2 Face to face sessions subject to clinic location availability.</p>	 <p>4 credits per person per year</p>
<b>Holistic Support</b> 	<p>Virtual sessions and unlimited text-based messaging with a physical fitness, nutritional and financial coach to discuss your needs related to those topics and identify and achieve your goals.</p>	 <p>4 credits (1 credit per pillar + 1 additional credit, 30 mins each) + In-app text messaging with assigned provider</p> <p><i>Pillars: Finance, Nutrition, Physical</i></p> <p><i>Option to transfer balance credits to a specific pillar of choice. This request can be made via Care Navigators or via <a href="mailto:support@intellect.co">support@intellect.co</a>.</i></p>
<b>Self-guided Content</b> 	<ul style="list-style-type: none"> <li>• <b>Daily Tools</b> - Simple mindfulness exercises for your daily routine such as deep breathing and soothing music.</li> <li>• <b>Personal Insights</b> - Identify your key strengths and areas of growth, get a personalised plan, and track changes over time.</li> <li>• <b>Guided Journaling</b> - Gain deeper understanding of your thoughts &amp; feelings (Gratitude, Problem-solving, Emotions and more).</li> <li>• <b>Wellbeing Check-ins</b> - Track your mood &amp; stress, and get a report of your wellbeing trends.</li> <li>• <b>Rescue Sessions</b> - Stand-alone sessions for in-the-moment support (Procrastination, Feeling lost, Stress and more).</li> <li>• <b>Learning Paths</b> - To build skills for everyday challenges and resilience (Emotion regulation, Decision-making, Healthy habits and more).</li> </ul>	

\*Refer to page 15 for dependants definition

\*\*For additional credit request, refer to page 17

# Get Started: Set Up Your Account with Work Email Address

## Step 1: Install the app

### Scan the QR Code

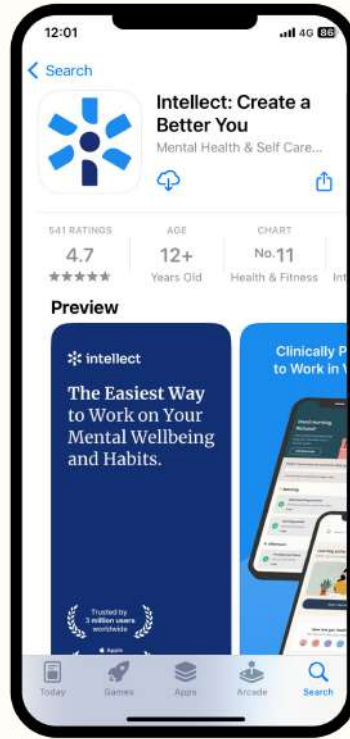


OR

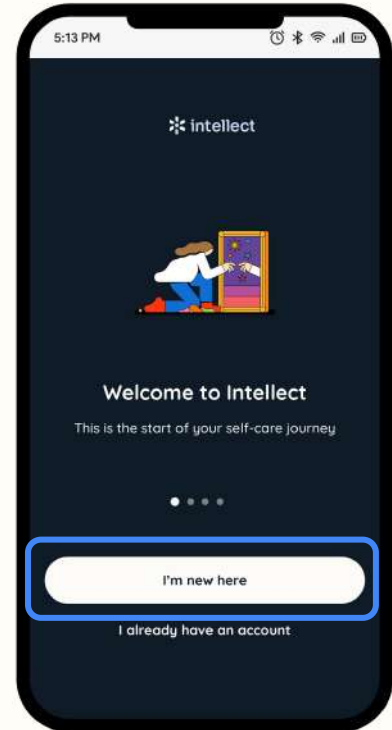
Visit <https://intellect.co/success/> using your mobile phone

OR

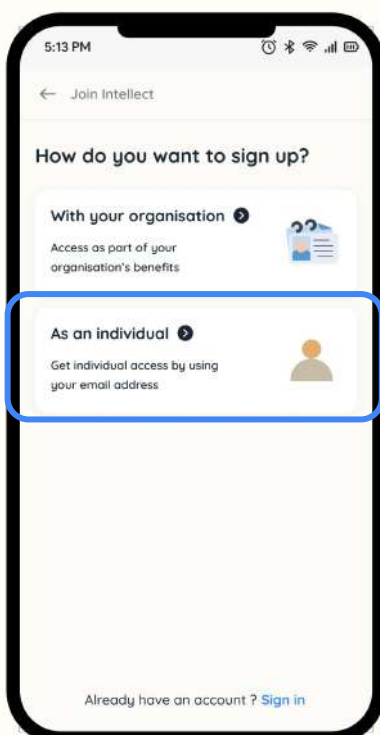
Search for "Intellect" on your mobile phone application store



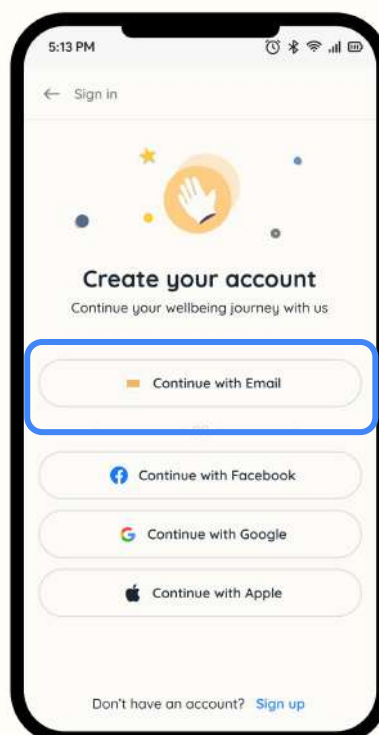
## Step 2: Select I'm new here



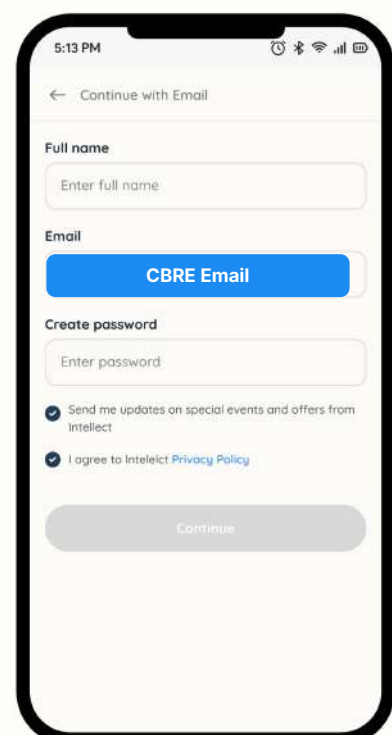
## Step 3: Select As an individual



## Step 4: Select Continue with Email



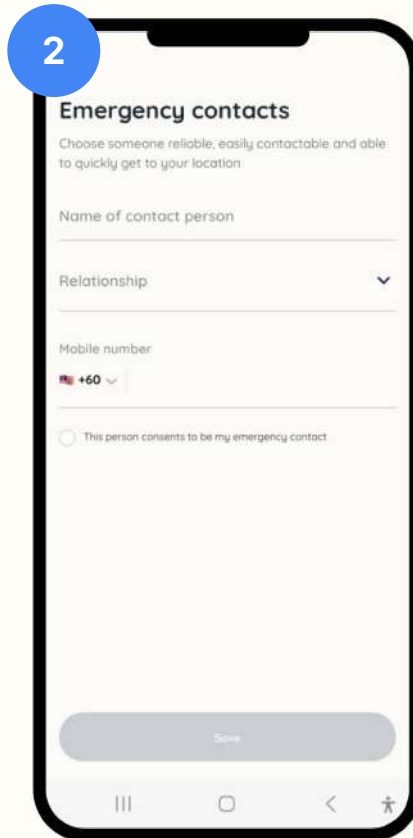
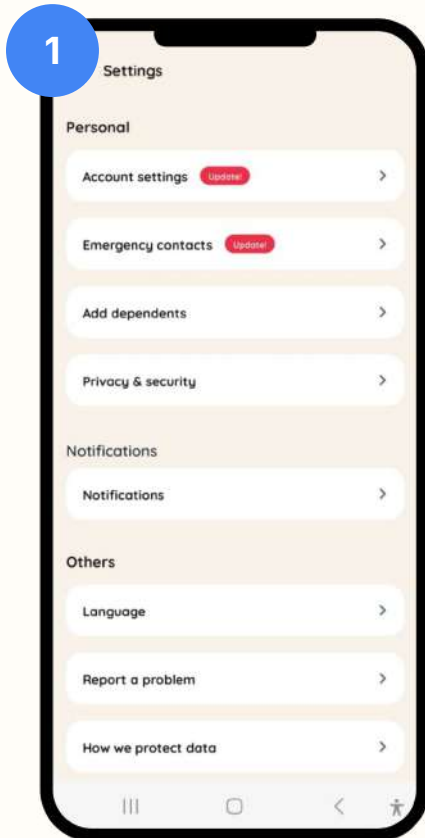
## Step 5: Sign up with your work email address



Questions? Email [support@intellect.co](mailto:support@intellect.co)

# Update your emergency contact

In the event of an emergency (such as if you are at risk of harming yourself or others), Intellect will need to reach out to a trusted contact person for the safety of yourself and others. To ensure Intellect is able to do so, please update your emergency contact in the Intellect app. **Intellect will NEVER use this information without the need to do so and will never share your platform activity with them.**

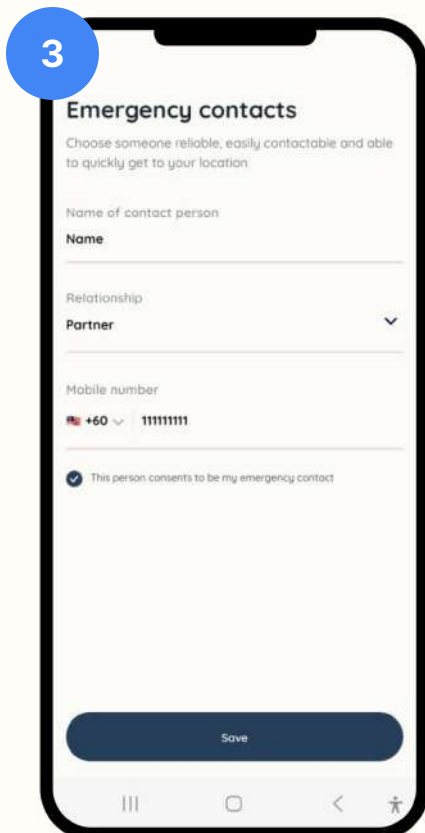


1

In the Profile tab, click on Emergency contacts

2

Key in the details of your emergency contact. Please choose someone reliable, easily contactable, and able to quickly get to your location if the need arises



3

Be sure to check the consent box ("This person consents to be my emergency contact"). Tap Save

4

Please add up to two emergency contacts in case one is unreachable. You may edit your emergency contact at any time within the "Emergency contacts" section

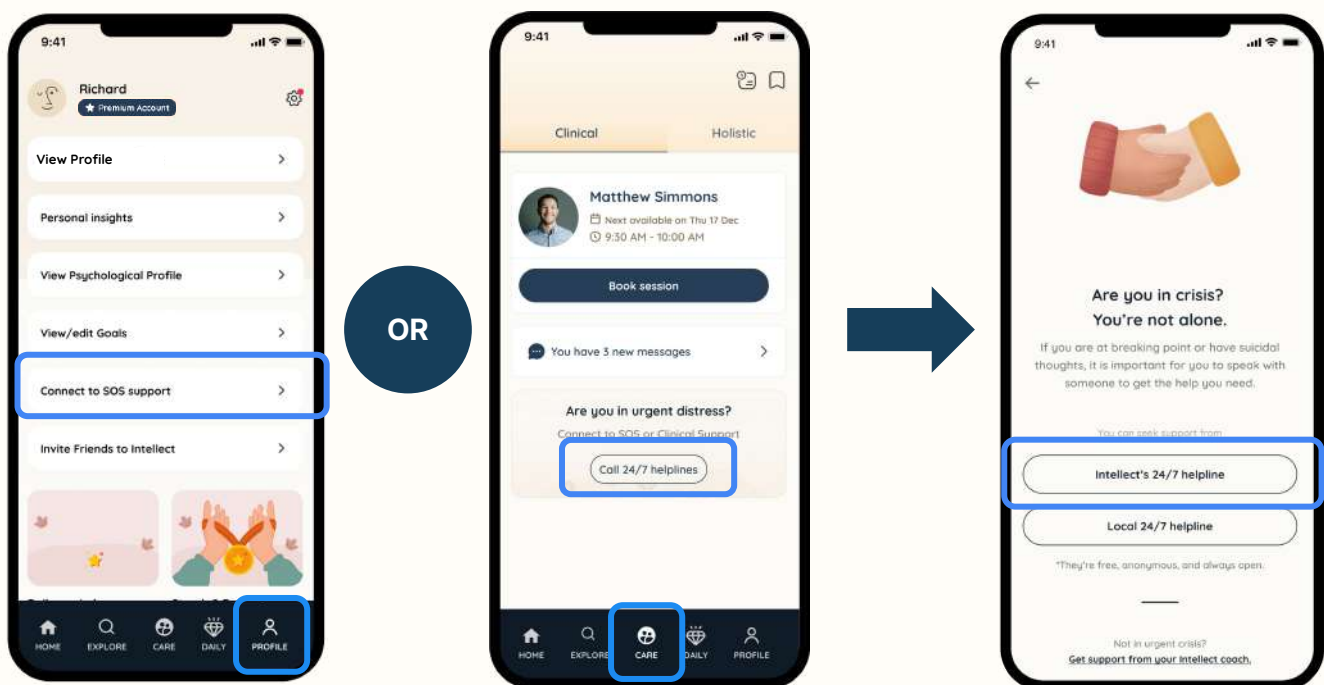
# Crisis Helpline

You can call the helpline if you're experiencing **urgent distress**, or need **immediate emotional** or **psychological support**.

With the Crisis helpline, you can get in-the-moment support from Intellect's network of mental health professionals.

## Where can I access this?

You may access it either via "Connect to SOS support" in the Profile tab, or "Call 24/7 helplines" in the Care tab. Select Intellect's 24/7 helpline and the country you're in to call the helpline.



## What happens when I call the helpline?

This helpline is managed by Intellect's in-house Crisis Responders. Calls will be picked up within 60 seconds.

Intellect's Helpline Responders will gather important initial information from you and are professionally trained to provide in-the-moment crisis support. They will then refer you to the appropriate resources depending on your individual needs.

**Disclaimer:** Please be aware that in the event of a missed call to the helpline number, the callbacks you receive might be from a foreign number and not to mistake these for spam calls. This is part of our global support system, and these calls are legitimate.



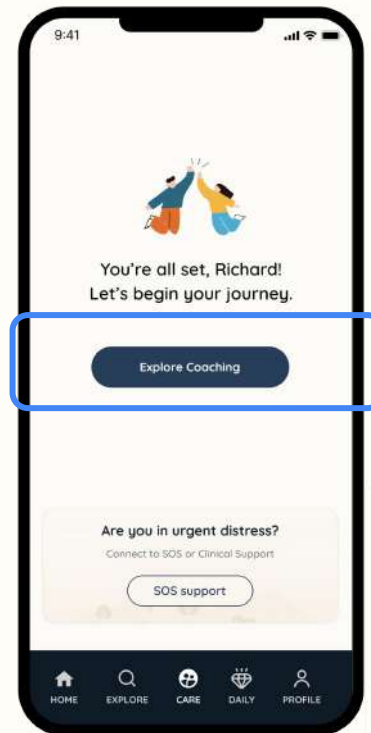
# 1-to-1 Coaching Sessions

1

## Tap on Explore Coaching.

Answer a few short questions based on your needs, goals, and language preferences\*

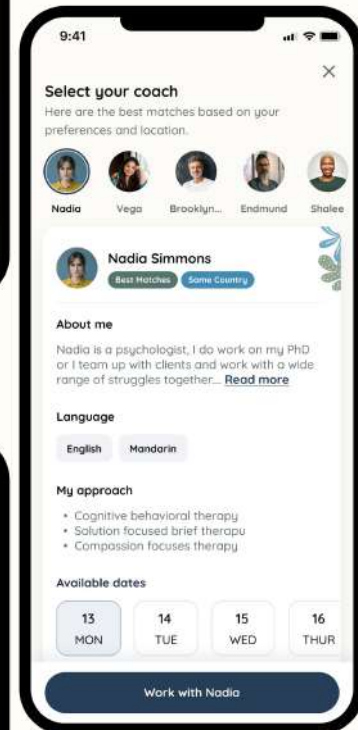
*\*English, Malay, Mandarin, Hindi, Tamil, Cantonese, Bahasa Indonesia, Bengali, Vietnamese, Thai, Japanese, Korean, Spanish, French.*



2

## Browse the list of shortlisted coach profiles.

Intellect matches you with coaches that best suit your needs.



3

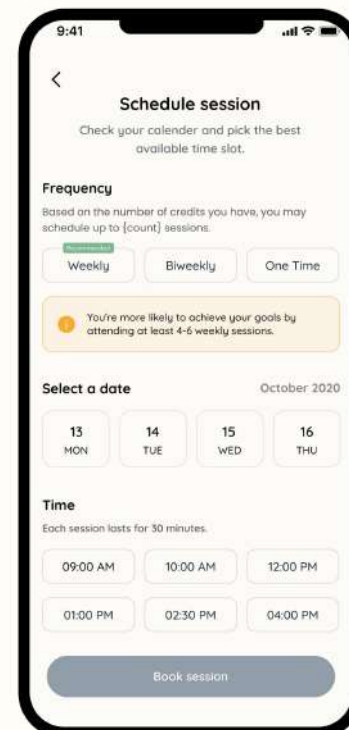
## Select a coach.

Don't worry, you can always change coaches later on.

4

## Book a session (or more).

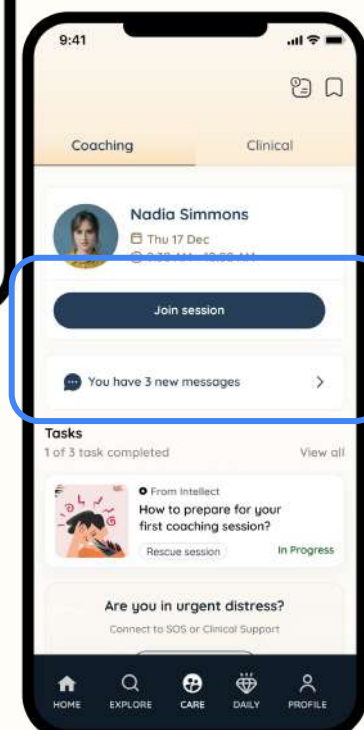
Choose a time that works for you. After booking your session, add it to your calendar right from the Intellect app so you don't miss your session.



5

## At the time of your session, go to the Coaching section of the Care tab and tap Join Session.

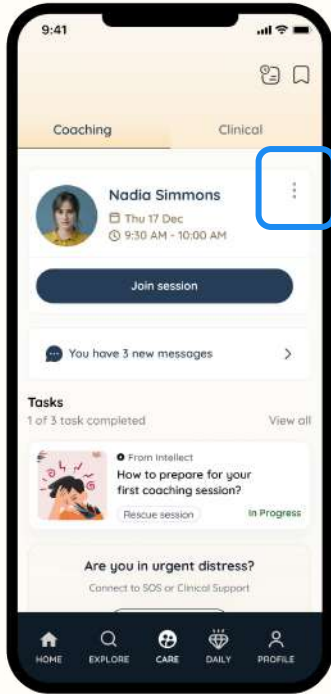
You can always chat with your coach via the Intellect app at any time, and your coach will respond within days.



# How to Reschedule a Coaching Session

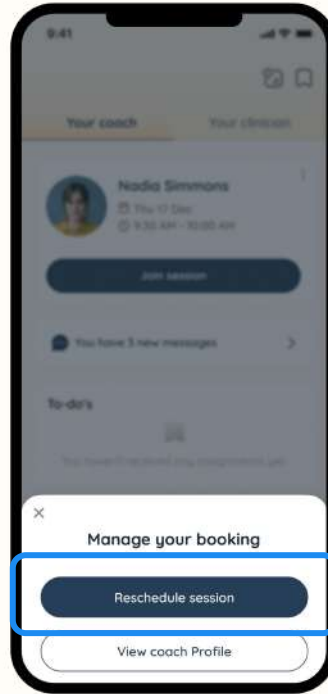
1

Tap on the three dots on the coach card in the Care tab



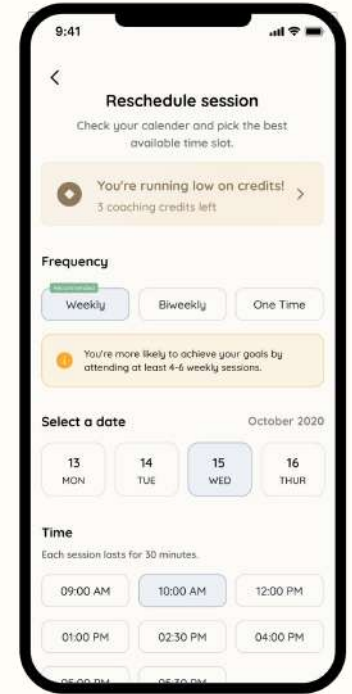
2

In the pop-up, tap Reschedule session



3

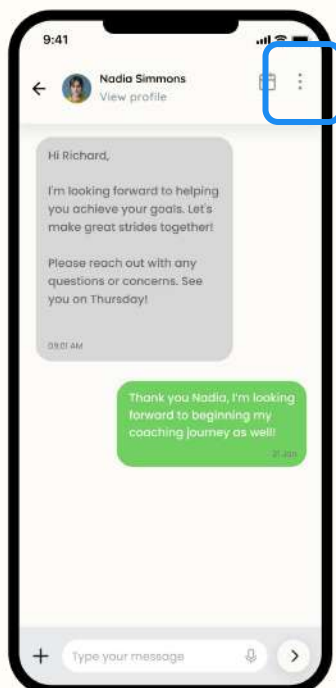
Choose the new date and time that works for you



# How to Change Coaches

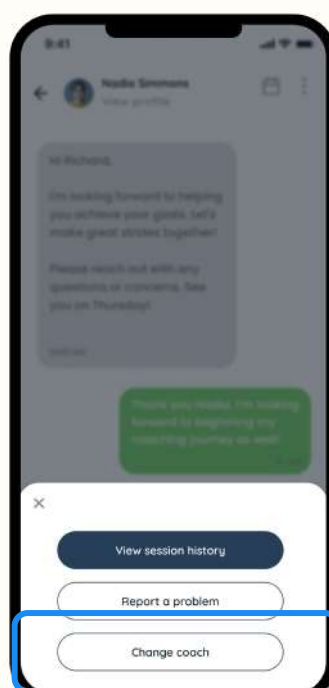
1

Tap on the three dots in the top right corner of the chat



2

In the pop-up, tap Change coach



3

Click continue, then select a new coach

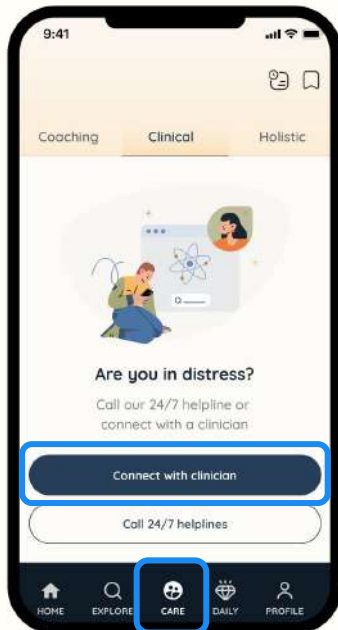




# How to Book Virtual Clinical Sessions

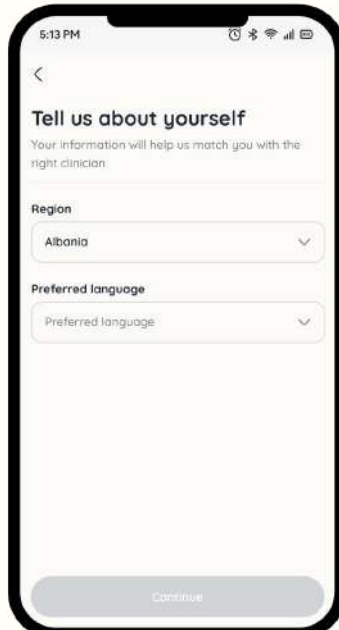
1

Go to the Care Tab, select **Clinical**, and tap **Connect with clinician**



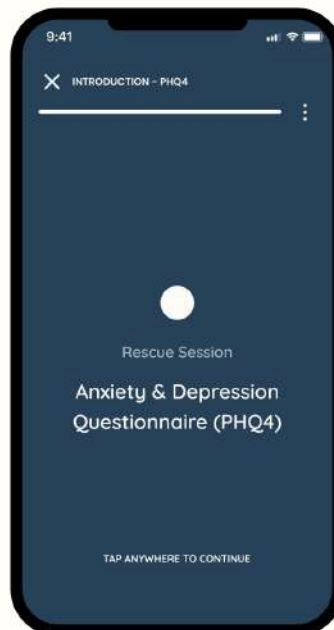
2

Fill in the information requested. Agree to the consent forms. Tap **Continue**



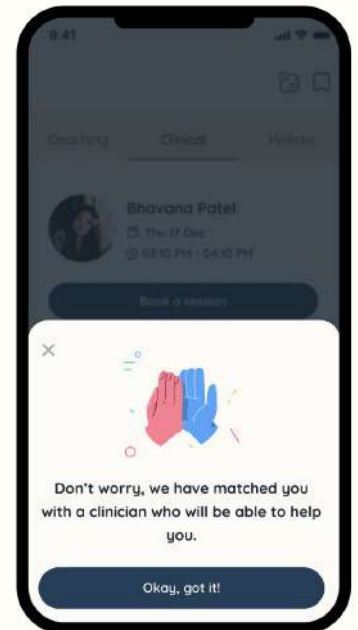
3

Complete a short questionnaire



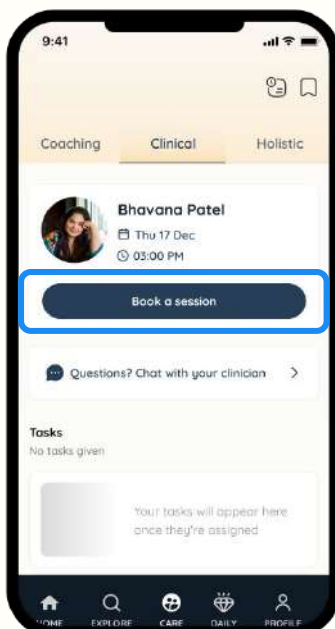
4

Based on your information, you will be matched with a clinician that best suits your needs



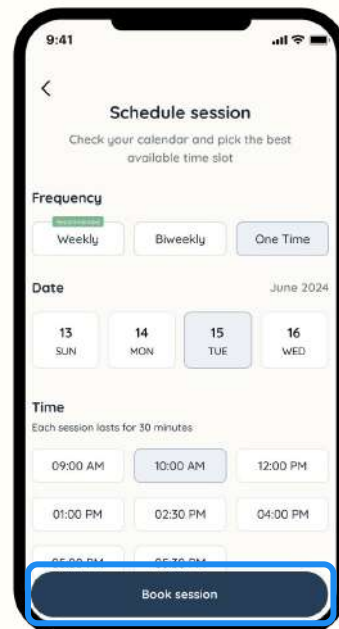
5

Tap **Book a session**



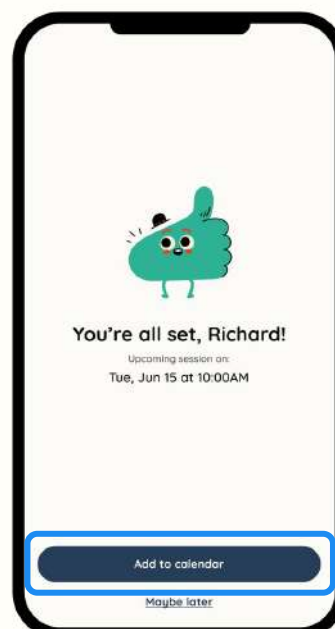
6

Select your preferred frequency, date, and time. Tap **Book session**



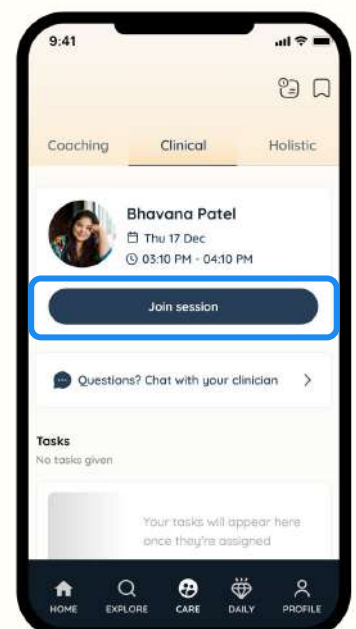
7

Once you've booked a session, tap **Add to calendar** to save the event in your calendar



8

At the time of your session, click on **Join session** to begin



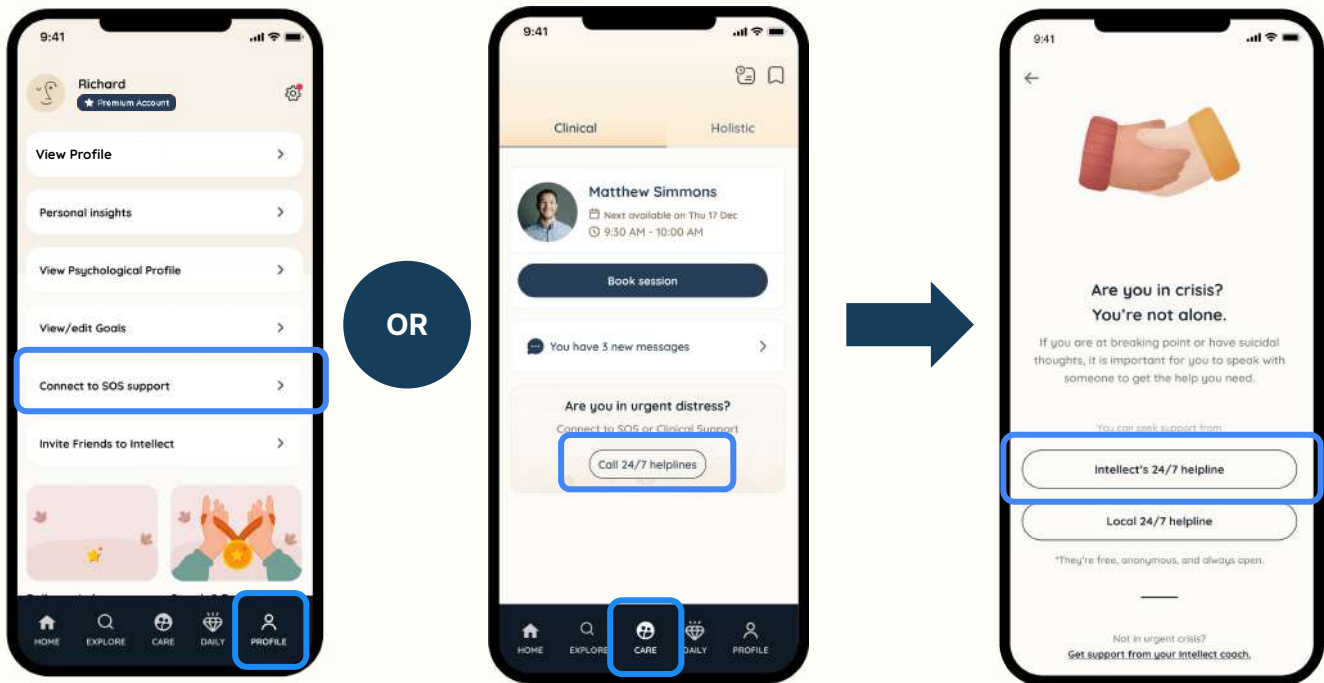
\*For employees in Taiwan, please call the helpline or email [support@intellect.co](mailto:support@intellect.co) to book a counselling session.

# Clinical Sessions: Face-to-Face

Face-to-face clinical sessions are available at Intellect's clinics at select locations and can be booked via:

1. Calling the Helpline to request for a session as following:

You may access it either via "Connect to SOS support" in the Profile tab, or "Call 24/7 helplines" in the Care tab. Select Intellect's 24/7 helpline and the country you're in to call the helpline.



and/or

1. Writing in to [support@intellect.co](mailto:support@intellect.co) requesting them to facilitate a session booking. Sample email template when requesting session as below for reference:

**Subject: [CBRE] Request for Face-to-Face Counseling Sessions**

Dear Intellect Customer Support,

I hope this email finds you well.

I am writing to request the continuation of my counselling sessions/a counselling session with Intellect. Please find my details below:

- **Name:** [Your Full Name]
- **Business Unit:** [GWS / REI / Advisory]
- **Country:** [Your Country]
- **Work Email:** [Your Work Email]
- **Contact Number:** [Your Contact Number]
- **Area of Concern:** [Brief Description of Your Area of Concern]
- **Already worked with previous provider:** [Yes/No]

I would greatly appreciate your assistance in facilitating this request. Please let me know if you need any further information.

Thank you for your support.

Best regards,

*Please note that face-to-face sessions are appointment based only; walk-ins are not available.*

# How To Book a Holistic Coaching Session

1

Go to the Care tab, select Holistic, and tap the holistic pillar you want to work on



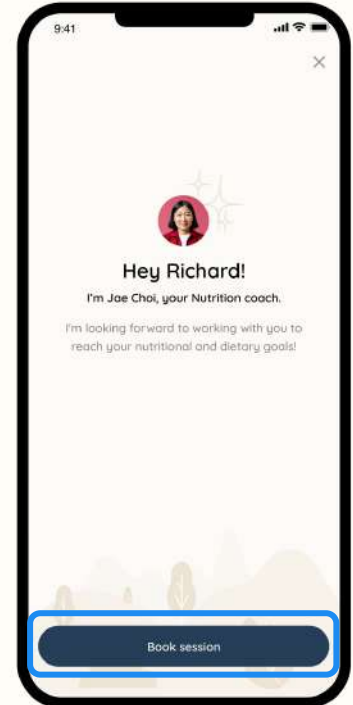
2

Select the areas you want to work on and language you would like to use with your coach



3

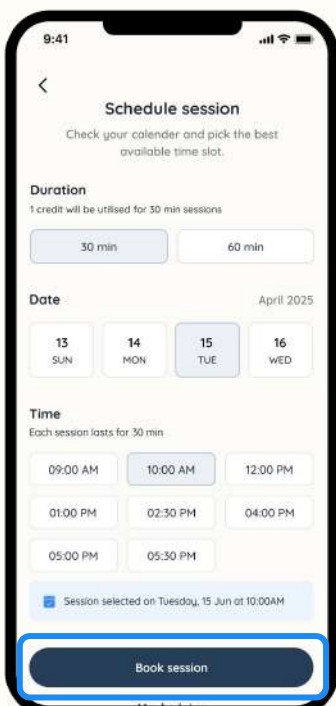
You'll be matched with a coach based on your preferences. Tap **Book session**



4

Select your preferred duration\*, date, and time. Tap **Book session**

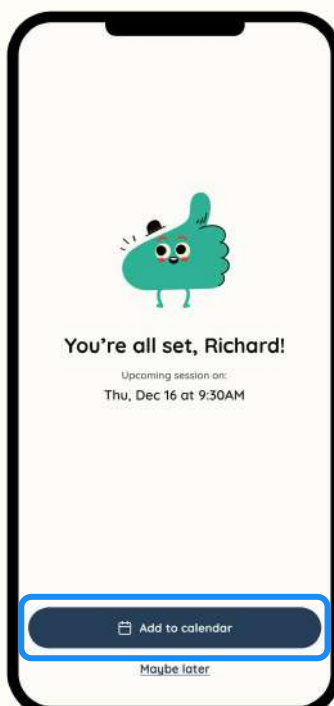
*\*duration will only be available if you have 2 or more credits*



5

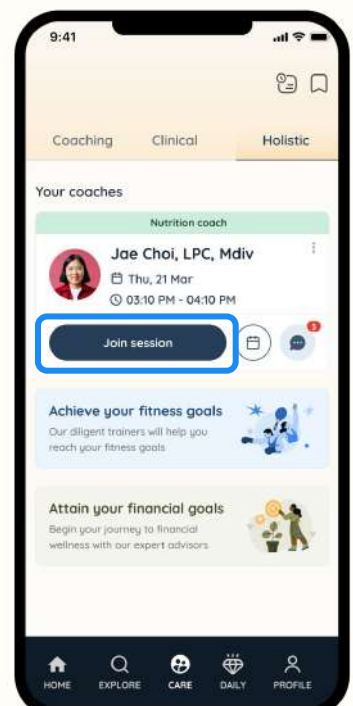
You will get a session confirmation. Tap **Add to calendar**.

Start chatting with your coach at any time!



6

At the time of your session, tap **Join session**



# Self-guided Tools: Personal Insights Quiz

## 1 Complete the Onboarding Checklist

Have a taste of the different Intellect app features at your fingertips!

## 2 Get started with an initial Personality Test

Start your journey of self-discovery and personal growth with a personality test.

## 3 Understand yourself better with Intellect's Personal Insights Quiz

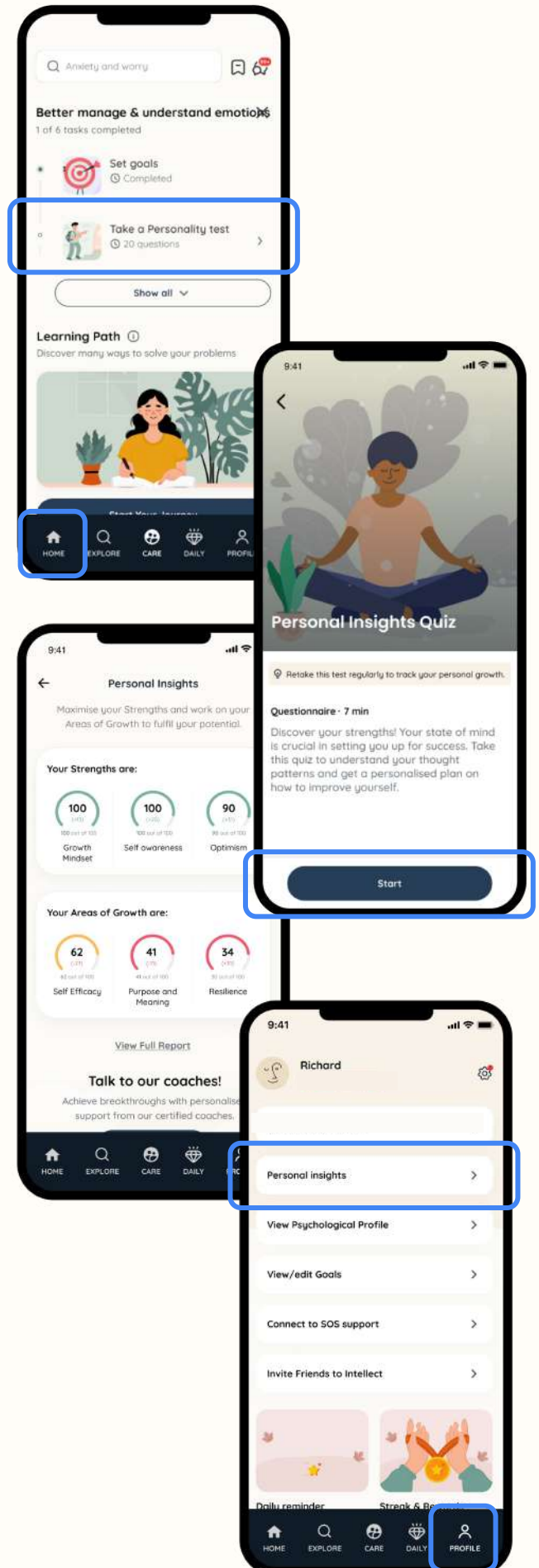
## 4 Receive a personalised Wellbeing Report

This highlights your strengths and areas of growth, and provides a personalised plan.

Continue your self-development journey by trying the recommended sessions!

## 5 Track your progress

Take the Personal Insights Quiz monthly to continuously take stock of your wellbeing, track your improvements, and get personalised recommendations on how you can grow.





# Self-Guided Tools



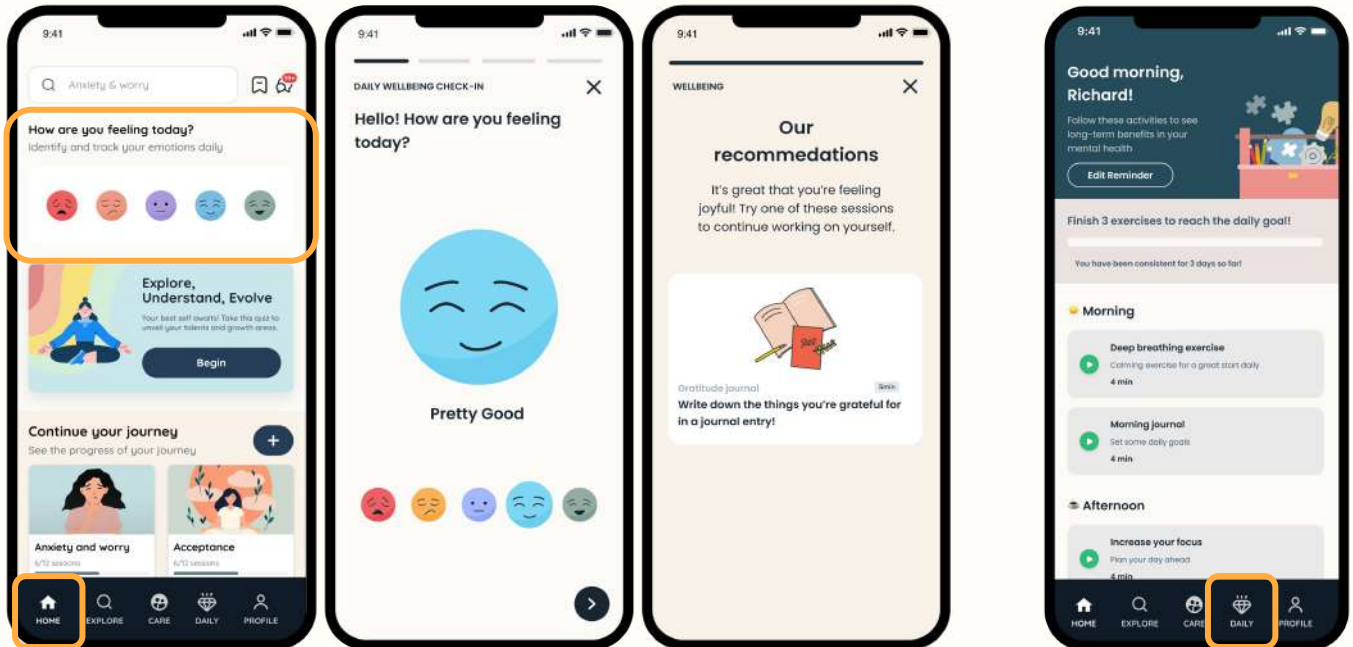
## Wellbeing Check-ins

Track your mood & stress, get a report of your wellbeing trends, and get recommendations from the Home tab each day.



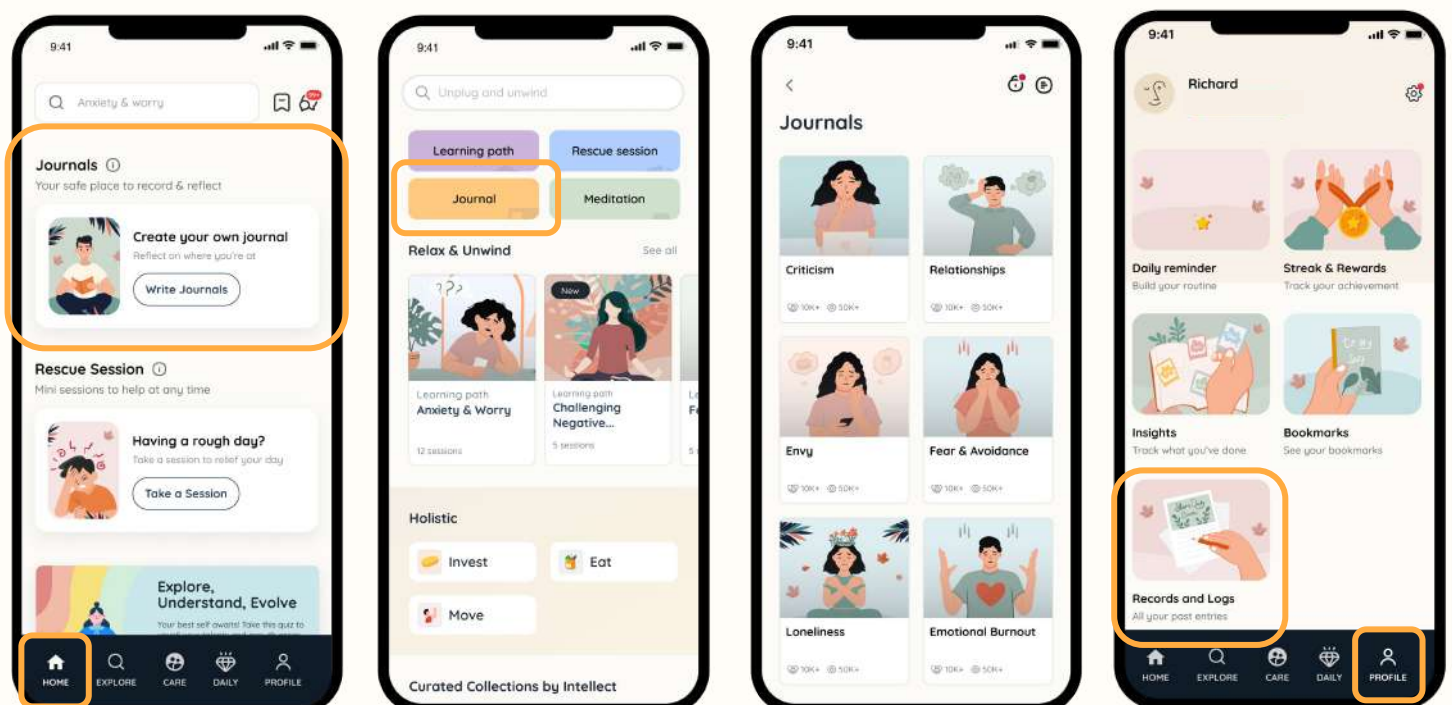
## Daily Tools

Access simple and quick mindfulness exercises any time of the day, every day, right from the Daily tab.



## Guided Journaling

Reflect on your thoughts and feelings on a variety of topics like gratitude, problem-solving, and more. Search for journals in the Explore tab, and access your journal logs from the Profile tab.





# Self-Guided Tools



## Rescue Sessions

Access stand-alone sessions when you need a quick pick-me-up or in-the-moment support for a variety of challenges:

- Procrastination
- Feeling lost
- Stress & overwhelm
- Criticism
- And more!



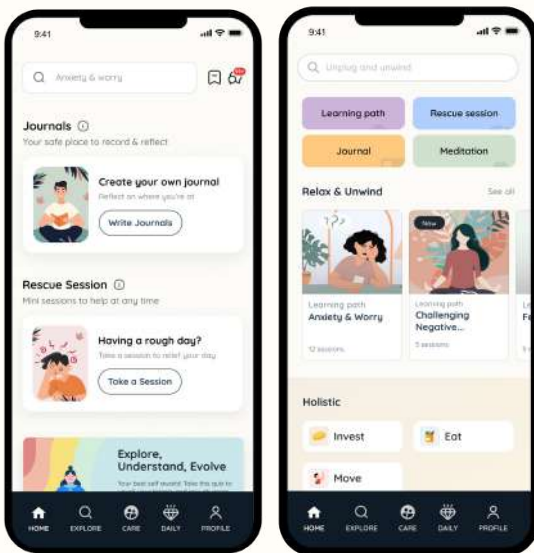
## Learning Paths

Use these curated multi-part content plans to work on your habits, behaviours, and build skills for everyday challenges and resilience:

- Emotion regulation
- Decision-making
- Healthy coping mechanisms
- Body image
- And more!

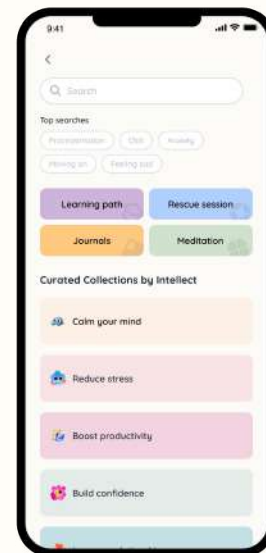
1

Access these tools from the Home or Explore tab.



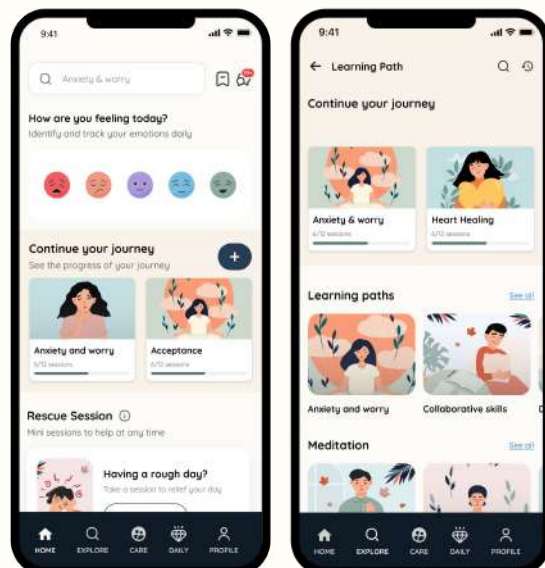
2

Search for topics, browse by content type, or check out Intellect's curated collections



3

Pick up where you left off from the Home or Explore tab at any time



# Dependants Access

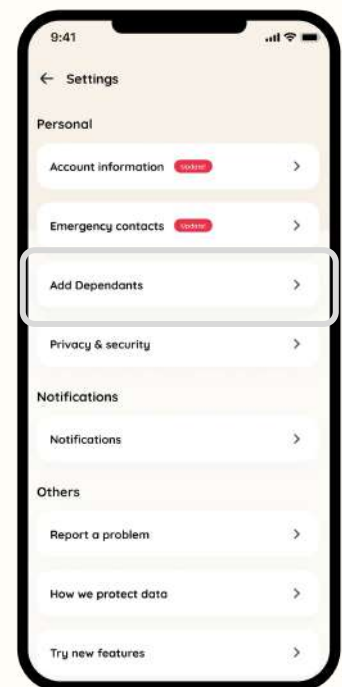
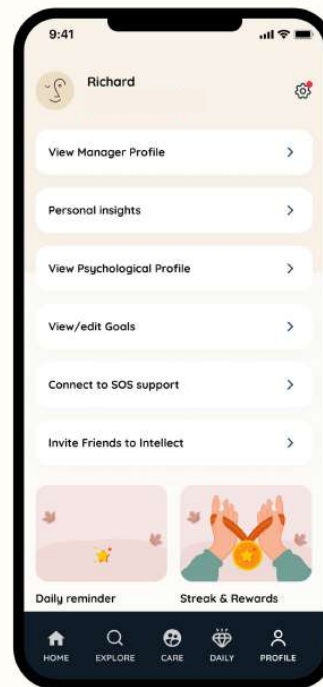
You can invite your Dependants to have full premium access to Intellect to enjoy the same services you have. You can send your Dependants an invite directly through your app, which they can then accept and create their own account.

## Who is an eligible dependant?

A dependant is defined as any person that is the individual's: legally married or registered civil partners; or biological or legally adopted children or grandchildren or ward under the age of 18 years old; or biological or legally adopted parents or grandparents.

1

Tap on Settings via the Profile tab

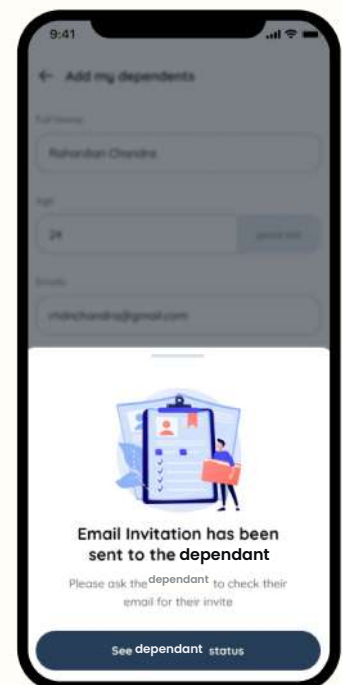
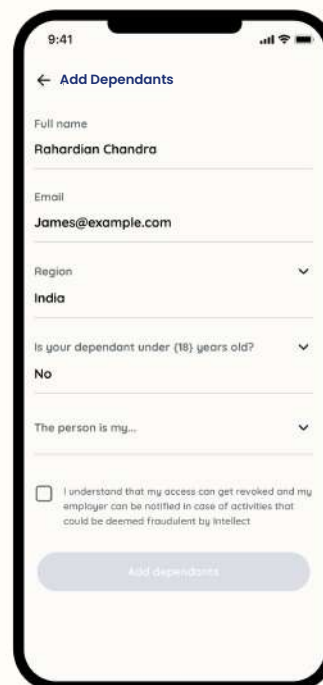


2

Tap Add Dependants

3

Fill in the information requested, then tap Add dependants



4

An email invitation will be sent to the dependant using the email address you provided

5

Request for your dependant to follow the instructions in the email to verify their account and sign up for Intellect. They will need to download Intellect on their own device

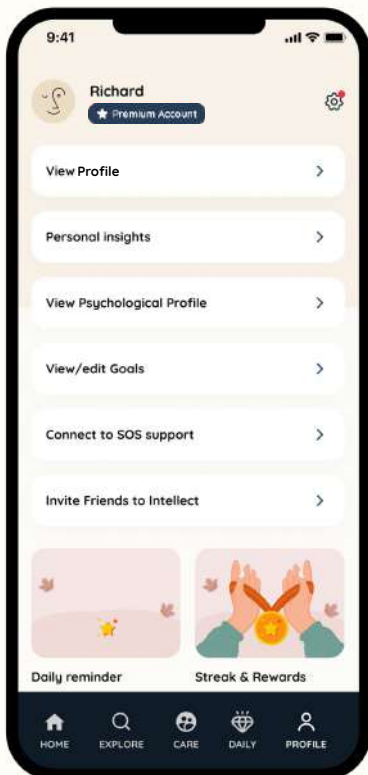
# Tech Support

If you're facing any technical difficulties, you may reach out to the Intellect Support Team by:

1. Emailing them directly at [support@intellect.co](mailto:support@intellect.co)
- OR
2. Using the Intellect App:

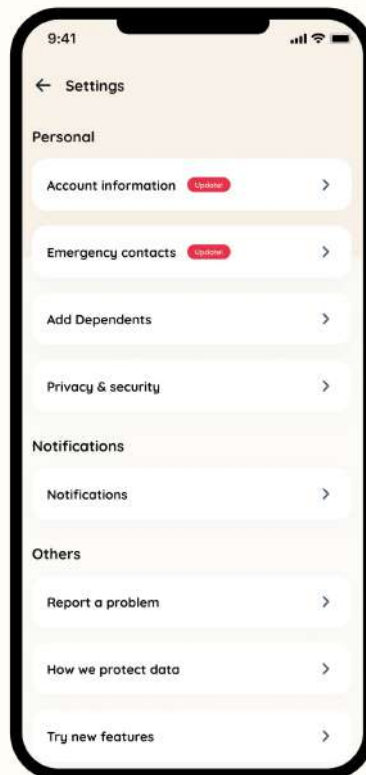
1

In the Profile tab, tap on the Settings gear icon in the upper right corner



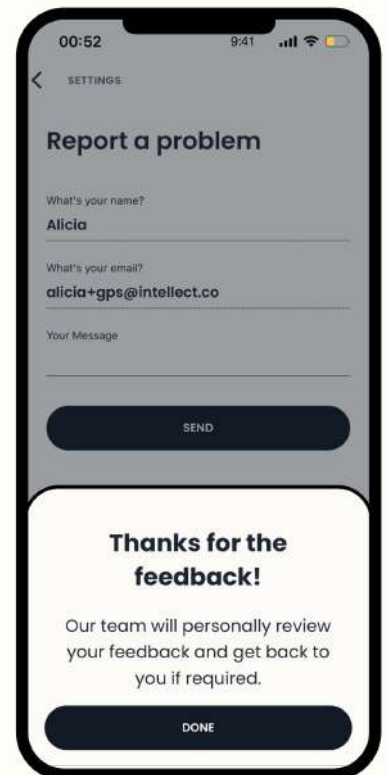
2

Tap Report a problem and type your message



3

Your message will be sent to the support team who will respond to you via email



# Frequently Asked Questions

Find answers to common questions about Intellect's services and support channels.

## 1. How are session entitlements considered "used"?

- When you book and complete a session with your coach / clinician; or
- If you cancel a session within 24 hours of its occurrence

Matching and chatting with your coach / counsellor does not consume credits.

## 2. How can I request for a face-to-face clinical session?

Face-to-face clinical sessions are available at Intellect's clinics at select locations. Please write in to [support@intellect.co](mailto:support@intellect.co) to book a session. Alternatively, you can call the helpline to request for an face-to-face session.

Please note that face-to-face sessions are appointment based only; walk-ins are not available.

## 3. I have used up all my credits, can I get more credits\*?

Once the allocated credits are close to being fully utilised and you would like to request for more credits, you may do so directly via the app:

1. In the **Care** tab, click on **Book a session**
2. Click on **Request credits now** then click **Request credits**

If the above option is not available, you may email [support@intellect.co](mailto:support@intellect.co) with the subject "Credit Request" to request for more credits.

Please note the credit request is subject to approval. If you have any further questions kindly reach out to your People Business Partner.

*\*For Pacific Advisory / Corporate Segment employees - kindly reach out to your People Lead if you would like to request additional credits.*

## 4. I previously / am currently working with a different provider. I would like to switch to an Intellect provider but continue seeking help for the same issue I've been working on. What do I need to do?

1. Request for your current provider to prepare your case notes summary. The case notes summary should include vital information about the issue you've been working on, interventions, and progress.
2. Book a session with an Intellect provider.
3. Bring your case notes summary along for your first session to share with your new provider.

## 5. What can I expect in the event of a missed call to the helpline number?

In the event of a missed call to the helpline number, you will receive a callback within 24 hours. The callbacks you receive might be from a foreign number and not to mistake these for spam calls. This is part of our global support system, and these calls are legitimate.