

Accessing LifeMatters® Services

LifeMatters offers convenient, 24/7/365 access to services. The next time you want to contact LifeMatters, keep these options in mind:

- ▶ **Telephone access.** Call 1-800-634-6433 anytime, day or night, to speak with a professional counselor about any issue of concern in your life. TDD and language translation services are also available.
- ▶ **mylifematters.com.** Access LifeMatters resources on the Internet at mylifematters.com. Look for articles, view webinars, conduct searches for child and elder care in your area, and explore thousands of other useful resources. Sign in using the company password:

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- ▶ **Email.** Visit mylifematters.com and select “email” to request secure email contact with a counselor.
- ▶ **Text.** Texting services are available anytime, day or night. In the U.S., simply text “Hello” to 61295 to chat with a counselor (from Canada, text “Hello” to 204-817-1149). Standard text messaging rates apply.



- ▶ **The LifeMatters app.** Download the app for quick, convenient access to LifeMatters services via mylifematters.com and text notifications about service features. Log in to the app with your company password.

Counseling is available in the following formats:

- ▶ Face-to-face
- ▶ Video
- ▶ Phone
- ▶ Chat
- ▶ Messaging

To set up counseling sessions, please call or text.

LifeMatters is available 24/7/365 to provide the resources and information you need. Contact us anytime.

Call **LifeMatters®** toll-free anytime. **1-800-634-6433**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365

mylifematters.com • Text “Hello” to 61295

Call collect to **262-574-2509** if outside of North America

TDD and language translation services are available

 facebook.com/lifematterseap

