

Ready when you are

We're available whenever you are. You can access the IEAP 24 hours a day, 7 days a week either by phone or online. If it's not convenient to call, you can find resources and self-help tools for your personal, family and work-related concerns on the IEAP website.

Here's how you can reach us:

BY PHONE

Call the AGB International Service Center using the telephone number indicated on your member ID card and ask to be transferred to the Aetna International Employee Assistance Program.

ONLINE

Visit www.AetnaEAP.com. Enter "MYINTEAP" in the field marked "Company ID."



For more information on your International Employee Assistance Program, please contact the AGB International Service Center using the telephone number indicated on your member ID card.

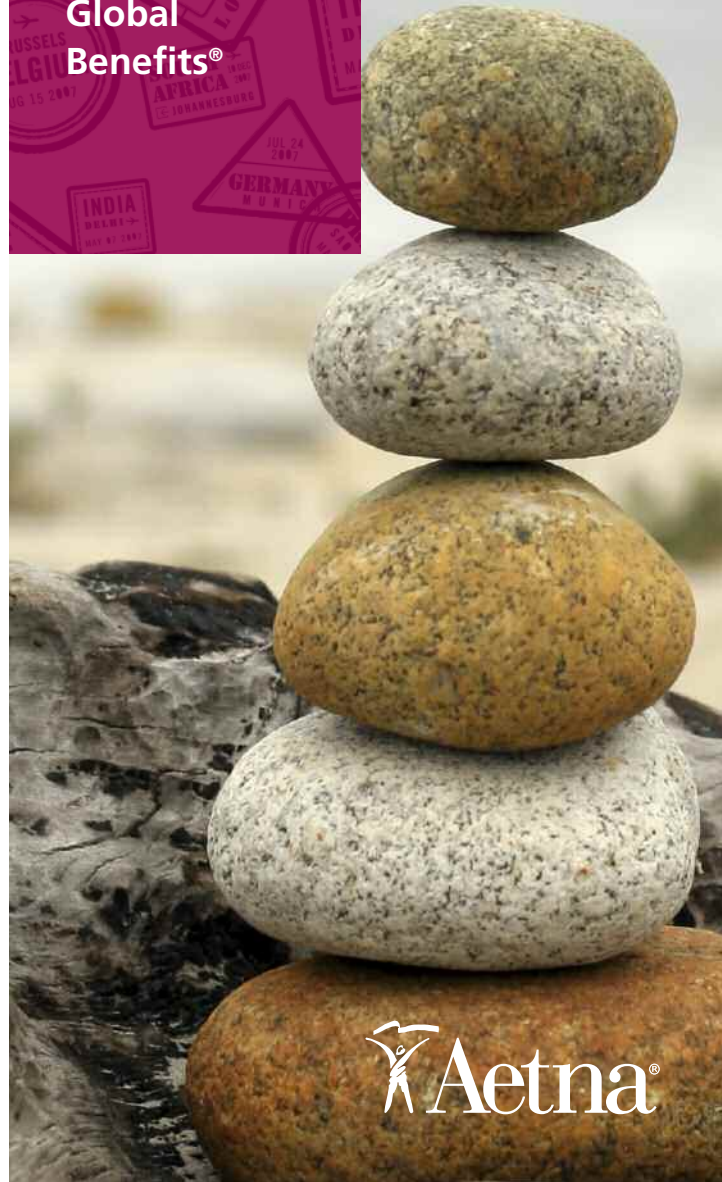
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International Employee Assistance Program

IEAP

Aetna
Global
Benefits®





When your world gets a little hectic, give us a call.

Aetna Global Benefits® International Employee Assistance Program

Life — kids, job, bills, health, world events. It happens to all of us. It's tough enough to manage the competing priorities in our lives, not to mention keeping them running smoothly. Add in the challenge of international living and you'll easily see that on some days, you just need some extra help.

Whether it's everyday issues that are becoming a little hard to handle, or finding yourself in a crisis situation, you'll be happy to know that the Aetna Global Benefits (AGB) International Employee Assistance Program (IEAP) is here for you whenever you need it. The IEAP is a confidential, round-the-clock service that can help you and your family balance the demands of work and life. These services are part of your benefits plan, so when you need advice, just pick up the phone.

IEAP Features and Services

Counseling Services: Receive up to five counseling sessions for each covered member.

Internet Resources: Access useful resources, such as interactive tools, self-assessments and easy-to-find information on a variety of relevant topics.

Work and Life Resources: Access a wide-range of services and direct referrals for you and your family, including resources for parenting, child development, family issues and education. A full suite of work/life, legal and financial services, including child care, and elder care is available throughout the UK, Canada, Germany and Switzerland; in the main cities of China, Japan, Australia, Israel and Scandinavia; and in Moscow and Paris.

It's for everyone

Many people think that an employee assistance program is only for people who need counseling or have a crisis, but our IEAP is designed for anyone who could use help in managing demanding everyday situations. In fact, here are just some of the topics that you can obtain assistance with through the IEAP: stress management, depression, addictions, personal finances, child care, adoption, parenting, elder care and academic services.

Our IEAP is:

- 1 Time-saving.** Finding support to help you handle personal or work-related issues while living in a foreign country can be challenging. We make it easy for you to access resources that can help you efficiently manage issues that could potentially require substantial time and effort.
- 2 Convenient and Confidential.** Services are available day or night, no matter what time zone you're in. You can access our confidential services via phone and the web, 24 hours a day, 7 days a week.
- 3 Personalized.** One phone call to our IEAP puts you in touch with a trained professional who can guide you to resources that address your needs.