

An Overview of Your GuidanceResources® Program EAP Complete

Call: 877.595.5284

TDD: 800.697.0353

Go online: guidanceresources.com

Organization Web ID: EAPComplete

Company name: Peoples First Properties, Inc

Personal issues, planning for life events or simply managing daily life can affect your work, health and family. GuidanceResources® provides support, resources and information for personal and work-life issues. GuidanceResources is company-sponsored, confidential and provided at no charge to you and your dependents. This flyer explains how GuidanceResources can help you and your family deal with everyday challenges.

Confidential Counseling

Someone to talk to.

This no-cost counseling service helps you address stress, relationship and other personal issues you and your family may face. It is staffed by GuidanceConsultantsSM—highly trained master's and doctoral level clinicians who will listen to your concerns and quickly refer you to in-person counseling and other local resources for:

- › Stress, anxiety and depression
- › Job pressures
- › Relationship/marital conflicts
- › Grief and loss
- › Problems with children
- › Substance abuse

Financial Information and Resources

Discover your best options.

Speak by phone with our Certified Public Accountants and Certified Financial Planners on a wide range of financial issues, including:

- › Getting out of debt
- › Retirement planning
- › Credit card or loan problems
- › Estate planning
- › Tax questions
- › Saving for college

If you should require additional guidance, we can refer you to a financial professional for an initial one-hour in-person consult at no cost to you.

Legal Support and Resources

Expert info when you need it.

Talk to our attorneys by phone. If you require representation, we'll refer you to a qualified attorney in your area for a free 30-minute consultation with a 25% reduction in customary legal fees thereafter. Call about:

- › Divorce and family law
- › Real estate transactions
- › Debt and bankruptcy
- › Civil and criminal actions
- › Landlord/tenant issues
- › Contracts

Work-Life Solutions

Delegate your "to-do" list.

Our Work-Life specialists will do the research for you, providing qualified referrals and customized resources for:

- › Child and elder care
- › College planning
- › Moving and relocation
- › Pet care
- › Making major purchases
- › Home repair

GuidanceResources® Online

Knowledge at your fingertips.

GuidanceResources Online is your one stop for expert information on the issues that matter most to you...relationships, work, school, children, wellness, legal, financial, free time and more.

- › Timely articles, HelpSheetsSM, tutorials, streaming videos and self-assessments
- › "Ask the Expert" personal responses to your questions
- › Child care, elder care, attorney and financial planner searches

Free Online Will Preparation

Get peace of mind.

Preparing for the future through a will or estate plan is important, but too often employees and their family members postpone or avoid these daunting tasks. EstateGuidance® can take the stress, attorney and cost out of that process. To create your free, customized online will, go to guidanceresources.com and click on EstateGuidance. Simply complete an easy-to-understand questionnaire then print and review your will, which is created in real time using our advanced technology.

- › Create a Living Will for \$14.99.
- › Create a Final Arrangements document specifying your burial or cremation preferences for \$9.99.
- › Receive a mailed hard copy of your documents for \$14.99.



Guide to Using GuidanceResources® Online

First-time users, follow these simple instructions and start exploring the resources offered to you on GuidanceResources® Online.

1. Go to **guidanceresources.com** to reach the website.
2. Once on the guidanceresources.com home page, click the blue link at the bottom right of the page that states **Register**.
3. You will then be asked to enter your **Company/Organization Web ID**.

Your Company/Organization Web ID:

You will then be asked to enter a **User Name** and **Password**. Both can be anything you would like them to be but should be something you will remember. The **User Name** (often your name) must be at least six characters long and should have no spaces (for example: joesmith). The **Security Questions** are meant to prompt you if you forget your password. You must select the button verifying that you are at least 13 years of age, as required by federal law.

Make sure that you complete all fields that have red asterisks, as these are required fields. When you've finished, click the **Submit** button at the bottom of the page.

4. On the next page, you will be asked to enter the first five (5) characters of the name of your company or organization.

Your Company Name (first five [5] characters):

When you've finished, click the **Submit** button on the bottom of the page.

5. On the next page, you will be asked to select your company from a drop down menu. When you've finished, click the **Submit** button at the bottom of the page.
6. On the next page, you will be asked to provide some demographic information. All of the fields are optional. Be sure to read the **Terms of Use** and click inside the check box to indicate your agreement to those terms. When you've finished, click the **Submit** button at the bottom of the page.
7. You should now be on the website.

For Future Log-ins

You will NOT have to enter all of the demographic information again. You will only need to remember your User Name and Password. When you get to step 2 above, instead of clicking on the register link, go to the Login section and enter your User Name and Password and click the login button. This will take you directly to GuidanceResources Online.

If you have any problems registering or logging into GuidanceResources Online, e-mail Member Services at memberservices@compsych.com.



Your new Employee Assistance Program (EAP)

You will now have an EAP offering provided by ComPsych® Corporation that comes with even more services—with no change to your current EAP rates.

Services available with your existing EAP program with ComPsych, and moving forward:

Service	Offering
Professional counseling	5 face-to-face sessions per person, per issue, per calendar year.
Legal counseling	Unlimited telephonic access for legal information. One free consultation with a ComPsych attorney and 25% discount for additional visits.
Financial counseling	Unlimited telephonic access for financial information. One free face-to-face session, up to an hour with a ComPsych CPA financial planner.
Online will preparation	Included.
FamilySource®	Assistance for child care, elder care, education, adoption, pet care and personal convenience.
Discount spending program	Included.
Critical incident stress debriefing	Unlimited telephonic support for employees. Onsite services available at an additional cost. Rate for service is \$225/hr plus any travel.
Reporting	By request, annually and semi-annually.
Additional services for employees	Outplacement resources (10% discount per employee).
GuidanceResource® Online	Comprehensive interactive service that provides individuals with instant guidance, information and helpful tools.
ComPsych Resource Center	Provides convenient, instant access to everything you need to manage your GuidanceResource® program.

New services available to you with the enhanced EAP Complete offering:

Service	Offering
Online health risk assessment	Included.
Critical Incident Stress Debriefing	Unlimited telephonic support for employees. Includes one 2-hour on-site critical incident stress de-briefing training or 2 online training hours. Additional hours are \$205/hr plus any travel.
Reporting	Automatically quarterly, semi-annually, or annually depending on group size.

Life's brighter under the sun



About ComPsych®

ComPsych® Corporation is the world's largest provider of employee assistance programs (EAP) and is the pioneer and worldwide leader of fully integrated EAP, behavioral health, wellness, work-life, HR, FMLA and absence management services under its GuidanceResources® brand. ComPsych provides services to more than 20,000 organizations covering more than 55 million individuals throughout the U.S. and over 120 countries. By creating "Build-to-Suit" programs, ComPsych helps employers attract and retain employees, increase employee productivity and improve overall health and well-being.

For questions about this EAP offering or your Sun Life plan, please call 800-247-6875, Monday through Friday, 8 a.m. to 8 p.m. ET.



One Sun Life Executive Park
Wellesley Hills, MA 02481

www.sunlife.com/us

Value-added services are offered only on specific lines of coverage, and carry a separate charge, which is added to the cost of the insurance. The cost is included in the total amount billed. Employee Assistance Program (EAP) work/life services, which are provided by ComPsych®, are not insurance, and the charge is segregated from the insurance cost but included in the total amount billed. ComPsych® is a registered trademark of ComPsych Corporation. Sun Life is not responsible or liable for care, services, or advice given by any provider or vendor of the Services. Sun Life reserves the right to discontinue any of the Services at any time.

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