



# EY Assist

Making your busy life easier

 **ERNST & YOUNG**  
Quality In Everything We Do

# Making your busy life easier

EY Assist is a special referral service that's been in place in the US for over thirty years; I'm a big believer in it. Many individuals have shared with me how EY Assist had a profoundly positive impact on their lives. Advice and counsel can sometimes be very helpful in managing the challenges that can crop up and keep us from functioning at our best in an environment that is already full of demands at work and home.

As you look through this booklet and become familiar with the many special kinds of assistance available, you will see that EY Assist is a resource for a wide range of support services that are available to you and your family.

You might be seeking support for a child with special needs or for a loved one with cancer. Or think of the time you could save by requesting research on pet care or vacation options. Use EY Assist to help manage your life, both at work and at home, in a way that's meaningful to you.

Our inclusive environment embraces all of us. Together we can better face any challenge before us, and EY Assist can help. When you or a family member needs it, help is just a mouse-click, meeting or phone call away.

Sincerely,



Steve Howe  
Americas Area Managing Partner

EY Assist is available only to Ernst & Young US partners, principals and staff for services delivered in the USA.

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## EY Assist is here to help

### Fitness and wellness

#### Family health

The Ernst & Young Medical Plan is always the first place to go for health information. In addition, EY Assist has educational materials, web-based learning and referrals to select providers for all members of your family. There is also a Health Encyclopedia with definitions of medical terms and conditions, descriptions of medical procedures and animated images. Health-related topics include:

- ▶ Cancer and chronic illness
- ▶ Cardiac health
- ▶ Medical provider selection
- ▶ Hospitalization concerns
- ▶ HIV/AIDS
- ▶ Physical changes and reproductive health
- ▶ Routine dental and health care

#### Nutrition and fitness

EY Assist has a wealth of information and providers available to help you get or stay in shape:

- ▶ Food safety
- ▶ Nutrition, vitamins and minerals
- ▶ Health clubs and fitness assessments
- ▶ Healthy habits and exercise basics

### Academic coaching

#### Referrals for children and adults

If you are looking for a school for your young child, a college for your teenager or a continuing education program for yourself, EY Assist can help. Specialists can provide information, free educational materials and referrals about:

- ▶ Admissions procedures and paperwork
- ▶ Continuing education programs
- ▶ Graduate and undergraduate academic planning
- ▶ Kindergarten and pre-k programs
- ▶ School districts
- ▶ School problems and study habits
- ▶ Tutoring and testing preparation courses

#### Scholarships and financial aid

EY Assist offers information on a variety of schools, including public, private, military, religiously-affiliated, charter, vocational or independent and home schooling options. Topics include:

- ▶ Availability of scholarships
- ▶ Fees, scholarships and loans
- ▶ Financial aid options and strategies

### Daily life

#### Household support

EY Assist can help you find local services to help keep your household running smoothly. Services include:

- ▶ Car repair and vehicle safety
- ▶ Dry cleaning, tailoring and shoe repair
- ▶ Interior design services
- ▶ Pet care—boarding, grooming, veterinarians
- ▶ Personal safety
- ▶ Preparation plans for inclement weather

#### EY Discounts

EY Discounts enables you to shop online for nationally recognized products, services and entertainment at reduced prices. Some offers change daily, so check regularly for updates or sign up for timely e-mails announcing new discounts and sale events. To make the program even more convenient, once you have set up your account, you may designate access to family members.

Visit EY Discounts at <http://ey.corporateperks.com>. Your user name is your @ey.com e-mail address and the temporary password is Discount 6. You will be required to change your password at initial login in accordance with password requirements detailed on the website.

**“The doctor basically told me she was surprised I was still alive,” says Mike. “I’d been given a second chance.” Encouraged to talk with EY Assist by people who had concerns about his health, Mike learned a very important lesson: “You don’t have to go it alone. Call EY Assist if you or a member of your family has a problem. They can help you real time, they can help you big time. EY Assist can help.”**

## **Daily life** *(continued)*

### **Concierge**

Often daily tasks are put on hold during your busiest times. Specialists can help with many items on your personal or professional “to-do” list:

- ▶ Dining reservations and suggestions
- ▶ Personal vacation planning and travel tips
- ▶ Gift ideas, flowers and gift baskets
- ▶ Shopping and errand running
- ▶ Product research and price comparison
- ▶ Tickets for concerts, sporting or theater events

There is no charge for an EY Assist specialist to research and locate services. You are responsible for the cost of what you purchase, such as flowers and tickets, or services arranged which include errand running. A service representative will never authorize charges on your behalf without your expressed permission, and will always provide a cost estimate prior to securing services or making a purchase.

## **Clinical assessment and referral**

EY Assist can provide up to three, free, face-to-face or telephonic counseling sessions with a licensed therapist in your geographic area for drug or alcohol abuse; emotional, personal or stress-related concerns; and family, mental health and personal growth. These services are available on a confidential basis to the extent protected by law. Please note that The Ernst & Young Medical Plan may provide coverage beyond that offered by EY Assist.

### **Addictions**

Counselors can help you and your eligible family members in cases of addiction, including chemical dependency, eating disorders and addictive gambling. Services include:

- ▶ Assessing the problem
- ▶ Addressing denial
- ▶ Arranging for appropriate rehabilitation
- ▶ Motivating continued behavior change and life-long recovery

### **Anger and stress management**

Managing everyday stresses and worry can be a challenge while engaged in busy work days and demanding family and community activities. Professional assistance is available to help you manage your life in a calm and effective manner.



## Marriage, family and relationship problems

Relationships today are exposed to a variety of conflicts and pressures that can affect every aspect of life. You and your eligible dependents can receive marriage and family counseling to address dissension or conflict, and consultation about relationship issues with siblings, parents, co-workers, supervisors, neighbors and others.

EY Assist helps families analyze and address issues through a variety of services, including:

- ▶ Consultation regarding dual career issues
- ▶ Divorce mediation and counseling, including help for children
- ▶ Family planning
- ▶ Protection against domestic violence
- ▶ Pre-marital consultation

## Mental health

Psychological conditions can manifest themselves in any family. Counselors can help you and your eligible family members deal with stressful emotional and mental health challenges too. Treatment is readily accessible for these diagnoses and more:

- ▶ Anxiety reactions
- ▶ Depression
- ▶ Gender identity issues
- ▶ Mood swings
- ▶ Phobias

## Personal growth

When you desire challenge, change and growth in your life, you might choose a physical fitness program, spiritual journey or psychological counseling. EY Assist can provide options for learning to re-commit to your life, work and family.

## Pre-retirement lifestyle planning

Considerations for living happily in retirement can be discussed at any time with a specialist. Topics include:

- ▶ Housing
- ▶ Health
- ▶ Social relationships
- ▶ Relocation after retirement
- ▶ Transition from work to retirement
- ▶ Effects of retirement on family relationships

**“EY Assist helped me find child care in my new neighborhood! I was very surprised at how quickly they responded,” Rachel says. “It was awesome.” Within minutes she received helpful educational materials, and then within a couple of days, she had several personalized referrals to centers that met her budget and location requirements. And they all had confirmed availability for her kids. “It worked out perfectly,” Rachel adds. “I just wish unpacking all these boxes was this easy.”**

## **Family matters**

### **Adoption guidance**

If you are thinking about adopting a child, specialists can guide you through the adoption process and provide information and referrals to help you get started. They can give you access to nearly 30 adoption publications and discuss:

- ▶ Adoption agencies, laws and regulations
- ▶ Adoption support groups
- ▶ International adoptions
- ▶ National, state and local organizations
- ▶ Post-adoption
- ▶ Public/private adoption

### **Adult care**

If you are caring for an adult family member, adult care specialists can assess your situation and provide information, free educational materials and referrals on:

- ▶ Adult day care and long-term living options
- ▶ Alzheimer’s disease and geriatric illnesses
- ▶ Caregiver issues and respite support
- ▶ Physical disabilities

- ▶ Long-distance care-giving
- ▶ Medicare and Medicaid
- ▶ Meal delivery programs
- ▶ Transportation services

### **Back-up child and adult care**

Call EY Assist anytime you need to work and have an interruption in normal care arrangements. Consider back-up care when school is out of session, business travel is required, flexible work arrangements change or an adult family member requires recovery care. Topics include:

- ▶ Care facilities and centers
- ▶ In-home care
- ▶ Privately secured care

Please note: Back-up care is taxable to you; Ernst & Young currently provides a ‘gross-up’ reimbursement amount to offset the taxes.



### **Child care, parenting and special needs**

EY Assist can provide assistance in searching for providers, free educational materials and referrals for a wide range of child care and parenting needs, as well as services for children with special needs. Specialists can also provide information on:

- ▶ Child day care and residential centers
- ▶ Early intervention services
- ▶ Gifted and talented programs
- ▶ Special education and special needs support and advocacy
- ▶ Summer care and camp options
- ▶ Nanny and au pair agencies
- ▶ Recreational and therapeutic programs

### **Lactation consultation program**

This service is available at no cost to all eligible personnel who have been with Ernst & Young for at least three months and their spouses or eligible domestic partners. The program helps new mothers to achieve their nutritional goals for their babies, while addressing the needs that arise upon returning to work. Services include:

For EY women personnel and their spouses or eligible domestic partners:

- ▶ Hospital grade breast pump

Additional program components for EY women personnel only:

- ▶ Individualized case management
- ▶ Telephonic consultation
- ▶ Return-to-work consultation

### **Parenting for the 'tween years**

EY Assist offers guidance on how to talk with your 'twins about social networking sites, Internet safety and bullying. It can also help you maintain a bond and connection with your child at this crucial point in his/her adolescent development.

### **Prenatal care**

Education and proper prenatal care can reduce the risk of complications and medical problems during pregnancy. The Ernst & Young Medical Plan is always the first place to go for health information. In addition, EY Assist prenatal specialists can provide information, free educational materials and referrals to help with a variety of pregnancy and infant care issues, including:

- ▶ Birthing options – methods and classes
- ▶ Breastfeeding and formula feeding
- ▶ Nutrition, exercise and diet
- ▶ Parent education classes
- ▶ Support groups

**“I think when you’re in the middle of your own personal issues, you don’t think so well,” notes Bob. “I am thoroughly impressed with the level of service I received so quickly. EY Assist truly works.”**

## Legal

### Federal tax controversy assistance

Few events in modern life cause as much worry and pre-occupation as dealing with the Internal Revenue Service under potentially adverse circumstances. Telephone consultations are available to help you deal with:

- ▶ Any unresolved problems with the IRS
- ▶ IRS audits and collection actions
- ▶ Unfiled, past-due Federal tax returns
- ▶ Unpaid Federal taxes, penalties and interest

Please note: This is not a tax preparation service.

### Legal questions

If you do not have Ernst & Young’s Group Legal Plan, EY Assist can help. Attorneys provide telephone or face-to-face consultations of up to 30 minutes per legal issue, free of charge, to individuals with legal questions in many areas, including, but not limited to:

- ▶ Business and consumer issues
- ▶ Contracts
- ▶ Criminal matters

- ▶ Family law
- ▶ Landlord-tenant disputes
- ▶ Personal injury
- ▶ Wills, trusts and estate planning

Please note: EY Assist will not make referrals in matters dealing with any employment relationship. Should you decide to retain an attorney, you will be required to pay the attorney’s regular fees (minus any available discount).

### Mediation

EY Assist also offers a free, 30-minute mediation consultation. This service, provided by attorneys or counselors, is a contemporary alternative to divorce and other legal disputes. These trained professionals work with adversaries to achieve a negotiated settlement that is then filed with the court system.

### Organizing Life’s Affairs toolkit

This toolkit can help you simplify life, prepare for emergencies and ease the load on family members who may need to make decisions for you in case of serious illness or death. It provides specific advice on identifying vital documents, devising an organizational and maintenance system for these documents, and discussing final arrangement details for you or a loved one. In addition, this service benefits those who need suggestions and support to get their life back together after the loss of a loved one.



## Management consultation

### Referrals

There are a wide range of personal or professional events that may impact a person's ability to perform their work effectively. Here is how EY Assist can help:

- ▶ Individual consultation when job performance is negatively affected by a health problem or a critical life event
- ▶ Behavioral health treatment support for individuals on short-term disability for mental health conditions and addictions
- ▶ Return-to-work conferences to help after a disability leave

### Personal safety

EY Assist works in conjunction with the Office of Firm Security, the General Counsel's Office and local leadership to address potentially serious or urgent situations, such as:

- ▶ Fitness-for-duty clinical evaluations to assess sudden, extreme changes in behavior
- ▶ Referrals that develop out of inappropriate behavior or misconduct in the workplace
- ▶ Efforts to address domestic abuse and violence on and off the job

## Work

### Services in the work environment

EY Assist can be a formal source of support to individuals or groups of our people. Your People Consultant or immediate supervisor can help arrange services such as:

- ▶ Participation in local office health fairs by staffing booths and distributing information
- ▶ Supportive consultation to various Americas People Team (APT) functions, such as dealing with adverse job performance evaluations and managing team conflict
- ▶ Supportive grief/bereavement group sessions to manage intense feelings in the event of death, injury, or assault of EY people, family members, or in the event of a community disaster
- ▶ Seminars and training on more than 100 topics related to work life integration, stress management, communication skills, change management, safety planning, bridging age cultures at work, teaming, and more.

Please note: Some of these sessions offer CPE credits. Please refer to the EY Assist website for a complete listing of courses.

## Virtual support tools

### Blogs, virtual groups, webinars, podcasts and teleconferences

In addition to telephonic and electronic access to services, new EY Assist virtual support tools help make your busy life easier. For example, support groups for parents of children with special needs, teenagers, cancer survivors, and military families use virtual tools to network and help each other. Training on topics such as care-giving, parenting, cancer support and healthy relationships is now available online through webinars, podcasts and teleconferences. Schedules are available on the EY Assist website, and promoted through EY Assist newsletters.

### Interactive assessment tools

The EY Assist website hosts a variety of interactive assessment tools (like quizzes and calculators) on mental health conditions, health/fitness/nutrition, family relationships, parenting and more. Visit the EY Assist website, select your topic of interest, and search for the self-help tool that works for you.

# Frequently asked questions

## How does the program work?

Phone EY Assist's 24-hour call center directly, toll-free at (800) 333-4119. A specialist will provide a referral to the most appropriate resource. Or visit the website at [www.eyassist.com](http://www.eyassist.com). The registration code is 'eyassist.' Follow online instructions to enter a Member ID.

## Are all services confidential?

All information shared with counselors and specialists that is protected by law is maintained as privileged and confidential communication. You will always be afforded the maximum confidentiality permitted by law.

## Who is eligible?

All EY personnel, their spouses or registered domestic partners and dependent children are eligible for EY Assist services.

## Is there a cost?

The initial assessment, consultation and research provided through EY Assist are available at no charge. You are responsible for the cost of any contracted services.

## Who will talk to me when I access EY Assist services?

EY Assist will put you in touch with highly-trained counselors and specialists who are carefully selected for their professional experience, reputation and expertise. The EY Assist network of service providers extends across the country, so you'll be able to see a professional convenient to your home or work location or consult one by phone.

## Feedback

To leave feedback regarding your experience with EY Assist, please call (800) 368-6677 or send an e-mail to: [ey.assist@ey.com](mailto:ey.assist@ey.com).

## Using the EY Assist website

The website contains information about topics addressed by EY Assist and allows you to locate service providers, get consultations and request educational materials. To register on the website, use the registration code 'eyassist' (all lowercase). Follow online instructions to enter a Member ID. If you have any problems logging in, please contact the EY Assist website help desk at (888) 604-9565.

## Communicating with EY Assist

When you contact EY Assist by phone or online, the materials or referrals you request can be sent to you via e-mail, US mail, telephone, or a private, secure area of the EY Assist website accessible only by you. The EY Assist specialist will let you know which of these delivery options is available, and allow you to choose a preferred method of delivery.

## Brochures

Single copies of the EY Assist brochure in pdf format are available online at [www.eyassist.com](http://www.eyassist.com). For five or more printed copies of the EY Assist brochure for internal use, contact TMR, Ernst & Young's inventory management vendor. Request the brochure by its SCORE number (on the back of the brochure) via this website: <https://ey.tmrdox.com/>. If you have questions about the TMR website online ordering process, please contact TMR Customer Service at (800) 963-9548. **You will be billed a fee for each copy, plus shipping and handling.**



## A final note

While Ernst & Young intends to continue EY Assist, its component programs and other plans applicable to active partners, principals and staff, the US firm reserves the right to amend or terminate such plans and programs at any time without prior notice, in any manner, and with respect to any class of individuals.

In all instances, information provided to you by EY Assist about a particular provider or program does not mean that EY Assist or Ernst & Young endorses or guarantees those services. Every effort has been made to ensure the accuracy of information provided; however, it cannot be guaranteed. In your follow-up interviews with providers, be sure to verify all information you have been given. You are responsible for any charges. The final decision about any arrangement can be made only by you.

Tear off this wallet card and keep it for easy access to EY Assist services.

### EY Assist

- ▶ Fitness and wellness
- ▶ Academic coaching
- ▶ Daily life
- ▶ Clinical assessment and referral
- ▶ Family matters
- ▶ Legal
- ▶ Management consultation
- ▶ Services in the work environment
- ▶ Virtual support tools

Access EY Assist: 1-800-333-4119 or [www.eyassist.com](http://www.eyassist.com).  
Registration code is 'eyassist' – follow online instructions to enter Member ID.

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Assurance | Tax | Transactions | Advisory

### About Ernst & Young

Ernst & Young is a global leader in assurance, tax, transaction and advisory services. Worldwide, our 130,000 people are united by our shared values and an unwavering commitment to quality. We make a difference by helping our people, our clients and our wider communities achieve potential.

For more information, please visit [www.ey.com](http://www.ey.com).

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Trained specialists and licensed counselors on call  
for confidential consultation at (800) 333-4119

Or visit the Web site at [www.eyassist.com](http://www.eyassist.com).

Registration code is 'eyassist'. Follow online  
instructions to enter a Member ID.

24 hours a day, 365 days a year

  
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