

## 1 Telephone Counselling 24/7/365:

Speak to a professional counsellor 24/7/365 for any issue impacting on your life.



## 3 LifeManagement™:

As you go through life it is likely that you will encounter unfamiliar situations where some guidance, information or, perhaps, simply someone to talk to can help you make more informed decisions



## 2 Face-to-face Counselling:

You may be referred for one-on-one counselling sessions with a counsellor via a virtual platform or in an area convenient to you



At times like these access to a practical, impartial and independent resource such as the LifeManagement™ service can be invaluable. Note: In country assistance is limited due to varying legislation.

## 3.1 Financial Information and Debt Management:

- Budgeting assistance
- Debt management
- Transactional banking
- Credit reports
- General financial enquiries
- Saving and investment solutions
- Retirement
- Wills and estate planning
- Insurance
- Home, vehicle and personal finance solutions



## 3.2 Legal:

- Marriage/co-habitation
- Separation/divorce
- Neighbourhood disputes
- Basic rights in law



## 3.3

### Health@Hand:

- A medical advisory for health-related queries
- Information and support on COVID-19



## 4

### Online Portal:

The online portal where you will find a wealth of information and useful articles on health and wellness issues.



## 5

### Managerial Services:

As a manager/supervisor/leader you may at times need support and guidance in the people management aspect of your role.



You can use the EWP as a tool to equip you on how to refer employees to assist them to maintain or return to optimal functioning in their lives.

Toll-free:  
(free from landline and mobile phone)  
App code:  
Email: [callback@icas.co.za](mailto:callback@icas.co.za)  
(For call-back requests)  
USSD: \*134\*905# to request a callabck