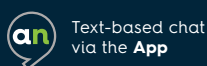


Lifestyle Services	Benefit	AskNelson	Kaelo Lifestyle International	AskNelson Student	AskNelson Digital
Counselling - Individual, Couple and Family Counselling Support					
Digital Mental Health Support	Anonymous access to mental health support through live audio talks, mental health assessments and a library of self-guided mental health tools as part of the Panda Mental Health App.	✓	✓	Included for students 16 years and older	✓
Text-Based Chat Support	Access to live text-based chat support with a counsellor in the Panda Mental Health App. Available 24/7/365	✓	✓	Included for students 16 years and older	✓
Telephonic Counselling	Unlimited access to counselling support and guidance. Support is available in all of South Africa's 11 official languages from qualified counsellors and is available 24/7/365	✓	✓	✓	✓
Virtual Face-to-Face Counselling	Unlimited access to virtual counselling support and guidance via video conferencing technology. Plan rules apply.	✓	✓	✓	✓
Offsite Face-to-Face Counselling	Referrals to qualified treatment professionals when the Support Line EAP counsellor has determined that the individual is in need of further treatment. Unlimited sessions per employee per incident per year. Plan rules apply.	✓	Fee-for-service. Authorisation required for this service outside of SA.	✗	✗
Children and Teenagers Support	Support for children and teenagers who struggle to deal with the challenges they face in their lives. Support for children and teenagers include telephonic, virtual, or offsite referrals. Plan rules apply.	✓	Fee-for-service. Authorisation required for this service outside of SA.	✗	✗
Counselling - Workplace Counselling Support					
Onsite Counselling Support (Face-to-Face)	For clients with sites of 200 or more employees, a counsellor can be made available on-site once per month for two hours to provide face-to-face counselling. Subject to a minimum of two scheduled appointments. Plan rules apply.	✓	Fee-for-service. Authorisation required for this service outside of SA.	✗	✗
Onsite Counselling Support (Virtual)	For clients with less than 200 employees onsite, virtual on-site face-to-face counselling can be arranged. Plan rules apply.	✓	✓	✓	✓
Coaching - Workplace Coaching Support					
Managerial and Leadership Support Services	Coaching support and guidance for managers and leaders including Manager Orientation sessions. Plan rules apply.	✓	✓	✗	Included in digital format only
Soft Skills Knowledge	This benefit provides managers with soft skills coaching and training to manage interpersonal work conflict, career goals and work-life balance. Plan rules apply.	✓	✓	✗	Included in digital format only
Coaching - Individual Coaching Support					
Life Coaching	This benefit aims at supporting Members and Dependents to identify goals and develop an actionable plan to achieve these goals. Plan rules apply.	✓	✓	✗	✗
Parent Coaching	Confidential support to help parents navigate the challenges of successful parenting. Plan rules apply.	✓	✓	✗	✗
Career Guidance	Career guidance helps Members and Dependants to plan occupational goals and take actionable steps.	✓	✓	Fee-for-service.	✗
Leadership Coaching	This benefit aims to support individuals to maximize their leadership abilities. Plan rules apply.	✓	✓	✗	✗
Care					
Workplace Trauma Intervention	The Workplace Trauma Intervention benefit provides support to employees in the event of a work-related traumatic incident or loss, such as injury on duty, death of a colleague, armed robbery etc. Plan rules apply.	✓	Fee-for-service. Authorisation required for this service outside of SA.	✗	✗
AskNelson Digital and AskNelson Student Support Trauma Intervention Support	This benefit provides telephonic and/or virtual (via video conferencing technology) support to employees or students who experienced traumatic incidents or loss in the event of a work-place, school or university traumatic incident. Plan rules apply.	✓	✓	✓	✓
Support					
Financial Advice	Financial advice provides guidance on managing money, investing wisely and planning for the future. This benefit aims to help members and their immediate family members make informed decisions to achieve their financial goals. A qualified financial advisor will offer personalised strategies, risk assessments and ongoing support enhancing financial well-being. Plan rules apply.	✓	On-line digital support only	✓	✓
Kaelo Money	Responsible lending solution.	✓	✗	✗	✓
Legal Advice	Legal advice offers individuals insights and guidance on navigating civil -, criminal and family law issues. It helps people understand their rights, responsibilities and potential course of action in various situations. Plan rules apply.	✓	✗	✓	✓
Family Law Mediation Support	Mediation provides a structured, neutral environment for parties in conflict to work towards mutually agreeable solutions. Family law mediation support aims at supporting individuals with matters related to divorce, after-divorce, parenting plans and maintenance.	✓	✗	✗	✓
Road Accident Cover	Assistance for members and their dependants with legitimate claims against the Road Accident Fund.	✓	✗	Students Only	✓
Workman's Compensation Support	Assistance for members and their dependants with legitimate injury on duty claims.	✓	✗	✗	✓
Support - Fee-for-Service					
Retrenchment Support	Individual and group counselling and support for individuals impacted by retrenchments including those who are left behind.	✓	✓	✗	✓
Specialised Training	Selection of specialised training workshops aimed at supporting employees' and students' mental well-being.	✓	✓	✓	✓
Buy-Up					
High-Stress Workplace Debriefing	The High-Stress Workplace Group Debriefing benefit is aimed at supporting employees who are exposed to higher levels of stress and trauma as part of the requirements of their daily tasks.	Buy-Up Available	Buy-Up Available	✗	Buy-Up Available

Contact Information



Text-based chat via the App



Dial *134*928* Send a 'please call me' to 072 620 5699
Standard call rates apply.



0800 635 766



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www.kaelo.co.za/kaelolifestyle

Kaelo Lifestyle is administered by Kaelo Simply Healthcare (Pty) Ltd, registration number 2004/009584/07. Please note that this is a summary of the products and highlights key benefits, features and limits. Please read in conjunction with all associated product documents.

