



# How to access Bupa's Employee Assistance Programme from 1 November 2019

Thomas Cook employees should complete the form below and email to **EAPClinicalMailbox@bupa.com**. One of our experienced counsellors will call the individual back. We will action the call back as quickly as possible, however this can take up to 48 hours.

**The service is telephone based and therefore the call back request must include:**

- Full name
- That they are a Thomas Cook or ex-Thomas Cook employee
- Contact number
- Times / days when not available
- Consent to Bupa leaving a voicemail or sending a text

Calls can take up to 45 minutes and the individual should not be driving and be somewhere where they can speak freely.

The counsellor will attempt to call the individual back 3 times, before closing the case if we do not get a response (an email or text will be sent with this on).

- For any urgent need of support, please contact the emergency services.
- All calls to our telephone-based service are made by a clinical front line, carried out by a qualified counsellor.
- Our qualified telephone counsellors are recruited in line with our strict guidelines.



Please complete this form to receive a call back from the Employee Assistance Programme.

Please note, call backs may take up to 48 hours. Therefore, if you are in urgent need of support, please contact the emergency services.

Please do not put any details about why you would like to speak to us on this form. A counsellor will contact you and will take this information verbally.

<b>Company name</b>	<b>Thomas Cook</b>
<b>Full name</b>	
<b>Contact number</b>	
<b>Consent to leave a voicemail and / or send a text (Y/N)</b>	
<b>Days and times you are not available to receive a call back</b>	