

# Counselling and Support Service

## Encouraging mental wellbeing

**Throughout our lives, we may experience times of feeling worried, unsure or down about things. Our Counselling and Support Service is available 24 hours a day, 365 days a year, to help you and the family members covered on your plan deal with life's ups and downs.**

### Benefit from:



**Unlimited phone support, available 24 hours a day, 365 days a year**



**Confidential live chat support from our counsellors**

Chat to a counsellor online at a time and place that works for you.



**Face-to-face or remote counselling**

Up to five face-to-face sessions or remote counselling sessions, where clinically appropriate following an assessment from our mental health team.



**Everyday matters support and guidance**

Support and information on a range of everyday matters, such as financial, legal, consumer, housing issues and family care, including childcare, eldercare and disability issues.



**Online portal access**

A wealth of up-to-date tools, information, guidance, and accessible support online.

## Good to know

This is a completely confidential and impartial service and you and the family members covered on your plan can use it as often as needed. The Counselling and Support Service is available to PHC members aged 16 and over only.

For more details on the service, please refer to your Membership Handbook.

### How to access

#### To speak to somebody

Call PHC's dedicated Counselling and Support Service on **0800 316 1213**.

Please state that you are a PHC member when you call.

#### To access the online portal

Visit **axabesupported.co.uk** and input the username and password found in your Membership Handbook.