

# Employee Assistance Program (EAP)

The Employee Assistance Program (EAP), provided through Harris Rothenberg International (HRI), Inc., is a confidential counseling service designed to help you and your family resolve issues that affect your personal life or interfere with your job performance. You may call the EAP 24/7 for help with issues such as sleeping difficulties, anxiety or depression, substance or alcohol abuse, emotional and physical abuse, family and relationship issues, workplace conflict, adopting healthy behaviors, financial concerns, and others.

When you or an immediate family member calls the EAP, you will speak with a licensed counselor who will talk with you about your concerns and, if warranted, refer you to an appropriate counselor near your work or home. You can attend up to three in-person counseling sessions at no cost to you. If you require additional counseling, you will be responsible for any fees. Expenses for subsequent counseling may be covered by other Citi benefits.

All EAP services are confidential according to law. That is, no information will be shared without the written consent of the individual seeking assistance, unless the counselor is legally bound to take action.

The EAP is a core benefit available to all benefits-eligible employees. You do not have to enroll or make any contributions to use this benefit.

Employees and their family members can also access HRI's website, which includes dozens of locator tools that allow targeted searches for health and wellness services, child care providers, adoption professionals, schools and colleges, daily living services, older adult care providers, and much more. The site also includes dozens of calculators that can help your figure out everything from mortgage interest to how much to save for your children's college education.

Contact the EAP as follows:

Telephone: **1-800-952-1245**  
TTY: **1-800-256-1604**

Website: **www.hriworld.com**  
Username: resources  
Password: for\_you

# Geriatric Assistance Program

When an older relative's physical or mental health changes or her or his ability to handle routine activities is impaired, the stress on you and your family can be significant, and few people have the expertise to determine which concerns require immediate care. The situation can be even more difficult for those who live at a distance from older relatives.

The Geriatric Assistance Program can provide the following:

- Professional consultation with a highly experienced counselor who can answer common care giving questions
- Assistance with care planning, including a full assessment of the adult's health and living situation
- A review of the quality of care in different facilities
- Implementation and coordination of care-giving services to meet the needs of the older adult and family members.

Call the Geriatric Assistance Program through Citi's EAP or Work/Life Program:

EAP  
**1-800-952-1245**  
TTY: **1-800-256-1604**

Work/Life Program  
**1-866-449-9933**, option 2 for the Work/Life program

