THE CUSTOMER ASSISTANCE PROGRAM CAN HELP WITH VIRTUALLY EVERY AREA OF YOUR LIFE

FAMILY & RELATIONSHIPS
- Marital
- Parenting
- Caregiving
- Childcare
- Eldercare
- Education Planning
- Adoption
- Family Pets
- Special Needs Care
- Blended Families
- Teen Issues
- Domestic Partners
- Physical Abuse
- Relocation
- Sandwich Generation
- Military Life/Separation
- Disaster Preparedness
- Communication
- Children’s Safety

PERSONAL
- Stress
- Anxiety
- Addiction
- Depression
- Medical Conditions
- Grief/Bereavement
- Gambling
- Weight Control
- Anger
- Chronic Pain/Illness
- Eating Disorders
- Life Transitions
- Pregnancy/Post-Partum
- Trauma
- Sexual Concerns
- Domestic Violence
- Learning Disabilities
- Smoking
- Men's/Women's Issues
- Nutrition

WORKPLACE
- Employee Conflict
- Work-related Stress
- Coaching
- Supervisor Conflict
- Team Development
- Career Planning
- Management Skills
- Supervising Others
- Time Management
- Skills Development
- Project Management
- Motivating Self & Others
- Valuing Diversity
- Managing Change

FINANCIAL & LEGAL
- Debt
- Credit Card Issues
- Financial Loss
- Bankruptcy
- Budgeting
- Retirement Planning
- Wills & Trusts
- Real Estate Law
- Car Buying
- Immigration
- Divorce
- Civil Suits
- Criminal Law
- DUI/DWI
- Landlords & tenants
- Homeowner Concerns
- Taxes
- Insurance
- Consumer Law
- Contracts
- Personal Injury
- Child Custody
- Social Security

800.252.4555
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INTRODUCING YOUR CUSTOMER ASSISTANCE PROGRAM

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INTRODUCING YOUR CUSTOMER ASSISTANCE PROGRAM
PROBLEMS ARE A PART OF LIFE.
You don’t need to overcome them alone.
Problems that arise throughout your life can come in a range of forms – from personal health to stress in family and relationships, as well as effectively dealing with financial and legal obligations, and work growth and development.

Just as we at Farm Credit East are committed to the overall wellness of our staff, we are equally committed to the wellness of our membership. That is why we are offering a Customer Assistance Program. This is a program that has been available to employees for years, and is now being extended to our members.

This confidential benefit provides resources and solutions for the problems you might encounter. Just as health insurance is designed to address your physical health, the Customer Assistance Program is designed to assist your emotional and mental well-being.

The services are provided on an individual basis, free of charge, and are completely confidential.

Any inquiries, discussions, recommendations and actions are strictly between the customer and ESI group.

COUNSELING SERVICES
Help with personal issues from relationships to stress and substance abuse.

WORK/LIFE BENEFITS
Assistance for other personal, financial and legal issues.

INFORMATIONAL RESOURCES
Access a vast collection of self-help tools and articles.

PERSONAL DEVELOPMENT
Help balancing your work, life and career.

WELLNESS TIPS
Information and resources to improve your overall wellness.

HUMAN RESOURCES TOOLS
Information, resources and self-guided offerings on employee management.

HOW TO USE
Assistance is available 24 hours a day, 7 days a week.
Call a professional counselor 800.252.4555

Visit theEAP.com to access online tools, resources and self-guided offerings.
• From theEAP.com, click ‘Employee & Family Login’
• Click ‘Register Here’ to create your own personalized and confidential account.
• Employer: Farm Credit East
• Select: Farm Credit East Customers
• Create your username and password to setup your account and gain access to the Customer Assistance Program benefits and resources.

HOW DOES THE CUSTOMER ASSISTANCE PROGRAM WORK?
Getting the help you need is simple. You can call 24 hours a day, 7 days a week to reach a professional counselor.
Call the toll free number or log on to the website to access other benefits.

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