



First Chat

Chat instantly online with a counsellor or learn more about and book EFAP support services.

Secure and confidential, First Chat provides **real-time online conversation** with our EFAP support professionals for immediate assistance with work, health or life issues. Users can chat instantly online with a counsellor or inquire about and book EFAP support services. Support is offered 24/7/365 – no delays or appointments needed!

First Chat provides:

- Instant employee support;
- Real-time online communication for two types of support:
 1. Immediate issue exploration with a professional counsellor;
 2. **NEW** – EFAP support service inquiry and booking;
- Ultimate convenience and privacy.

What First Chat users are saying:

"With today's office environment moving towards cubicles without any privacy, the internet chat is great for being able to discuss things and get info without the whole floor knowing."

"It is a very good way to communicate, especially for those who are shy, or nervous. [This] is a more comfortable way to start conversation. Thank you."

Simple online chat session initiation with no additional software to install means instant access to confidential support. First Chat sessions are hosted with fully secure data transmission and storage. Your privacy is guaranteed. Chat with an EFAP Client Care Representative or a professional counsellor with ease and ultimate convenience. First Chat and Online Access are available to employees and their family members in Canada via workhealthlife.com.

Contact Us

To find out more about First Chat offered through Shepell·fgi or if you need immediate assistance, please contact us at **1 800 387-4765** or visit workhealthlife.com.



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