

First Chat

Connect instantly with a Counsellor.

An online chat consultative employee assistance service.

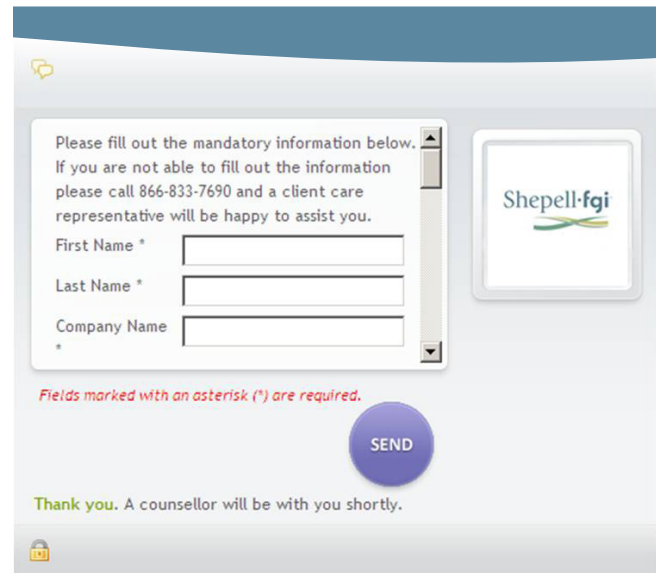
First Chat users will experience immediate support for work, health and life issues. Secure and confidential, First Chat provides **real time online conversation** with a Counsellor when employees need it most; no delays and no appointments needed.

First Chat is ideal for:

- Addressing immediate issues with a professional counsellor
- Instant employee support
- Those most comfortable with real-time online communication
- Employees needing ultimate flexibility

Immediate Telephone Assistance

If at any time you require immediate assistance, press the phone number provided at the bottom of each screen in order to reach our Care Access Centre toll free, 24 hours per day, 7 days per week at **1 800 387-4765** or online at **www.workhealthlife.com**.



The screenshot shows a web-based form for initiating a chat session. At the top left is a chat icon. The main text reads: "Please fill out the mandatory information below. If you are not able to fill out the information please call 866-833-7690 and a client care representative will be happy to assist you." Below this are three input fields: "First Name *", "Last Name *", and "Company Name *". To the right of these fields is a Shpell·fji logo. Below the input fields is a red note: "Fields marked with an asterisk (*) are required." At the bottom right is a blue circular button labeled "SEND". Below the button is a green message: "Thank you. A counsellor will be with you shortly." At the bottom left is a small lock icon.

Simple online chat session initiation with no additional software to install means you have instant access to confidential support 24/7/365. Shepell·fji's First Chat sessions are hosted with fully secure data transmission and storage. Your privacy is guaranteed. Chat with trained bilingual Counsellors about issues with ease and ultimate convenience.