



A Simply **BETTER** Work-Life **SOLUTION**

Customizable solutions, focused on the needs of EAPs and their clients.



OUR STORY

WE MAY BE THE NEW KID ON THE BLOCK, BUT OUR TEAM HAS DECADES OF EXPERIENCE IN THE EAP AND WORK-LIFE INDUSTRY.

Life Expert was designed and developed by a team of Work-life and EAP experts having over **100 years** of combined EAP and work-life services experience.





OUR SERVICES

We offer our clients best in class customized solutions to the following services:



[Work/life Referral](#) - Our professionally trained consultants are available from 8:30 AM - 7PM EST to help your employees instantly get help with a multitude of work-life issues including childcare, eldercare, everyday living and more.



[Legal & Financial Consultation](#) - We connect employees with experienced, vetted attorneys and financial counselors to help them get problems solved.



[After Hours Services](#) - We can support your team 24/7/365 with confidential work-life or in the moment mental health support.

OUR SERVICES



Case Fulfillment

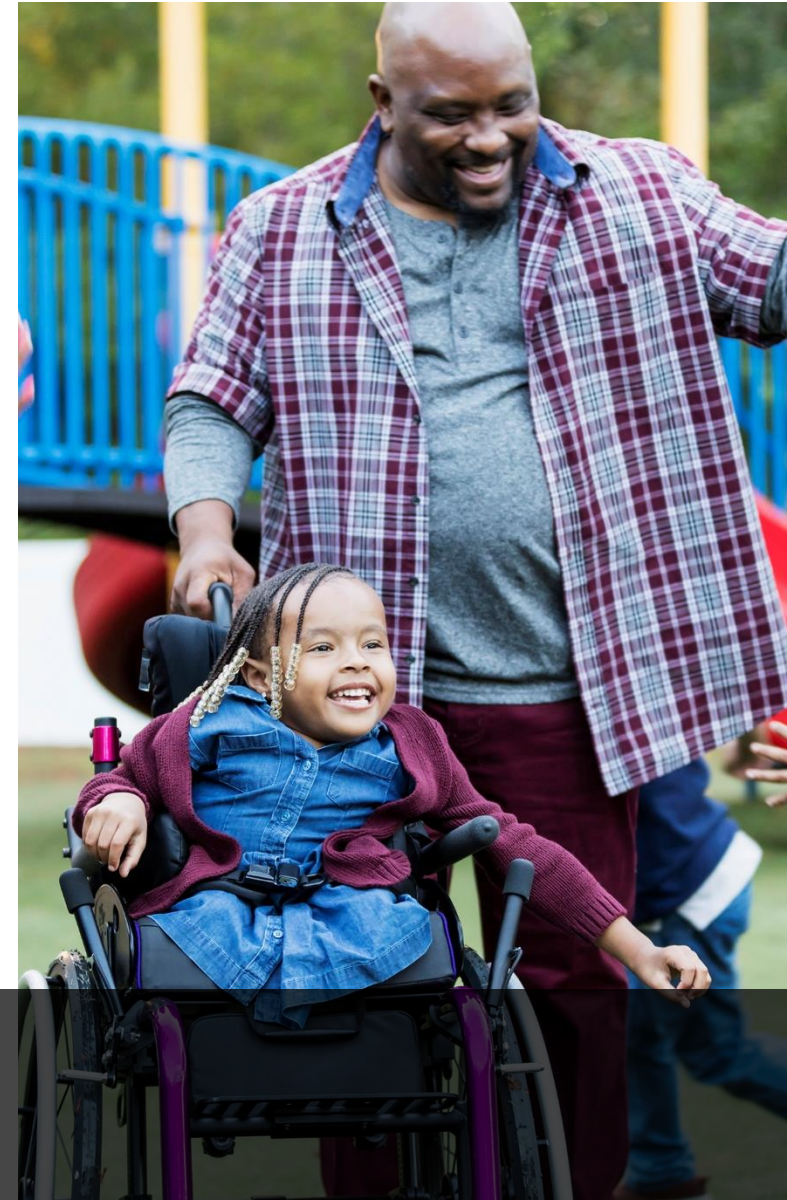
1. Calls come to your EAP and are warmed transferred over to Life Expert's call center.
2. These calls are connected to a Work-life Specialist.
3. During this process, our team engages with the caller and discusses needs and possible options.
4. We complete a full provider and service search for resources.
5. We then email the client a referral packet that includes tip sheets and other educational materials.
6. We follow up with the client to determine if the resources met their needs.

Navigating the practical challenges of life while handling the demands of work can be stressful.

Our Work/Life Resources are designed to provide knowledgeable consultation and customized guidance to assist with gaining resolution to everyday hurdles, including:

- Childcare
- Eldercare
- Special Needs
- Adoption
- Education & College
- Career
- Pet Care
- Housing & Utility Programs
- Everyday Living and more...

WORK-LIFE SERVICES



Our **Financial Resource and Referral Service** connects individuals with certified financial planners, certified public accountants, and credit counselors based on their needs.

Financial assistance provides help with a variety of needs, including:

- Consumer & Credit Card
- Debt Bankruptcy
- Home Buying
- Identity Theft
- Retirement/College
- Planning & Funding

You also get access to our **Financial Center** with exclusive content and activities.

The screenshot displays a website interface for financial services. At the top, a banner reads "Your financial journey begins here." with the subtext "Our financial resources can help you move forward in life to reach your own financial goals." Below this is a navigation bar for "Exclusive Financial Content" with tabs for BUDGET, CREDIT, INVEST, INSURANCE, LOANS, RETIREMENT, SAVINGS, TAXES, and ALL. The main content area is divided into "Articles" and "Financial Worksheets".

Articles:

- 5 Ways to Prepare to Buy a Home
- Common-Sense Tactics for Getting the Best Deal on a New Car
- How to Beat Credit Card Debt in 7 Simple Steps
- Young and in Debt: What Should You Do?
- Making the Best Choice: Should You Rent or Buy Your Next Home?
- Developing A Family Budget
- Five Basic Financial Tips for Young Couples
- Plan a Stress-Free Family Vacation
- How to Teach Your Kids About Money

Financial Worksheets:

- Behind On Bills? Start With One Step.
- Debt Getting In Your Way? Get A Handle On It.
- Want credit to work for you? Start with these steps.
- Building Your Savings?

Financial Tips: A video titled "HOW DO I GET A COPY OF MY CREDIT REPORT?" with the subtext "How do I get a copy of my credit report?"

Financial Resources:

- Financial Terms Glossary
- General Federal Tax Calendar
- Track your Refund
- Tax Links

Calculators:

- Credit Card Debt Calculator
- Net Worth
- Home Budget Calculator
- Biweekly Mortgage Calculator
- Home Equity Line of Credit Calculator

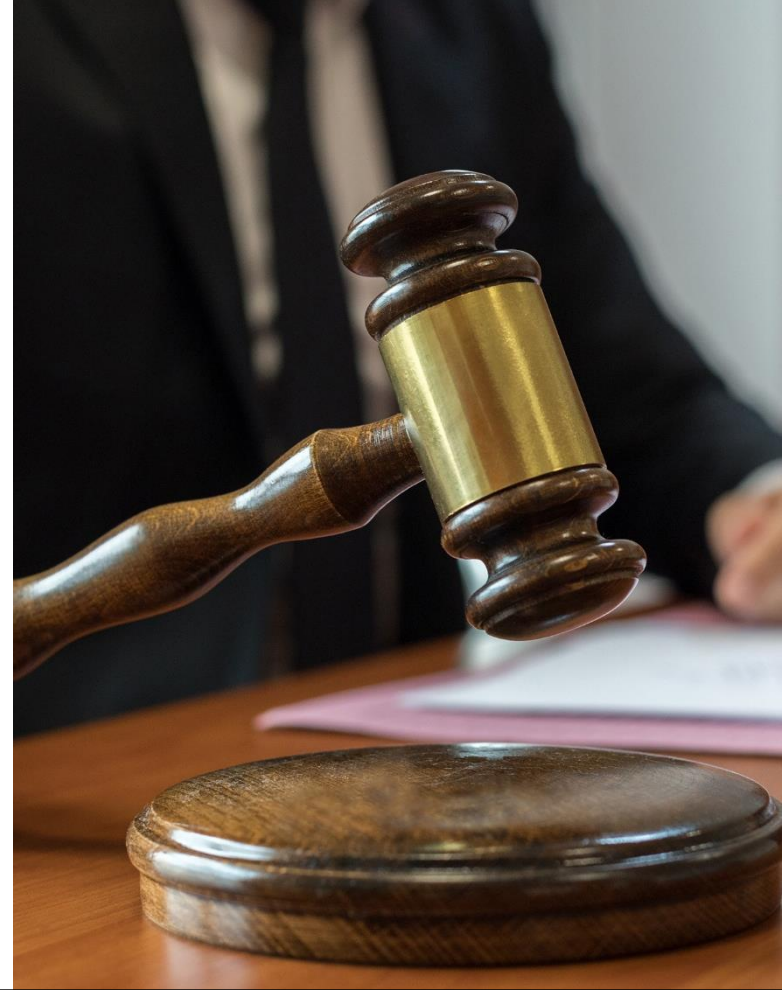
FINANCIAL SERVICES

Our [Legal Resource and Referral Service](#) connects individuals with a qualified attorney for a [FREE 30-minute](#) office or telephone consultation per separate legal matter at no cost with a network attorney.

A member who wishes to retain a participating attorney after the initial consultation, will be provided with a preferred rate reduction of [25%](#) from the attorney's normal hourly rate.

Assistance is available for a variety of needs, including:

- Civil/Consumer Issues
 - Criminal Matters
 - Financial Matters
 - IRS Matters
 - Personal/Family Legal
- Services
- Immigration & Naturalization
 - Estate Planning Law
 - Real Estate



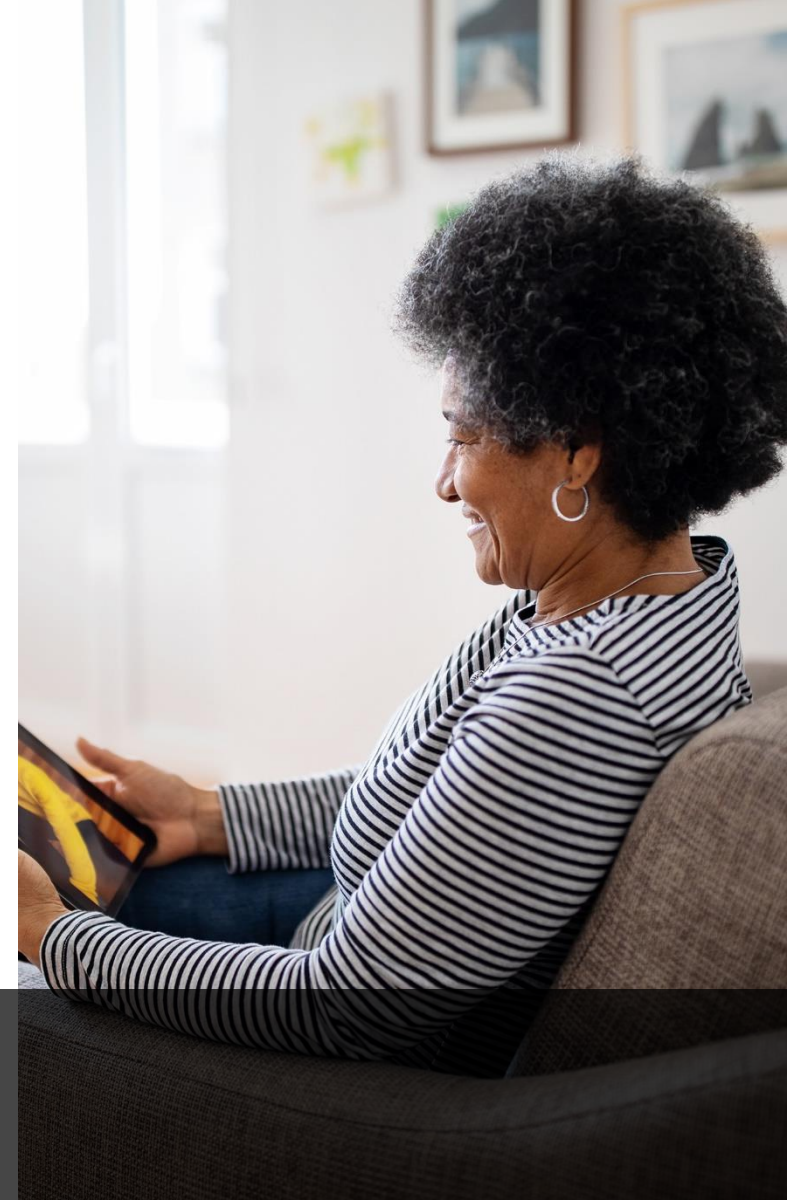
LEGAL SERVICES

Our **Wellness Coaching Program** offers help to employees and their household members with their personal wellness goals and works with individuals to assess their needs and develop a plan to meet their goals.

All sessions are **one-on-one** with a licensed or certified professional.

We currently provide the following **4 types** of Wellness Coaching:

1. Fitness Coaching
2. Nutrition Coaching
3. Stress Reduction Coaching
4. Nicotine Cessation



WELLNESS SERVICES



Fitness Coaching - A client can schedule a one-on-one meeting with a fitness coach for a variety of issues including weight loss, strength and conditioning, flexibility, etc. The coach will have a meeting but does not work out with the client (it is different than personal training). The coach can help to set goals, identify work outs, demonstrating form, tracking progress, and more. Fitness coaching can be done by video, or telephonically.



Nutrition Coaching - A client can schedule a one-on-one meeting with a nutrition coach for a variety of issues including weight loss, vegan/vegetarian diet, managing diabetes, etc. The coach can work with them on creating a plan, identifying foods to eat, help finding recipes, tracking intake, and more. Nutrition coaching can be done, by video, or telephonically.



Stress Reduction Coaching - A client can schedule a one-on-one meeting with a stress reduction coach to help with managing stress in a holistic manner. The coach can help to identify stressors, barriers to reducing stress, stress reduction techniques (Breathing Methods, Progressive Muscle Relaxation, Guided Imagery, etc.), and more. Stress reduction coaching can be done by video or telephonically.



Tobacco Cessation Coaching - A client can schedule a one-on-one meeting with a tobacco cessation coach to help establish a quit date, barriers to quit, strategies to remain tobacco free, and more. Tobacco cessation coaching can be done by video or telephonically.

TYPES OF COACHING



MEMBER PLATFORM

We are really excited to show you our **Progressive Web App** and some of its unique features.

We are so excited to show you our **Progressive Web App** and some of its unique features.

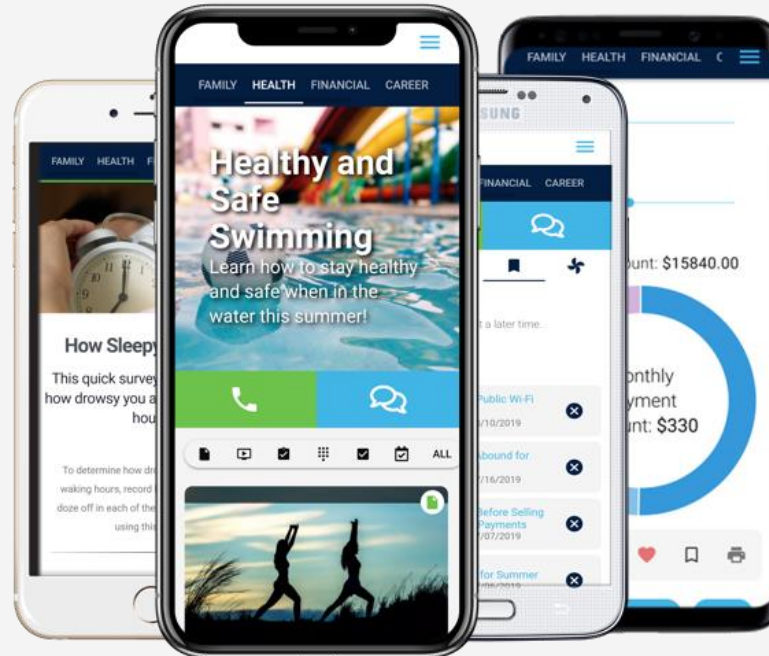
Our **PWA** enables your employees, members or students to easily access **24/7/365** counseling, support, and **PWA** personalized content from any device.

Our clean, **responsive design** allows employees to have the same great experience no matter what device they're using.



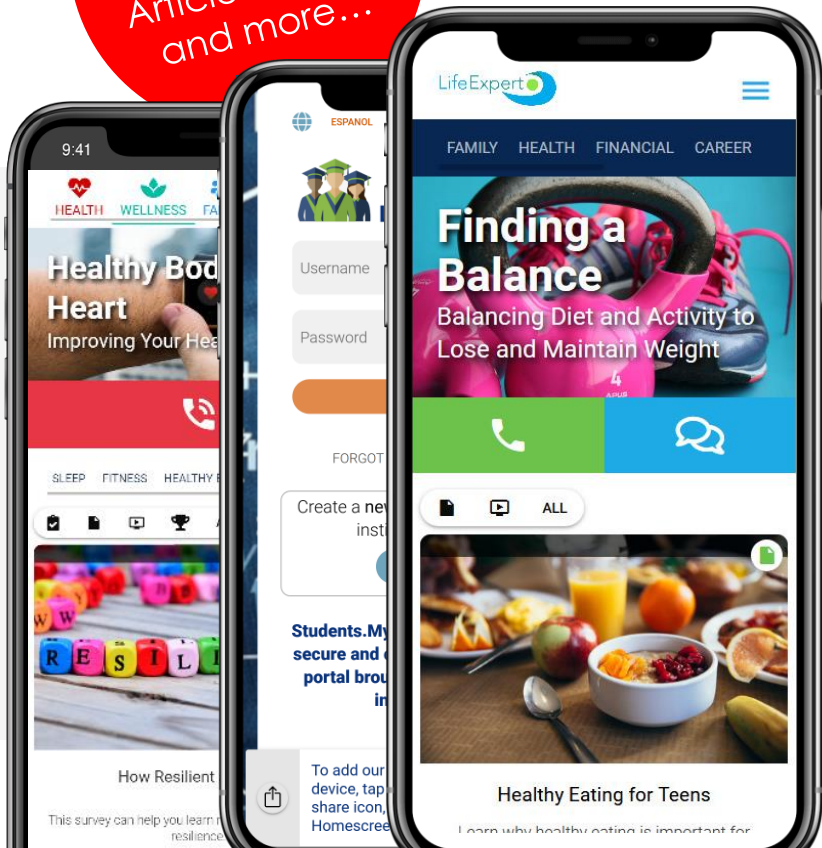
Scan this QR Code
or visit **mylifeexpert.com**

Employees can also download our **PWA** to the home screen of their mobile device without even visiting an app store.



Country-specific content available for the **United States** and **Canada**.

Over
5 Thousand
Articles, videos
and more...



Three Great Options

Your members will have access to thousands of up-to-date, topic-related articles, videos, podcasts, calculators, and webinars related to:

[MyLifeExpert.com](#)

Financial & Legal, Family & Education, Health & Wellness, Career, Military, Everyday Living and more...

[Student.MyLifeExpert.com](#)

Physical & Emotional Wellbeing, Dating & Relationships, Health & Wellness, Financial & Legal, Career, Everyday Living & more...

[Wellness.MyLifeExpert.com](#)

Health & Wellness, Nutrition & Healthy Recipes, Financial Wellness, Family & Aging, Everyday Living and more...

Available in English, Spanish and French



Confidential, 24/7 Support

Requesting support made simple!

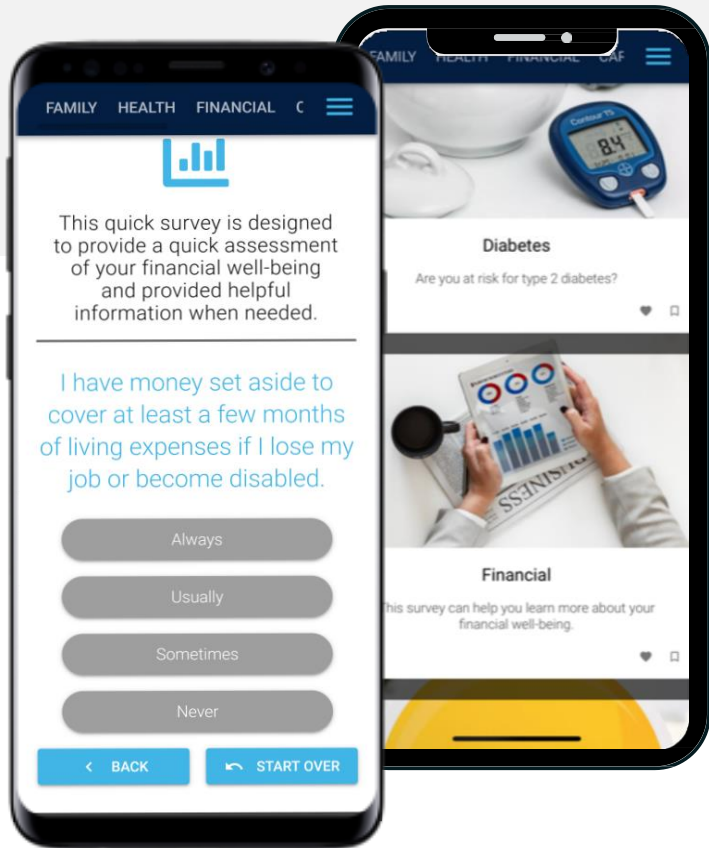
Employees also have access to instant, confidential, 24/7 support with Joy, your virtual assistant offering a new way to request access to the help you need.

Joy can assist with scheduling support for counseling or work-life issues from your EAP and gives you the option to receive responses by phone, or text.

Available with our Work-life Services



Health & Lifestyle Assessments



Our surveys are designed to provide employees with a quick assessment on **financial**, **health**, and **addiction** issues and deliver them with targeted resources and information based on their results.



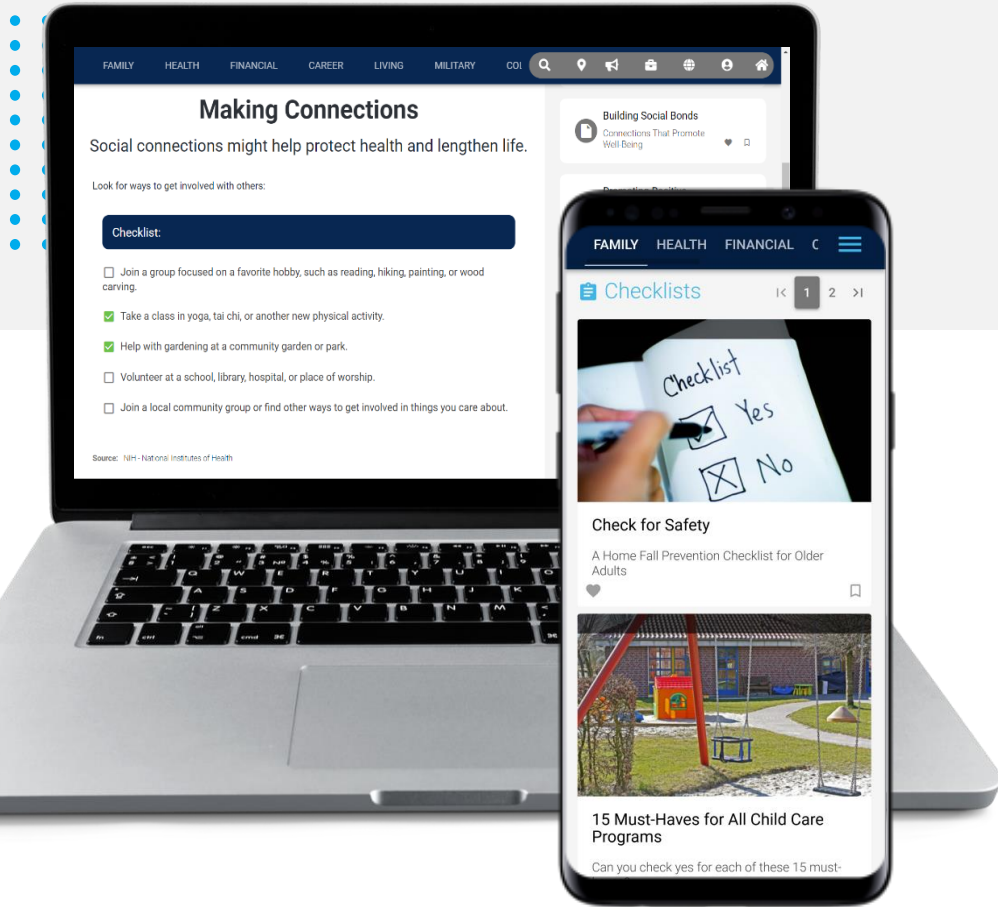
Employees can save assessments and recommendations to their profile for future use.

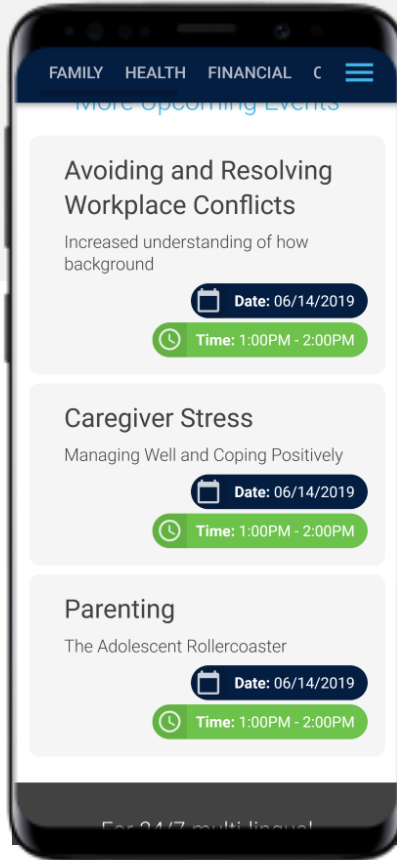
Interactive Checklists

Providing employees with a useful way to **track their progress** on aging, family and everyday issues.



Users can save checklist to their profile for future use.





Free Monthly Webinars & Events

Provides employees a calendar to **browse** and **register** for upcoming events such as live webinars and online training sessions.

These presentations are recorded and posted on the platform for employees to access at their convenience.



Attendees will receive a **Certificate of Attendance** after attending the presentation.



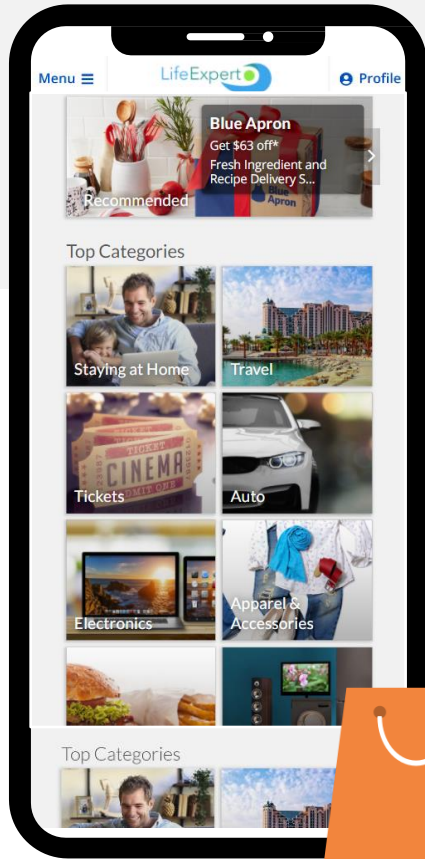
80+ Integrated Soft Skills Courses

We offer a wide range of **free** integrated online courses designed for soft skills development including:

- Increasing Your Happiness
- Communication
- Time Management
- Teamwork
- Interpersonal Skills
- Project Management and more...



Employees can print a Certificate of Completion and save course results to their profile for future use.



A world of discounts is waiting...

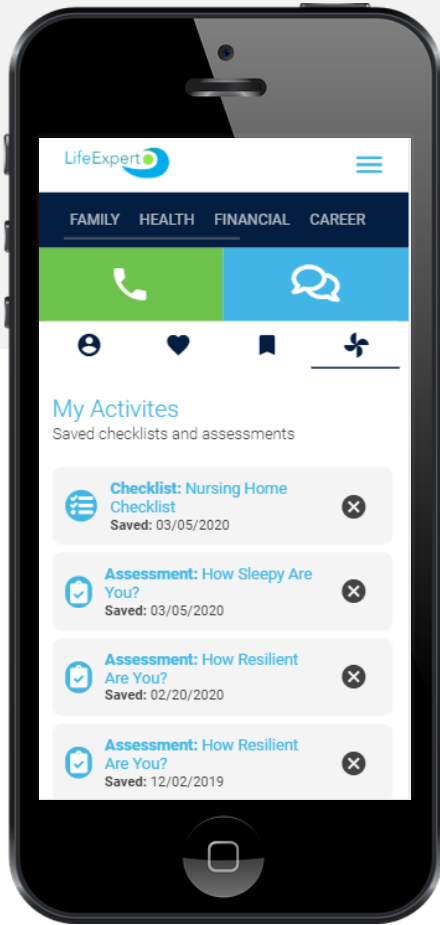
Save big. Every day.

Employees and members enjoy discounts, rewards and perks on thousands of the brands you love in a variety of categories:

- Travel
- Auto
- Electronics
- Apparel
- Local Deals
- Education
- Entertainment
- Restaurants
- Health and Wellness
- Beauty and Spa
- Tickets
- Sports & Outdoors

Download [SavingsScout](#) our new Chrome Extension for your Chrome Web Browser on your home laptop or desktop.



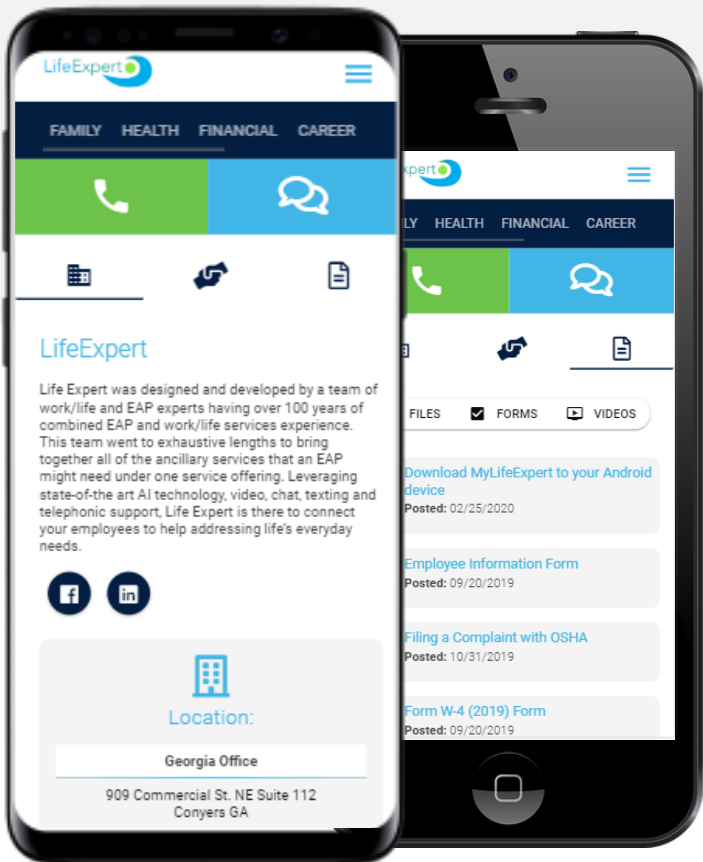


Employee and Member Profile Section

This area lets employees, members and students manage their profile information, favorites, bookmarks and access their saved activities certificates and results.



EAP & My Company Section



This area gives employees access to their company or EAP's benefits information, documents, and streaming video.

Companies can also manage the mission statement, locations, holidays, and social media links and post company-wide alerts.



Staff Directory (Optional feature)
Helps employees quickly contact with each other and their HR team.



HR/ADMIN **DASHBOARD**



Company - This feature gives Admin/HR Staff the freedom to manage their company's logo, mission statement, locations, holidays and social media links and making them available to employees through the member portal.



Managing Users - This feature is used to manage the status of your company's employees and Admin/HR staff accounts.



Documents - This feature gives Admin/HR staff the ability to post internal flyers, newsletters, documents, forms, and videos and make them available to employees through the member portal.



Resources - This feature provides Admin/HR staff with campaigns, promotional items, and training resources to promote ongoing engagement.



Alerts - This feature gives Admin/HR staff the ability to post real-time, company-wide alerts to employees through the member portal.

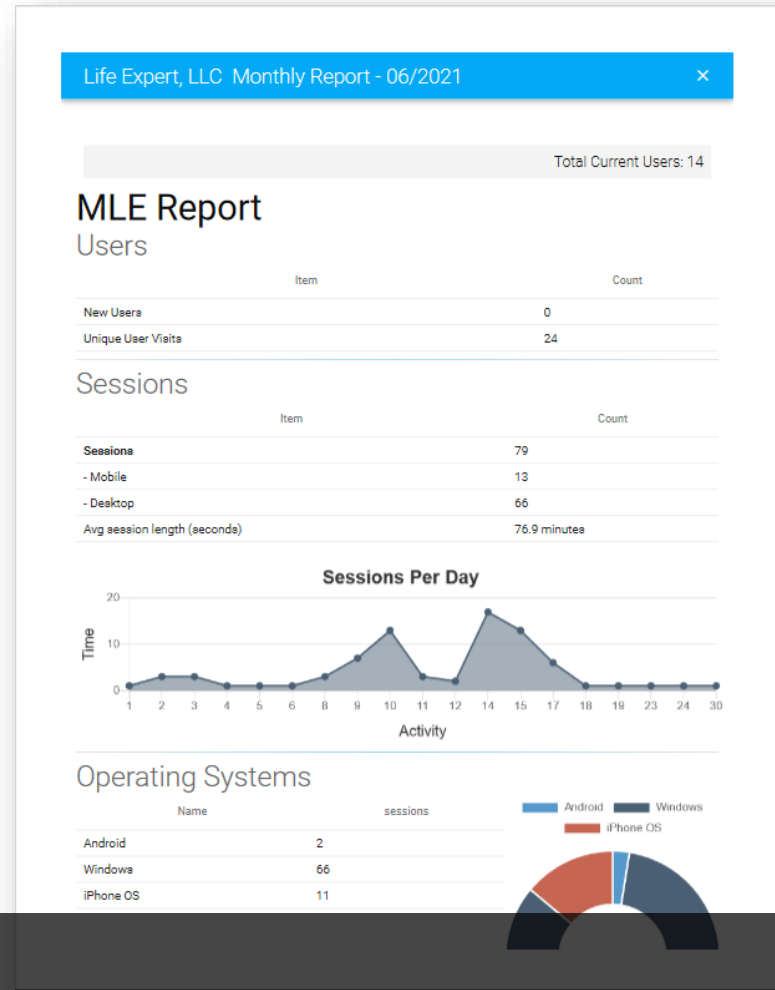


Online Training Catalog - This feature gives Admin/HR staff the ability to post training sessions in a sortable interactive catalog and make them available to clients.

Our **Web Analytics** module is integrated into the Administration dashboard of MyLifeExpert.

MLE's Monthly and yearly reports includes the following data.

- Users
- Sessions
- Content Views
- Total Activities
- Total Content Saves
- Content Type Views
- Top Content
- Top Content Topics
- Documents



MLE WEB **ANALYTICS**

MLE's **Work-Life Case Reports** are available Monthly, Quarterly and yearly and include the following data.

- Consultation Service Type
- Consultation Subtopic
- Referral Count
- Activities and Hours
- Web traffic

Optional feature:

This module requires that you use EAP Expert as your CMS.

LIFE EXPERT - QUARTERLY UTILIZATION REPORT
ABC Company
 October 01, 2020 - December 31, 2020

Life Expert Consultation Sub Topic

Sub Topic	Percentage
Unknown	66%
Others	15%
Real Estate - Housing	4%
Cleaning Services	4%
Apartments	12%

LIFE EXPERT - QUARTERLY UTILIZATION REPORT
ABC Company
 123 EAP
 October 01, 2020 - December 31, 2020 on New Files

UTILIZATION RATE SUMMARY

Type	Count	%	Serviced	%	Activities	%	Hours
Life Expert Worklife Referrals	82	100.0%	79	02.3%	0	00.0%	0
Life Expert Web Traffic	N/A	N/A	3296	N/A	6707	00.0%	4795.2
Total	82	100%	3375	100%	6707	00.0%	4795.2

Referral/Closed Files Count	
Total Files Closed	83

Live Webinar Attendance

Webinar Name	Date	#
Celebrating Peaceful, Harmonious Holidays	10/14	102
Rebounding: Resilience in the Workplace	11/12	125
Leveraging Social Media for Career Success	12/09	108
Total		335

Life Expert Consultation Sub Topic
Unknown
Apartments
Real Estate - Housing
Cleaning Services
Other Financial Services
Homeless Shelters
Transportation/Shuttles
Pet Assistance Resources
Other Automotive
Independent Retirement Communities
Home Health Agency
Handy man
Companion Services
After School Care
Total

WORK-LIFE CASE REPORTS

Our marketing team provides clients with customizable communications focused on introducing new members to our products and services.

These include:

- Promotional Communications
- PowerPoints
- Monthly Newsletter
- Cobranded Video and more...

COMMUNICATIONS

WORK/LIFE RESOURCES

Navigating the practical challenges of life, while handling the demands of your job can be stressful. Work/life balance is a happier, healthier life.

Our online resources are designed to provide consultation and support to assist with gaining everyday hurdles.

Helping Children Cope With Emergencies

Your child may have strong feelings after an emergency.

Welcome to your new member website

Essential, 24/7/365 support to get it all in the palm of your hand.

MLE - News in Health
MyLifeExpert.com Monthly Newsletter

December 2021

12 Ways to Have a Healthy Holiday Season

Brighten the holidays by making your health and safety a priority. Take steps to keep you and your loved ones safe and healthy—and ready to enjoy the holidays.

1. **Wash hands often to help prevent the spread of germs.** Wash your hands with soap and clean running water for at least 20 seconds.
2. **Bundle up to stay dry and warm.** Wear appropriate outdoor clothing: light, warm layers, gloves, hats, scarves, and waterproof boots.
3. **Manage stress.** Give yourself a break if you feel stressed out, over-tired, and out of control.
4. **Don't drink and drive or let others drink and drive.** Choose not to drink and drive and help others do the same.
5. **Be smoke-free.** Avoid smoking and secondhand smoke.
6. **Fasten seat belts while driving or riding in a motor vehicle.** Always buckle your children in the car using a child safety seat, booster seat, or seat belt according to their height, weight, and age.
7. **Get exams and screenings.** Ask your health care provider what exams you need and when to get them.
8. **Get your vaccinations.** Vaccinations help prevent diseases and save lives. Everyone 6 months and older should get a flu vaccine each year.
9. **Monitor children.** Keep potentially dangerous toys, food, drinks, household items, and other objects out of children's reach. Protect them from drowning, burns, falls, and other potential accidents.
10. **Practice fire safety.** Most residential fires occur during the winter months, so don't leave fireplaces, space heaters, food cooking on stoves, or candles unattended.
11. **Prepare food safely.** Remember these simple steps: Wash hands and surfaces often, avoid cross-contamination, cook foods to proper temperatures and refrigerate foods promptly.
12. **Eat healthy, stay active.** Limit your portion sizes and foods high in fat, salt, and sugar. Also, be active for at least 2 1/2 hours a week and help kids and teens be active for at least 1 hour a day.

Healthy Choices

This Holiday Season Do What's Best for You and Your Loved Ones

Take Care of Yourself

- Being away from family and friends during the holidays can be hard.
- When you talk with your friends and family about plans, it's okay if you decide to stay home and remain apart from others.

Do What's Best for Your Household

- Doing what's best for you includes eating healthy foods and getting enough sleep.
- Take care of your body and stay active to lessen fatigue, anxiety, and sadness.

Spend Time with Those In Your Household

- Hard choices to be apart this year may mean that you can spend many more years with your loved ones.
- Do what is best for your health and the health of your loved ones. This year spend time with those in your own Household.

HOLIDAY SHOPPING TIP

Make a list and a budget. Those impulse purchases (looking at you, cozy sweaters) are less tempting when you have a game plan. Consider how much you're willing to put on your credit card, and how long it might take to pay it off. If money is tight, paying for a gift over time through a store might help.

Visit MyLifeExpert.com today!



Free Unlimited Tech Support

Employees and members have
access to website technical support.
8:30 AM - 7PM (EST)



TECH SUPPORT



Contact Us

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Conyers, GA 30012

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