Here to help. And support. And problem-solve.

With our Assistance & Work/Life Support Program, you can get support for everyday issues and life challenges. The Assistance & Work/Life Support Program is here to connect you with real people who can help you find real solutions to life's challenges.

These services are all confidential and available at no additional cost to you and anyone living in your household.

To access mindfulness exercises and discover stress management techniques, explore our Managing Stress Toolkit at **Cigna.com/ManagingStress**.



Emotional Health

Get 1-5 sessions per issue per year with a dedicated, licensed counselor at no cost to you.

Start by calling or using live chat to get a referral. Face to face or virtual sessions available for topics such as:

- Relationships and parenting
- Behavioral health and substance use
- Stress management

Confidential phone consultations are available to you and anyone living in your household at no cost. Work with a licensed EAP clinician for 20–30 minutes per phone session. There are no limits to how often you can call for various concerns; you can expect up to two phone sessions per issue.

Home Life Referrals

Referrals for community resources/services

- **Child care:** We'll help you find a place, program or person that's right for your family.
- **Senior care:** Learn about solutions related to caring for an aging loved one.
- **Pet care:** From veterinarians to dog walkers, we'll help you ensure your pets are well taken care of.

Financial and Legal Assistance

- **Financial services referral:** Free 30-minute financial consultations by phone per topic and 25% off tax preparation.†
- **Legal consulting:** Get a free 30-minute consultation with a network attorney and 25% off select fees.†
- **Identity theft:** Get a free 60-minute expert consultation by phone for prevention or if you are victimized.

†Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply.

Assistance & Work/Life Support Program

24/7

Connect anytime

Call **1.877.622.4327**.
TTY/TDD users call 711.

Connect through
myCigna.com

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Assistance & Work/Life Support Program

24/7

Assistance & Work/Life Support Program

24/7

Support for your mind and body.

EAP National Wellness Seminars: Take part in bi-monthly seminars year-round on topics that apply to real-life concerns. Join live or on demand from a computer, smartphone or tablet at: Cigna.com/EAPWebCasts.

Stress Management Toolkit:
To access mindfulness exercises and discover stress management techniques, explore our Managing Stress Toolkit at Cigna.com/ManagingStress.

Suicide Awareness and Prevention:
Find crisis resources and information at Cigna.com/SuicidePrevention.

Call anytime for questions or support.

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Some work/life services offered under the Employee Assistance Program may be provided by a Cigna Healthcare-contracted third-party vendor.
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For the employees of Planet Fitness and their household members.



Real support for real life

Get to know the Assistance & Work/Life Support Program

937484 c 04/26 SR # 70983901-162489264

Convenience service referrals.

Real support for real life.



We get that you're constantly busy with a to-do list that's a mile long. And we're here to help. With our Convenience Services Referrals program, you'll have quick and convenient access to trusted local resources to assist you with your everyday needs.

We'll connect you with a professional daily living consultant who will help you find what you're looking for. We offer qualified referrals on a range of topics, including:

Community volunteering

Consumer issues

(referrals to the Better Business Bureau® and other consumer protection agencies)

Dining and entertainment

Emergency services

(including domestic abuse support group referrals)

Event planning

Home maintenance and repair

Relocation

Travel and recreation

We're here to listen. Contact us any day, anytime.

Call 877.622.4327 or visit myCigna.com®[2].
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The “My puppy can’t hold it from 9 to 5” Program.

Real support for real life.



We recognize that pets are a part of your family. So whether you’re going on vacation and need to board your pet or your pet is simply due for a vet visit, you can get a referral to a variety of resources. Best of all, it’s all offered by your employer at no cost to you through your Employee Assistance Program (EAP).[1]

Take advantage of support with these and other topics.

- Bereavement services
- Veterinarians
- Insurance
- Pet-sitting resources
- Obedience training
- Pet stores and pet supply catalogs
- Breeders
- Animal welfare
- Groomers
- Nutrition hotlines
- Emergency animal clinics
- Membership associations

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The "I didn't buy 12 televisions with my credit card. But someone did" Program.

Real support for real life.



Legal and identity theft support are just two of the many ways your employer helps you manage life's many challenges. Whether you need help finding a lawyer or you've become a victim of identity theft, we're here to listen and connect you with the experts and information you need. And it's all available to you at no cost through your Employee Assistance Program (EAP).[1]

Legal support

For support with legal issues, you can receive a referral to a licensed network attorney for a free 30-minute consultation, over the phone or face-to-face. You can also take advantage of:

- 25% discount on most legal services
- Extended legal support for other members of your household

Identity theft support

To help recover from identity theft and learn how to better protect yourself in the future, take advantage of a 60-minute consultation with a fraud resolution specialist. The specialist can help with:

- Who to notify and how
- Forms or letters to help you report and itemize fraudulent activity
- How to dispute fraudulent debts
- Obtaining and monitoring your credit report every four months
- Placing a fraud alert or credit freeze (if allowed by state law) on your credit file
- Taking future preventive actions

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The “I’m having a harder time making ends meet” Program.

Real support for real life.



It can be stressful when you find yourself faced with issues that you have neither the expertise nor the resources to solve. Luckily, both are available to you at no cost through your employer’s Employee Assistance Program[1] (EAP).

Get a no-cost 30-minute financial consultation by phone with a qualified specialist. Most questions can be answered on the initial call, but additional support is available if needed. In addition, receive 25% off tax-preparation software which includes access to expert guidance by tax professionals. To get started go to myCigna > Coverage > EAP.

Speak with a specialist who can offer helpful tips on a wide range of topics, including:

- Debt counseling
- Credit management
- Reducing living expenses
- Budgeting techniques
- Reverse mortgages
- Cash flow analysis
- College funding
- Ordering and reading a credit report
- Restoring credit
- Correcting a credit report
- IRS problems
- Negotiating a late car payment
- IRA rollovers
- Negotiating a late utility bill
- Divorce planning

We’re here to listen. Contact us any day, anytime.

Contact us any day, anytime.
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Disclosures appear at the end of this document.

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Speak with a specialist who can offer helpful tips on a wide range of topics, including (cont.):

- Social Security benefits
- Retirement planning strategies
- Financing a small business
- Writing a business plan
- Explaining stock options
- Benefits of 401K investing
- Pros and cons of Internet stock trading
- Strategies for buying insurance (life, health, auto, homeowner's)
- Understanding annuities and bonds
- Savings bonds concepts
- Buying vs. leasing a car
- Certificates of deposit (CDs)
- Understanding credit unions
- Flexible spending accounts (FSAs)
- How to establish credit
- How to choose a financial planner
- Home refinancing
- Saving for financial emergencies
- What to do if securities fraud filing is suspected
- Student loan consolidation, default and payment options
- Money market funds
- Tax planning and preparation with 25% discount
- Medicaid
- Medicare
- Choosing a mutual fund
- Negotiating a late mortgage payment
- Explanation of poor credit history with credit bureaus
- Finding a lower interest rate credit card
- Strategies to help prevent automobile reposession
- Strategies for buying homeowner's insurance

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The “I wouldn’t trade this time for anything. But I could use a little help” Program.

Get real solutions for real life with our Employee Assistance Program.[1]



If you’re caring for a parent, spouse or someone else in your life, you’re not alone.

In fact, there are more than 63 million Americans providing care to an adult or child.[2] With our Employee Assistance Program (EAP), you can get support for the complicated issue of caring for your loved one. You’ll get real solutions from a range of different resources, such as:

- Licensed clinicians to help address your own needs as a caregiver. A consultation is available by phone[3]
- Legal and financial consultation services
- Resource information for in-home care, companion services, assisted living and skilled nursing facilities
- Community resources and support groups
- Information on caregiving, home safety, insurance and other concerns
- Self-care strategies that can fit into your busy schedule
- Online resources and tools

Get real support for real life with our EAP.

All of these services are confidential and available to you and anyone in your household. Plus, they’re all available at no cost to you.

We’re here to listen. Contact us any day, anytime.

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2. AARP & National Alliance for Caregiving. (2025). Caregiving in the U.S. 2025. AARP.

3. Some programs also include no-cost counseling sessions with network EAP counselors. The available number of no-cost counseling sessions per issue is limited and will depend on the service model purchased by your employer.

4. App/online store terms and mobile phone carrier/data charges apply.

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The "I need a preschool that opens at 7AM and stays open until 7PM" Program.

Real support for real life.



Whether you're a parent now or have hopes of being one someday, you have access to confidential resources, information and referrals for every age and stage. Best of all, it's all offered by your employer at no cost to you through your Employee Assistance Program (EAP).[1]

Take advantage of advice and support regarding these and other topics.

- Adoption
- Pregnancy and infertility
- Special needs
- Nursing your infant
- Family leave and returning to work
- Childcare, back-up care and sick child care
- Resources for all educational and developmental stages

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How can we help you today?

Our Employee Assistance Program (EAP) has you covered.[1]



As an employee of Planet Fitness you have access to our valuable Employee Assistance Program (EAP) at no cost to you.

EAP personal advocates will work with you and your household members to help you resolve issues you may be facing, connect you with the right mental health professionals, direct you to a variety of helpful resources in your community and more.

Take advantage of a wide range of services offered at no cost to you

- 5 face-to-face counseling sessions with a counselor in your area, as well as video-based sessions.
- **Legal assistance:** 30-minute consultation with an attorney, face-to-face or by phone.[2]
- **Financial:** 30-minute telephone consultation with a qualified specialist on topics such as debt counseling or planning for retirement.
- **Parenting:** Resources and referrals for childcare providers, before and after school programs, camps, adoption organizations, child development, prenatal care and more.
- **Eldercare:** Resources and referrals for home health agencies, assisted living facilities, social and recreational programs and long-distance caregiving.
- **Pet care:** Resources and referrals for pet sitting, obedience training, veterinarians and pet stores.
- **Identity theft:** 60-minute consultation with a fraud resolution specialist.

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2. Employment-related legal issues are not covered.

3. App/online store terms and mobile phone carrier/data charges apply.

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