

MARSH

Employee Assistance Program – EAP

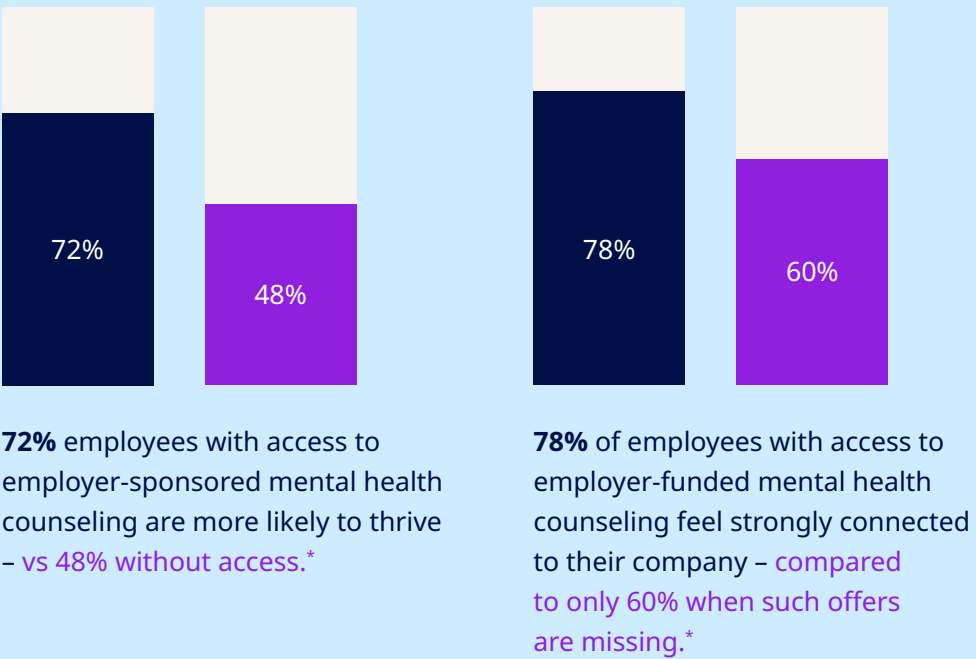
Easily accessible, globally available support for organizations and their employees – for more health, satisfaction, and productivity



Investing in employees is essential to foster a thriving and sustainable business. When employees feel supported and mentally well, their productivity and engagement levels increase.

A positive corporate culture and emotional well-being promote creativity and collaboration – leading to better results for your business.

Mercer Marsh Benefits has established a global and local ecosystem of preferred Employee Assistance Program (EAP) service providers. We help you implement a best-in-class, affordable EAP offering that gives your workforce access to confidential employee assistance resources and support, counseling and therapy, work-life support, and digital mental health and well-being tools across more than 200 countries.



* Mercer Marsh Benefits Health on Demand 2025 Report, Smarter Benefits, Stronger Workforce

Benefits of our Employee Assistance Program

Counseling and therapy	Work-Life-Balance	Digital health tools – on the web and in the app
• 24/7, 365 clinician-led telephonic hotline • Up to 6 coaching or therapy sessions per issue per year (face-to-face, telephone, video) • Additional two bridge sessions included to help navigate the employee to the public/ private health system or complete their counseling/ therapy treatment • Employees and dependents are included • Referral to clinical providers with confirmed availability • Online scheduling tool to view coach/therapist availability and book first session	• Work-life-support (e.g. financial, legal, caregiving, etc.) • Life and career coaching • Manager assistance telephonic hotline • Pre-recorded standardized employee/manager trainings	• Resiliency and well-being education content • Digital cognitive behavioral therapy • Assessment tools for well-being and health risks • Resiliency diagnostic tools and programs • Up to 6 wellness coaching sessions per issue (e.g., weight management, nutrition, smoking cessation, exercise, stress management, general lifestyle improvement)

Support for employers

- Manager and Human Resource (HR) hotline to provide specialist consultation for HR, advisors, and managers
- Critical Incident Stress Management (CISM) for polycrisis, internal HR issues, etc. (add-on fee)
- Account manager to help implement and manage the ongoing EAP program
- Templated communications for employers to promote the EAP program
- Ongoing reporting on quarterly/annual basis, may offer an administration portal with online reporting dashboard

Results matter*

By investing in an EAP, you create a healthier, more motivated workforce – with positive effects on satisfaction, performance, and profitability.

* Workplace Options (WPO)

97%

of users report that the program has helped them feel better and improve.

92%

show an improvement in overall well-being.

37%

increase in ability to focus – with positive effects on productivity.

What are key differentiators of Mercer Marsh Benefits' global and local ecosystem of preferred EAP service providers?

- Exclusive top conditions with no minimums on client size or annual revenue
- Continuous monitoring of service provider quality
- Dedicated senior leader for key issue escalation/ resolution and ongoing product innovation
- Performance guarantees and annual assessment to evaluate the partner's performance and deliver a best-in-class experience

Over 83.000
certified providers

50+
global offices and service centers

More than 113.000
organizations served

Get in touch with us today!



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Over 40
years of experience

Support in over 70
countries in the local language

More than 200
Countries and territories covered

50%
of Fortune 500 companies are
our customers

For further information on Mercer Marsh Benefits and how an EAP can provide your employees with easy-to-access mental health support, [please visit our website](#).

About Marsh

Marsh (NYSE: MRSB) is a global leader in risk, reinsurance and capital, people and investments, and management consulting, advising clients in 130 countries. With annual revenue of \$27 billion and more than 95,000 colleagues, Marsh helps build the confidence to thrive through the power of perspective. For more information, visit marsh.com or follow us on [LinkedIn](#).

