

# Bereavement support for your loved ones



**The Employee Assistance Programme (EAP)** is here to support your immediate family in the unfortunate event of your passing while employed by your current employer. Immediate family includes partners and children (aged 16-24) who are in full-time education and living in the same household.

## Here's how the EAP can help:

- **Immediate support:** If your immediate family needs support to cope with their loss, they can speak to a counsellor at any time by calling a confidential helpline - UK freephone number is **0800 316 9337** - available 24/7. All counsellors are clinically trained psychotherapists and will offer in-the-moment support. The helpline can be used as often as needed.
- **Legal and financial support:** Your immediate family can also access the EAP through Spark for initial information and signposting services to help them manage the estate, tax matters, and other concerns.
- **Structured counselling:** If any of your family are really struggling, and if clinically appropriate, they may be able to receive up to eight free counselling sessions. They'll just need to contact the EAP service using Spark for an initial assessment. Once confirmed, these sessions can be conducted face-to-face, online, or via telephone, depending on what suits them best.

This brochure provides more information: [Support when you need it the most](#)

### Alternative formats

If you would like this translated or have a copy in an alternative format such as large print, braille or audio please [email us](#) or call us on **0345 026 0094**. Lines are open from 9am to 5pm, Monday to Friday. We may record and monitor calls. Call charges will vary. BH4308 06/25

