**Subject: LifeWorks | TELUS Health Update**

In June of 2022 LifeWorks Inc. was acquired by TELUS Health. We were made aware of some changes and as a MetLife Employee Assistance Program customer we wanted to share these changes with you.

On August 14, the LifeWorks app will change to TELUS Health One. The LifeWorks logo will be replaced with the TELUS Health logo and the app will reflect the TELUS Health look and feel. If you or your employees already have the app and have automatic updates enabled the app will update automatically. If automatic updates are not enabled, or you or your employees don’t already have the app, here are three ways it can be downloaded.

1. Download the app by using the current [metlifeeap.lifeworks.com][
2. Through this QR code 
3. Search for the **TELUS Health One** in the Google Store or the Apple Apps Store

**Note: Remember these three download methods will only bring to you TELUS Health One on or after August 14.**

In addition to the app changes there will be URL changes beginning in Q1 2024. While there will be changes to the URLs to reflect the TELUS Health name, the LifeWorks URLs will be accessible through 2024. New URLs and more information about this change will come closer to Q1 2024.

In the meantime, we want to assure you that you and your employees will continue to receive the same
exceptional service you expect.

Please don’t hesitate to reach out if you have any questions.

Best,
Joe Johnson

MetLife

1. EAP services provided through an agreement with LifeWorks US Inc. LifeWorks is not a subsidiary or affiliate of MetLife. Information
disclosed directly to LifeWorks is not disclosed to MetLife, and therefore is not subject to MetLife’s privacy policy.
2. In all states but New York, the services available are Grief Counseling and Funeral Assistance. In New York, the services available are
Beneficiary Grief Counseling. All services are provided through an agreement with LifeWorks. US Inc. LifeWorks is not an affiliate of
MetLife, and the services LifeWorks provides are separate and apart from the insurance provided by MetLife. LifeWorks has a nationwide
network of over 30,000 counselors. Counselors have master’s or doctoral degrees and are licensed professionals. The Grief Counseling
program does not provide support for issues such as: domestic issues, parenting issues, or marital/relationship issues (other than a
finalized divorce). For such issues, members should inquire with their human resources department about available company resources.
This program is available to insureds, their dependents and beneficiaries who have received a serious medical diagnosis or suffered a
loss. The Beneficiary Grief Counseling program is available only to beneficiaries of MetLife group Life Insurance programs. Events that
may result in a loss are not covered under either program unless and until such loss has occurred. Services are not available in all
jurisdictions and are subject to regulatory approval. Not available on all policy forms.

**Metropolitan Life Insurance Company** | 200 Park Avenue | New York, NY 10166
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