

# The support we offer through our partnership with PAM Wellbeing

PAM Wellbeing is an occupational health and wellbeing service provider that offers emotional and mental health support for mild to moderate issues including stress, anxiety, depression and OCD.

## The services we offer you

Through our partnership with PAM Wellbeing, we can provide you and your dependents with the following support services as per your specific needs:

- Integrative counselling services - Face-to-face, telephone or video-based talking therapy
- Cognitive behavioural therapy (CBT) - Face-to-face, telephone or video-based talking therapy
- Guided self-help - CBT-based approach that includes personalised materials to support treatment
- Eye movement desensitisation and reprogramming (EMDR) - In person or video-based therapy for those who have experienced trauma
- Access to 'in the moment' support via the 24/7 PAM Emotional Support Line
- Access to digital support services through PAM Assist Wellbeing App including:
  - Information and advice
  - Webchat service with accredited counsellors

## Client feedback

"Having someone external to speak to during what was a very challenging time was great support and provided me with room for growth."

## What you can expect

Structured counselling - PAM Wellbeing will conduct an initial telephone assessment to discuss the most appropriate service for you, followed by a personalised treatment pathway with specialised support from accredited counsellors and therapists.

PAM Assist Wellbeing App - Registering to the app will give you instant access to a variety of digital resources to support both your physical and mental wellbeing.

PAM Emotional Support Line - If you just want someone to talk to you can register to access the Emotional Support Line which is staffed 24/7 by trained counsellors.

## For more information

Call your Client Adviser on our free Helpline: **0800 0234 834** - we're open Monday to Friday from 9.00am to 5.00pm (except bank holidays).

## Confidentiality statement

The Bank Workers Charity and PAM Wellbeing treat all personal data and information provided by you as confidential. We will not disclose any details to third parties without your express permission, unless required to do so for the safety and welfare of children and vulnerable adults, for audit requirements or if required by law.

**We're independent of banks and our support is provided in confidence.**

**Supporting the banking  
community past and present**

In partnership with

