

## WME Group Global EAP – Employee Reference Guide and Access Numbers

**EAP Service Description:** WME Group’s Employee Assistance Program (EAP) provides employees and their loved ones with immediate and confidential help for any work, health, or life concern. The EAP is a voluntary and confidential support service, available 7 days a week, 365 days a year, and at no cost.

Direct EAP support: Please use your designated in-country number to connect with your local partner.

Website: <https://one.telushealth.com> App: TELUS Health One mobile app available from [The App Store](#) or [Google Play](#). Please refer to the chart below for your country’s specific login information.

Technical online support: [one.telushealth.com/help](https://one.telushealth.com/help)

Country	Website	Username	Password	EAP Phone Numbers
AUSTRALIA	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEAUS	WME	Toll Free: 1800730931 Local: 61 280 466 416
CANADA	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMECAN	WME	Toll Free: 18888517032
CHINA	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMECN	WME	Toll Free: 4009203300 Local: 862165773898
FRANCE	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEFR	WME	Toll Free: 0805080744 Local: 33 9 70 01 97 33
GERMANY	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEGR	WME	08001833164
HONG KONG	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEHK	WME	Toll Free: 800906181 Local: 852 5803 3890
INDIA	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEIND	WME	Toll Free: 0008001004150 Local: 91 22 7127 9187
ITALY	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEIT	WME	800783611
JAPAN	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEJP	WME	Toll Free: 0120993349 Local: 81 363886228
KOREA, REPUBLIC OF	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEKOR	WME	0808221530
MALAYSIA	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEMAL	WME	1800813155
RUSSIAN FEDERATION	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMERU	WME	Toll Free: 88001006922
SAUDI ARABIA	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMESAU	WME	8008110447
SINGAPORE	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMESIN	WME	6531589951
SPAIN	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMESP	WME	Toll Free: 900839199 Local: 34 518 88 03 35
TAIWAN	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMETAI	WME	Toll Free: 00801491824 Local: 886 2 7737 4430
THAILAND	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMETHAI	WME	6621056169
UNITED ARAB EMIRATES	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEUAE	WME	800035703075
UNITED KINGDOM	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEUK	WME	Toll Free: 0800243458 Local: 442089876230
UNITED STATES OF AMERICA	<a href="https://one.telushealth.com">one.telushealth.com</a>	WMEUSA	WME	Toll Free: 18888517032 Local: 19197064551

### Get started using TELUS Health now:

1. Visit [one.telushealth.com](https://one.telushealth.com) OR download the TELUS Health One app from [The App Store](#) or [Google Play](#)
2. Login using your country’s username from the above list
3. Enter password: WME
4. You will now have general access to country specific content and phone number
5. To access personalized supports like CareNow, TWI Assessments and more, a personal account is required
6. Click on 'Create your account' within these features and follow the prompts
7. You are encouraged to create an account using a personal email address