

**8X8, INC.**  
**EMPLOYEE ASSISTANCE PROGRAM**  
**SUMMARY PLAN DESCRIPTION (SPD)**  
**EFFECTIVE NOVEMBER 1, 2020**

## INTRODUCTION

The SupportLinc Employee Assistance Program (EAP) offers professional consultation for a variety of problems that may affect your personal well-being and your job performance. This Summary Plan Description (SPD) is an outline of the key provisions of the SupportLinc EAP provided by CuraLinc Healthcare to 8x8, Inc. as of **November 1, 2020**.

If you have any questions about your benefit plan, please contact 8x8, Inc. HR Department.

## ELIGIBILITY

SupportLinc Employee Assistance Program services are available immediately upon employment to full-time and part-time 8x8 employees. Coverage is available to employees and extends to immediate family (spouse and dependents), as well as to anyone living in the employee's household.

## COSTS

The SupportLinc Employee Assistance Program is provided at no cost to 8x8 employees or their immediate family members.

## ACCESSING THE SUPPORTLINC PROGRAM

CuraLinc recommends that plan participants with any mental health or substance use concern access the SupportLinc EAP prior to accessing resources within the benefit plan. To access the SupportLinc EAP, members can access the program by phone or via the internet twenty-four hours a day, seven days a week.

- For telephonic access, call the program's toll-free number at **1-888-881-LINC (5462)**.
- To access SupportLinc's web-based services, visit **www.global.supportlinc.com**. The username for 8x8 is: **8x8**.
- For mobile access, download the SupportLinc eConnect® mobile app for either the Apple/iOS or Android platform. The username for 8x8 is: **8x8**.

## CONFIDENTIALITY

The services provided by the SupportLinc EAP are completely confidential. No information regarding who accesses services and for what reasons is shared with the Plan or the Company. At no time, except where mandated by law, will information discussed between you and the SupportLinc EAP be released to any other party without your written consent. Your concerns, their source, treatment, and resolution will always be afforded the maximum confidentiality permitted by law.

## SUPPORTLINC COUNSELING SERVICES

SupportLinc's Case Managers, all of whom are licensed masters- or doctorate-level behavioral health clinicians, are available to assist with a variety of concerns, including (but not limited to):

- Addictive Behaviors
- Anxiety
- Anger Management
- Caregiver Counseling
- Depression
- Domestic Violence
- Family and Marital Counseling
- Grief
- Job Stress
- Organizational Change
- Stress Management
- Substance Abuse

At the time of the initial call, the SupportLinc Case Manager will gather some preliminary information and assess your situation. After the assessment, the Case Manager will then coordinate an appointment for you to meet with a local counselor, who will work with you to develop a solution-focused plan of action. Short-term counseling, **up to six sessions** per issue, can be provided by the counselor to assist in resolving the problem. If long term or specialized care is indicated during either the assessment or through the course of face-to-face counseling, a referral will be made to a resource or facility that best meets your needs. The SupportLinc EAP will coordinate with your group health plan and make every effort to provide referrals to treatment providers covered under the plan. If these referrals are necessary, the objective is to recommend most appropriate level of care for your unique situation.

## **SUPPORTLINC WORK-LIFE SERVICES: LEGAL ASSIST WITH ID RECOVERY**

SupportLinc Legal Assist provides a cost-effective solution to help members who have legal concerns. The following components are included in the SupportLinc Legal Assist program:

- **Unlimited Access:** Members can access the service an unlimited number of times.
- **Free Telephonic Advice:** Legal Assist provides members with unlimited, immediate, free telephonic legal advice with an experienced private practice attorney from the caller's home state.
- **Free In-Person Consultation:** SupportLinc client members have access to a free 30-minute consultation with one of over 20,000 attorneys across the country.
- **ID Recovery:** Provides members with telephonic access to an identity recovery professional that will assess the situation, create an immediate action plan and provide members with the knowledge and tools to implement that plan most effectively.

## **SUPPORTLINC WORK-LIFE SERVICES: FINANCIAL ASSIST**

SupportLinc Financial Assist provides employees and their family members with access to top-rated financial professionals. The following services are included in Financial Assist:

- **Financial Information Line:** Financial counselors can address questions regarding financial management, including debt reduction, home buying, budgeting, foreclosure prevention and bankruptcy prevention. In addition, Certified Financial Planners are available to answer questions about financial planning and long-term goal-setting.
- **Debt Management Plans:** Members can learn how to work with creditors to build repayment plans for unsecured debt.
- **Bankruptcy Prevention:** Specialists ensure that members understand the ramifications of bankruptcy filing and help them determine which other options are more appropriate.
- **Housing Education:** Financial Assist counselors help members in preparing for a home purchase, or options around keeping their home in times of financial distress.

## **SUPPORTLINC WORK-LIFE SERVICES: FAMILY ASSIST**

SupportLinc Family Assist service provides members with a consultative team of experts who offer information and referrals in areas such as child care, adoption, elder care, education, pet care, automotive repair, home maintenance and personal convenience services. During each step, the referrals are reviewed for detail, scope and applicability to the member's original request. All referrals are provided to the member within 24 business hours.

## **SUPPORTLINC WEB-BASED SERVICES**

The SupportLinc website, located at [www.supportlinc.com](http://www.supportlinc.com), is a one-stop shop for expert information regarding topics from legal and financial questions to personal and family concerns. To access SupportLinc's web-based services, visit [www.supportlinc.com](http://www.supportlinc.com). The username is: **8x8**.

## **SUPPORTLINC ECONNECT® BEHAVIORAL TELEHEALTH PLATFORM**

The eConnect® distance counseling platform provides confidential and secure video, phone and web chat access to short-term counseling for 8x8 employees and benefit-eligible family members. eConnect®, which can be accessed through the SupportLinc website, is serviced by licensed masters- and doctorate-level behavioral health professionals who possess a DCC (Distance Credentialed Counselor certification), as well as experience in distance counseling.

## **SUPPORTLINC ECONNECT® MOBILE APP**

Available on most smart phone and tablet devices, eConnect® Mobile provides 8x8 employees and benefit-eligible family members with mobile access to secure and confidential counseling, as well as helpful resources on a number of wellbeing and productivity-related topics. The app also contains a summary of 8x8's EAP, as well as the ability to connect immediately with one of SupportLinc's licensed and experienced behavioral health clinicians.