



## Self-care with Cleo Frequently Asked Questions

**What is Cleo?** Cleo is a global family support benefit for current and future caregivers. As an employee of your company, you have access to Cleo for self-care, as well as caregiving for others. When you sign up, you are matched with a Cleo Guide who will provide 1:1 personalized virtual support and guidance at every step along the way.

**Who does Cleo support through self-care?** Cleo provides support and guidance for all, regardless of caregiving status. This means you don't have to be a parent or caregiver to prioritize your own wellbeing. Cleo's self-care support focuses on helping members confidently navigate the challenges of prioritizing your own health and wellbeing so you can be your best self at work and in life.

**How will Cleo support me?** Cleo combines expert guidance and information to provide personalized support throughout various phases of life and caring for yourself. Cleo can help you navigate balancing work, managing mental health, support for chronic illnesses like cancer, getting help for life stages like menopause, working through grief and loss, and so much more. In addition to your dedicated Cleo Guide, you'll access content via the Cleo app, receive 1:1 support in specialist sessions, and get answers on a range of topics through virtual classes.

**What is a Cleo Guide?** When you enroll in Cleo, you're assigned a Cleo Guide (a real person) who is there to support you along the way. You can message or set up phone or video calls with your Cleo Guide at any time, as often as you need, with questions or specific topics you would like to discuss. They all have extensive experience working with a diverse range of needs and are specialists in the issues and challenges you may face.

**What sorts of questions can Cleo address?** Anything, really! Your Guide and Cleo's network of experts and specialists will help answer questions around balancing work and life, career coaching, mental health, future planning, personal development, and more.

**What information will Cleo share with my employer?** Cleo is committed to protecting all privacy and personal data. Any individual information you share is strictly confidential and only accessible to your Cleo Guide and Cleo business administrators. Cleo provides only aggregated, anonymized data to employers, such as overall usage and feedback.

**Is there a cost for me to sign up for Cleo?** There is no cost to sign up or take advantage of services and resources provided to you through Cleo. The service is fully paid for by your employer as part of your employment benefits.

**How do you sign up for Cleo?** Easy! Download Cleo from the app store by searching for "Cleo for families" or scan the QR code at the bottom of this page. From there, you'll create your login and profile to get started.

**Can my partner or additional family support member use Cleo?** Yes! Cleo supports both you and an additional family support partner. As an employee, you will need to activate your account first and then you will have the option to add your partner during enrollment.

**I'm already a Cleo member. How do I add self-care support?** Open your Cleo app, navigate to your profile and click on the + symbol. Select 'I'd like support for myself' and specify the area in which you'd like support.

Download the Cleo app and  
talk to your Guide today

