



Comparison service packages	EAP Premium (Full service package)		EAP Pure (Online service package)	
	EAP All	EAP Budget	EAP All	EAP Budget
24/7 telephone counseling for emotional and psychological concerns	X	X	X	X
Telephone counseling for practical and legal issues (weekdays between 8.30 am and 6.00 pm)	X	-	X	-
Consultation via Live Chat for emotional concerns (weekdays between 9.00 am and 5.00 pm)	X	X	X	X
ICAS eCare app for direct access to the ICAS services from your smartphone via phone call or LiveChat	X	X	X	X
Face-to-face counseling (1 – 8 sessions)	X	X	X	X
On-site crisis intervention in the event of accident, death, dismissal, etc.	X	X	fee-based	fee-based
Lunch sessions (50 min.) on socio-psychological topics	X	fee-based	fee-based	fee-based
Personal implementation presentations at larger locations	X	X	fee-based	fee-based
4-colour printed information brochure for all employees	X	-	fee-based	-
Digital information brochure (PDF)	X	X	X	X
Regular sending of marketing material such as info posters, fact sheets, etc.	X	X	X	X
EAP explanation video to be posted on the intranet page (available in English, German, French and Italian)	X	X	X	X
Annual report with graphs, analyses and benchmarks	X	X	fee-based	fee-based
Annual statistics in Excel format	-	-	X	X
Half-year statistics (from 500 employees)	X	1000 employees or more	-	-
Personal Account Manager	X	X	-	-
Can be purchased online	-	-	X	X
Fairpricing (you only pay what you have used)	X	X	-	-
Fixed price per employee/year	possible by agreement	possible by agreement	X	X