LifeWorks

Financial Services

Financial Counselors
Note: Telephonic consultations with Financial Counselors are scheduled by appointment for up to 60 minutes.

The financial counseling team consists of on staff Financial Counselors who are all Accredited Financial Counselor (AFC) with average of 10 years of experience. The Financial Counselors are also Master's level mental health counselors.

The Financial counseling teams offers support, in depth coaching and help in creating a realistic action plan on a variety of issues.

- Budgeting and overall money management
- Credit card debt & debt management options
- Credit management and rebuilding of credit
- Financial emergency options
- Difficulty paying student loans
- Foreclosure and other housing issues
- Basic mortgage questions including buying versus renting
- Financial aspects and implications of bankruptcy
- Identity theft

When participants need help with a current financial difficulty, LifeWork's in-house financial counselors focus on education, strategies, and options available to the participant. Working with the participant to:

- Provide in depth coaching and strategizing on action plan tailored to individual scenarios
- Perform a cash flow analysis and budgeting – detail current situation
- Help sort and prioritize issues
- Assess any related non-financial difficulties and coordinate services
- Explore short – and long – term options for resolving the issue(s)
- Create a realistic action plan – breaking the objective into manageable pieces
- Summarize an action plan and motivate the participant
- Provide referrals to reliable debt management programs
- Provide coaching on how to access community resources

Consultation
Financial counseling consultations are provided by on-staff accredited financial counselors. We also have a network of certified financial planners (CFP) and certified public accountants (CPA) financial professionals. Tax consultations assist with understanding of federal tax issues and tax strategies.

Telephonic consultations with all financial specialists are available by appointment. Service is available in a variety of formats, such as email materials, online information and financial calculators, and one-on-one telephonic consultations.

Financial Planners

Note: Telephonic consultations with Financial Planners are scheduled by appointment for up to 45 minutes.

Affiliate and in-house Certified Financial Planners (CFP) averaging 15 years of experience. All of the current financial planners have been with LifeWorks for 10 or more years.

Financial planning telephonic consultations focus on problem-solving and strategic planning. When discussing investment options, for example, a financial planner might discuss historical returns and volatility of different broad types of investment, such as bonds, blue chip stocks, small capitalization stocks, mutual funds, or certificates of deposit (CDs). He or she might discuss how that information can help a participant make investment decisions appropriate to the participant's financial goals, age, or tolerance for risk. The financial planner provides objective information and does not recommend one investment over another.

A financial planner who is a Certified Financial Planner (CFP) speaks with the participants about such issues as:

- Savings options
- Insurance
- Basics of investing and retirement planning
- IRAs and mutual funds
- 401(k)/403(b)/TSP questions
- Investment tax issues
- How to find, select, and work with a local financial planner

Tax Consultations

Note: Telephonic consultations with Tax Consultations are scheduled by appointment for up to 15 minutes

Financial Tax Consultants are an affiliate group consisting of Certified Public Accountants (CPAs) and qualified tax professionals with an average of five years experience in the financial tax preparation arena. The consultations focus on providing information and education about federal tax questions.

In keeping with the approach of the service, LifeWorks affiliate tax consultants offer information and education. They never offer tax advice or prepare returns. They offer information about federal taxes only. Questions regarding state taxes are referred to state resources.

When participants need help with federal tax issues, a telephonic appointment is made for them to speak with an affiliated tax professional. Tax consultations cover topics such as:

- Past due taxes and dealing with the IRS
- Filing requirements & forms
- Amending previous returns
- Deductions, exemptions and credits
- Implications of transferring money
- Selecting a local tax specialist
- Year-to-year changes in tax rules and requirements

LifeWorks financial planners and tax consultants are prevented from referring participants to themselves or to another consultant or planner in the network for fee-based work growing out of the consultation delivered through the program. They are specifically prevented from selling any products or services to participants who come to them through the LifeWorks financial consultation program.

Online Resources from LifeWorks

Go online to the **LifeWorks** platform **(login.lifeworks.com)** any time to access a wealth of online tools, such as:

- **NEW! Financial Health Assessment**: Answer a simple questionnaire about your expenses, budget, debt, and money management for a customized selection of resources to support you.
- Articles, including: **Purchasing Life Insurance**, **Achieving Financial Wellbeing**, **Working with a Financial Planner**
- More than 50 **Financial Calculators**

Contact LifeWorks, toll-free:

(800) 248-6615

TTY:

(800) 999-3004

En español:

(888) 732-9020

To register for LifeWorks:

Visit ncmsplan.lifeworks.com/signup/invitation and enter your Invitation Code. Your code is 'PWP-' followed by your full Subscriber ID found on your health insurance card.