



Frequently Asked Questions

PREPARED FOR



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Introducing Intellect

What is Intellect?

Intellect is an employer-sponsored benefit that connects employees [and their dependents] to personalised end-to-end care. We marry technology with a human touch to help you thrive in your everyday life, build resilience, and inch a step closer to your personal goals.

At Intellect, we believe that mental wellbeing lies on a spectrum - and is relatable to anyone and everyone. Whether you are struggling, facing moderate to high stress, or are feeling healthy, we believe that everyone should care for their well being proactively. The Intellect Solution is designed to support your wellbeing holistically in all areas of life.

*For more information on Intellect, kindly refer to the [Microsite](#).

What services are included with Intellect?

Intellect offers a holistic solution and we have created an easy and effective mental health journey experience for everyone and anyone. As a Singtel employee, you are eligible for the following benefits:

- Self-care app & skill-building programs
- 1-to-1 Coaching sessions with certified coaches & counsellors
- Clinical support for higher touch care
- 24/7 helpline access for immediate support
- Holistic consultations across wellbeing pillars
- Wellbeing webinars hosted by Intellect

*Refer to [App Navigation Guide](#) for more details on how to access these features.

Coaching | Clinical Support | 24/7 Helpline | Holistic | Webinars

Coaching	Clinical Sessions	24/7 Helpline	Holistic Consultations	Wellbeing Webinars
<p>30 or 60-min sessions to help you manage professional and personal challenges</p> <p><i>e.g. stress, setting boundaries, finding purpose, leadership skills</i></p>	<p>60-min sessions by our Clinical Providers for higher touch care or specialised treatments</p> <p><i>e.g. depression, chronic anxiety, panic attacks, trauma, eating disorders</i></p>	<p>In-the-moment telephone call service when for individuals in urgent distress who need to speak with someone immediately</p>	<p>Text-based and virtual consultations with a physical fitness, nutritional, financial, and/or legal coach.</p>	<p>Free access to wellbeing webinars throughout the year to equip employees with key skills and strategies to unlock full potential both within and outside the workplace.</p>

Who can use Intellect?

All regular, fixed-term, trainees and interns in all Singtel regions globally have full premium access to Intellect.

For the tailored scope of services per location, please refer to the table below:

Locations	In-app / Online				F2F (in-person) / On-site	
	Self-care App	Coaching	Counselling & Clinical Services	24/7 Helpline incl. available helpline languages		Counselling & Clinical Sessions
Malaysia	✓	✓	✓	✓	English, Mandarin & Malay	✓
Singapore	✓	✓	✓	✓	English & Mandarin	✓
South Korea	✓	✓	✓	✓	English & Korean	✓
Philippines	✓	✓	✓	✓	English & Tagalog	✓
Thailand	✓	✓	✓	✓	English & Thai	✓
Indonesia	✓	✓	✓	✓	English & Bahasa Indonesia	✓
Vietnam	✓	✓	✓	✓	English & Vietnamese	✓
India	✓	✓	✓	✓	English, Hindi & Punjabi	✓
Mainland China*	✓	✓	✓ (counsellors only)	✓	English & Mandarin	✓ (counsellors only)
Hong Kong	✓	✓	✓	✓	English, Mandarin & Cantonese	✓
Taiwan**	✓	✓	✓	✓	Mandarin	✓
Japan	✓	✓	✓	✓	English & Japanese	✓
United States of America	✓	✓	To be updated in September 2024			
United Kingdom	✓	✓	To be updated in September 2024			
Brunei	✓	✓	✓	✓	English & Malay	✓ (June '24 onwards)
Israel	Not available					
Mauritius	Not available					

*China: Counselling

For China based employees: Under the law of the People's Republic of China, psychotherapy and psychiatric treatment are classified as medical services, which shall only be provided by licensed medical practitioners through licensed medical institutions (e.g., hospitals and clinics with medical practising licences). Psychological counselling activities

are not classified as medical services, and can be provided by trained or skilled counsellors. For China, Clinical Care sessions will be focused solely on psychological counselling and we will not be providing any form of psychotherapy, diagnosis or treatment of mental health disorders.

****Taiwan - Coaching**

For Taiwan-based employees: Behavioral Health Coaching Sessions have the aim of providing solution-focused consultations for sub-clinical issues, personal growth and development, as well as work-related goals. In Taiwan, employees will be paired with in-house ICF-certified coaches only, in adherence with applicable legislation and regulations.

****Taiwan - Counselling**

For Taiwan-based employees: For counselling, also in adherence with applicable legislation and regulations, the first counselling session will be conducted in-person through Intellect's network partner at no additional cost, and the services will need to be requested via email. Upon completion of the first in-person session, future sessions will move to virtual sessions as a standard. Any additional charges for in-person sessions thereafter will either be borne by the employee, or borne by the company as an add-on cost. These services are available in these cities: Taipei City, New Taipei City, Keelung City and Taoyuan City.

How can I get access to the Intellect app?

To ensure you have full premium access to Intellect's services with Singtel, follow these instructions to sign up.

For employees in China:

The mobile app is available on the following Android App Stores and iOS: 360, Oppo, Xiaomi, MyApp (Tencent), Huawei, PP Assistant (Alibaba), Wandoujia (Alibaba), Vivo, Lenovo, Samsung & Baidu. To download the app on your respective phone, kindly refer to this [link here](#).

For employees in all other Singtel locations:

You can download the Intellect mobile app from the Apple App Store or Google Play Store. Alternatively, you may scan the QR code below.



1. Select **I'm new here** then **With your organisation**
2. Select **Continue with SSO**
3. Sign up using your **work email address**

How can I get access to Intellect Web?

Simply visit <https://app.intellect.co/> and log in with your existing Intellect credentials. Alternatively, if you have not yet set up your account:

1. Enter your work email address
2. Continue signing in via SSO

How can I reach out to Intellect?

You can email us directly at support@intellect.co. Alternatively, you can reach out to us through the Intellect app, under "Report a problem" in Settings your Profile tab.

Self-Care App

What is the self-care app?

Built by a team of psychologists, the self-care app is designed to proactively help you track your wellbeing and areas of growth over time, build skills and healthy habits, manage difficult emotions, and grow resilience to thrive in life.

How can I use the self-care app?

The self-care app includes a range of features and self-paced programs to help you work on your thoughts, feelings, and behaviours. These include:

- **Learning Paths** - 4 to 6 week programs to help you learn the skills for everyday challenges as well as building resilience. For example: assertiveness, perfectionism, anxiety, emotion regulation, etc.
- **Rescue Sessions** - Quick 5 minute sessions for in-the-moment support, tackling issues like procrastination, anger, frustration and disappointment.
- **Wellbeing & Personal Insights** - Check-ins which include personalised recommendations and reports curated specifically for you.
- **Guided Journals** - Prompt questions to kick-start your journaling routines. For example: gratitude, problem solving, goal setting, reflection, etc
- **Daily Exercises** - To include in your morning, afternoon and night routines. For example: deep breathing, mindfulness, grounding techniques, etc.
- **Habit Tracker** - To help you build and maintain healthy habits for your well being by engaging in behaviours that are aligned with your goals and to help you keep on track for your desired goals.

Behavioural Health Coaching

What is coaching?

Here at Intellect, we believe that coaching is for anyone and everyone. Coaching can help you learn to manage both professional and personal challenges. Our diverse network of coaches are highly qualified professionals, consisting of certified coaches, counsellors, and psychologists.

What can I use coaching for?

Whether you are looking to better manage stress or emotions, upgrade your career or simply get support from someone as you navigate life, a personalised coaching experience can bring you one step closer to achieving your goals and improving your wellbeing.

Here are some areas you can use coaching for:

- ✓ Health & lifestyle areas
- ✓ Setting boundaries
- ✓ Work or personal stress
- ✓ Productivity & time management
- ✓ Relationships & conflicts
- ✓ Leadership coaching

*Singtel employees have access to 3 coaching sessions per year free of charge.

How can I book coaching sessions?

1. Go to the [Care](#) tab
2. Identify your needs and goals from our selection of choices
3. Choose your preferred language
4. Select from our recommended list of coaches - personalised to your specific needs!

Are there coaches who speak my local language?

Yes! We have local Behavioural Health Coaches in over 100+ locations. This means you can choose a coach from your location who speaks the native language and understands your cultural background.

Can I change coaches?

Most definitely! We believe that it's important to work with a coach that is best suited for you. If you feel that the coach is not a right fit, you can choose a different coach immediately through the app.

1. Go to the Messaging section
2. Click the 3 dots at the top right
3. Choose the option to change coaches

What happens after I complete the 3 free coaching sessions?

If you have used up your 3x free coaching sessions and would like to book more coaching sessions, you can do so at a subsidised rate of SGD20 per session (Singtel covers the remaining 70%).

1. Click on Book a Session
2. Click on Request Credits now
3. You will receive an email with the details and be prompted to make your payment.

Please be reminded that the 3 free coaching credits are provided to you on a yearly basis.

Clinical Support & 24/7 Helpline

What does clinical support and 24/7 helpline cover?

Our clinical support and 24/7 helpline are there for people who require further care beyond the self-care app and coaching.

24/7 Helpline: in-the-moment telephone call service for those in urgent distress to speak with professionals. Calls will be picked up within 30-60 seconds. Responders provide in-the-moment counselling, followed by referral to the appropriate resources.

Clinical Providers: Clinical Psychologists & Counsellors who provide treatment for people with emotional health issues to improve their sense of wellbeing, alleviate feelings of distress & resolve crises. Here are some areas where you can get clinical support on:

- ✓ Chronic depression
- ✓ Anxiety issues
- ✓ Eating disorders
- ✓ Grief & bereavement
- ✓ Addictive behaviours
- ✓ Trauma-related

**Note: Psychologists are not able to prescribe medication, nor provide medical leave certifications.*

Are clinical sessions covered by Singtel?

Each employee is provided with 3x clinical credits initially to book sessions with an Intellect Clinical Provider (Counsellors or Psychologists).

If additional sessions are required based on the Clinician's assessment, you can reach out to your Singtel HR who will coordinate with Intellect to assess what can be done on a case by case basis.

How can I get access to Clinical Support & 24/7 Helpline?

Clinical Support

You can access Clinical support in the Intellect app, either by referral from your Coach, or if you would like to connect with a Clinical Provider directly.

1. Go to the **Care** tab
2. Select **Clinical** then **Connect with Clinician**
3. Fill in the requested information and complete the screening assessment
4. Select a Clinician to book your 1-hour session

24/7 Helpline

You can call the 24/7 helpline number directly from the Intellect app itself.

1. Go to the **Care** tab or your **Profile** tab.
2. Click **Connect to SOS support**
3. Click on **Intellect's 24/7 Helplines**

**You can refer to [App Navigation Guide](#) for a visual step-by-step guide.*

Holistic Consultations

What are holistic consultations?

Holistic consultations include virtual sessions and unlimited text-based messaging with a physical fitness, nutritional, financial, and/or legal coach to discuss your needs related to these wellness topics.

Each employee has access to:

- **Financial, Nutritional and Physical** = 1x credit each for a 30-min consultation.
- **Legal** = 1x credit for 60-min consultation.

What topics are covered?

Nutritional

- Diet Check
- Mindful Eating
- Meal Preparation
- Nutritional Wellbeing

Note: This does not cover nutrition advice meant to treat or manage illnesses or disease. This service does not include ongoing nutrition, fitness or exercise planning and recommendations.

Financial

- Financial Health Analysis
- Savings and Emergency Funds
- Personal or Household Budgeting

Note: This service does not include ongoing financial, tax, debt planning, advice or management.

Physical

- Physical Fitness
- Weight Loss
- Strength and Conditioning

Legal

- Consumer law
- Property law
- Other civil litigation

Note: This does not include legal reviews, representation, or legal aid. Any follow-up research or legal analysis either before or after the session is also not included.

How can I access holistic consultations?

Topic	Type of services		How to access?
	In-app chat	Direct (virtual) consultations	
Financial	✓	✓	Users can chat with in-house coaches directly on the Intellect App and also request to book a consultation through the coach.
Nutrition	✓	✓	
Physical	✓	✓	
Legal	N/A	✓	All sessions are conducted directly with our in-country legal partner . Appointment bookings to be made via Care Navigator through in-app requests or direct email requests.

Dependents Access

How can my dependents access Intellect's services?

You can invite your dependents to have full premium access to Intellect directly through your account.

Go to the Profile tab > Settings > Add Dependents. They will then receive an email with a registration link to create a personal account and enjoy the premium services.

Who is an eligible dependent?

An eligible dependent is a permanent household family member of an eligible employee, and must permanently reside at the same address as the employee.

A dependent is considered a minor if he/she is a child from the ages of 12 and 18-21 years old (depending on the legal age in each location).

What if my dependent is a minor?

As regulations vary across different locations, Intellect will automatically align your child's age and location as per location regulations. Subsequently, you will be notified if parental consent is required for your child's engagement with coaching and clinical sessions.

You are required to join the first coaching or clinical session your child has with Intellect. The intention is for the provider to get to know you in case risk is identified and the provider needs to

get in touch with you. You may be required to attend subsequent sessions if requested by the provider. Please note that there are no restrictions for the use of the self-guided tools on the Intellect app.

Privacy & Confidentiality

How does Intellect approach data privacy?

Data privacy and security are our utmost priority. As such, we employ rigorous measures that meet the privacy regulatory requirements (e.g. PDPA, HIPAA, GDPR) to ensure that all user data is protected, kept confidential, and never misused.

Our Zero-Knowledge Encryption policy keeps users' data completely private. No one but you can access the self-care app content - not us, nor your employer.

All interactions with our providers are strictly confidential. That means your employer will not know who is using these services.

What data do we store?

The types of data collected include your registration information, participation in sessions, and user engagement data - which are never shared with your employer.

To ensure user anonymity & confidentiality, we only use aggregated and anonymised data for product improvement, development, and research purposes.

**Please refer to our [Privacy Policy](#) for details.*

What data can my employer see?

Your employer has no access to your personal data, or any data that is personally identifiable to you.

The organisation only receives high-level aggregated utilisation statistics that are always anonymous and never personally identifiable to any individual.