

FREE SUPPORT LINE FOR AMATIL CUSTOMERS

AMATIL ASSISTANCE PROGRAM EXTENDED TO CUSTOMERS

Coca-Cola Amatil has established a free 24-hour customer support and counselling service to support customers who are struggling with the unprecedented impact of COVID-19.

The **Coca-Cola Amatil Customer Support Line** is run by Assure, a trusted Amatil partner. The 24/7 support service offers confidential counselling and financial coaching and is available to all Amatil customers completely free of charge, in the strictest confidence

Many of you have shared stories about the hardship faced by our customers. In response, we're delighted to share that we've now established a free 24-hour customer support and counselling service to support customers who are struggling with the unprecedented impact of COVID-19.

HOW TO ACCESS THIS SERVICE

Customers can access this service by calling **1800 808 374** to speak with a member of Assure's Client Support Team and book an appointment. Or they can book online at <https://assureprograms.com.au/book-an-appointment/>. They need to state that they are an **Amatil customer** to ensure they can register you for an appointment. You are not expected to provide the reason for attending – this is a conversation saved for your session with the psychologist.

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FREQUENTLY ASKED QUESTIONS

What should I expect when I call Assure?

When you call **1800 808 374**, you will speak with a member of Assure's Client Support Team (CST) who can book an appointment for you. Please let the team know that **you are an "Amatil Customer"** to ensure they can register you for an appointment. You are not expected to provide the reason for attending – this is a conversation saved for your session with the psychologist.

You can also request an appointment online at: <https://assureprograms.com.au/book-an-appointment/>. Once you've completed the form, a Client Support member will contact you during business hours to finalise and confirm your booking.

What happens if I need to speak with a psychologist straight away?

If you require urgent assistance, you can request to speak with a psychologist over the phone immediately or at a time suitable to you later that day. Please inform Assure's Client Support Team if you need to speak with someone urgently.

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Is my contact with Assure reported back to Coca-Cola Amatil

No. Assure is bound by confidentiality, no personal or identifying information is given to Amatil and everything you say is confidential, similar to your interactions with doctors and lawyers.

To find out more about Assure's privacy and confidentiality, please visit: <https://assureprograms.com.au/privacy-policy/>

How do I connect with the psychologist?

It's up to you. You can have a phone session, Skype session or counselling via SMS.

Are the psychologists qualified?

Yes. All Assure counselling services are delivered by registered psychologists, nearly all with at least five years' experience.

Can I call the service after hours?

Yes, Assure operates round the clock, every day of the year. Urgent needs afterhours, on weekends and public holidays are supported by Assure's on-call psychologists. Call Assure and follow the phone call prompts if you need urgent help after-hours.

How much does it cost me?

Confidential counselling services are being offered completely free of charge for Amatil customers. We recognise this is a very challenging time for many of our customers, access to support is part of our commitment to support you when you need it most. When you are nearing the maximum number of sessions (four) under the program, your psychologist will discuss options for ongoing support, including what cost, if any, there is.

What happens if I miss my appointment?

Assure require 24 hours' notice if you are not able to attend a booked appointment. This is important to allow others to access the service sooner by taking your appointment time. If you do not provide one business days' notice, you will lose a session from your allocation. Assure will provide you with reminders that you need to give at least one business days' notice if you cannot attend an appointment. However, it is your responsibility to provide sufficient notice.

This information is correct as at 25 March 2020.