



# Get to Know the EAP!

There's a lot to learn about the *Krispy Kreme* employee assistance plan (EAP), so register at [guidanceresources.com](https://guidanceresources.com) (company web ID: COM589) and take some time to familiarize yourself with their website. You'll want to make sure you can talk to a Krispy Kremer about their EAP benefit, how they can access the services, and the topics and resources available to them online.

## For quick reference, here are the top 10 things you should know about the EAP:

1. **It's free.** That's right. There's no copay, no coinsurance and no deductible to meet to receive services. That's true for Krispy Kremers and their immediate family members.
2. **It's confidential.** Privacy is important, so make sure you let your Krispy Kremers know that if they call or access the EAP, you will not be informed. Everything discussed with a counselor is kept confidential; *Krispy Kreme* is not given the names of employees who contact the EAP.
3. **It's available 24/7.** Krispy Kremers can call the EAP anytime, day or night. They can also access the online library of resources at any time.
4. **It's easy to access.** To speak with a counselor, a Krispy Kremer should call 800-272-7255. To check out online resources, they should visit [guidanceresources.com](https://guidanceresources.com) and register with the company web ID: COM589. They can also download the Guidance Resources app called Guidance Now at [Google Play](https://play.google.com/store/apps/details?id=com.guidanceresources) or the [Apple Store](https://apps.apple.com/us/app/guidance-now/id1444444444).
5. **The process is simple.** When a Krispy Kremer calls, they'll be connected to a GuidanceResources consultant who will ask a few questions about the situation. Depending on the issue, the Krispy Kremer may be referred to a counselor, and can schedule an in-person or virtual appointment to discuss their issue.

6. **Krispy Kremers get six free visits each year.** *Krispy Kreme* has increased the allowable visits from three to six per person, per issue, per year. If a Krispy Kreme requires sessions beyond the initial six, he or she will be eligible to continue counseling services through their medical insurance. Remind them to stay in-network, however, to control their out-of-pocket costs.
7. **It's available to all Krispy Kremers.** You don't have to be a full-timer or even enrolled in a *Krispy Kreme* medical plan to use the EAP. Just register on [guidancersources.com](https://guidancersources.com) to get started. Use company web ID: COM589. Immediate family members may also use the EAP.
8. **It's not just for counseling.** The EAP website [guidancersources.com](https://guidancersources.com) is filled with articles, videos, podcasts and other tools to help with child/elder care, debt and savings, weight loss and nutrition, fitness and personal growth—and much more!
9. **There's help for you, too!** Visit the EAP website [guidancersources.com](https://guidancersources.com) to find tons of support for managers. You'll find articles, guides/toolkits, videos and other resources to help you be a great manager and help your team be the best Krispy Kremers they can be!
10. **Visit [kkbenefits.com](https://kkbenefits.com).** For more details, access ***Krispy Kreme's EAP page*** right from [kkbenefits.com](https://kkbenefits.com).

