

Support for Caregivers

Taking on the role of caregiver can happen for various reasons throughout your life. When you need to provide important support for a family member, Citi is here to support you.

This guide provides an overview of the programs and resources available to support your caregiving needs. You can find more details about Citi's caregiving benefits on [CitiBenefits.com](https://www.citibenefits.com).



Taking Time Off



Family Caregiver Leave

All employees receive up to **two weeks** of 100% [paid leave](#) per year to care for and support an immediate family member with a serious health condition who cannot provide their own self-care. Visit Workday to apply for this leave.

Family and Medical Leave Act (FMLA) Leave

If you need more time to care for your ill family member, you may take up to **13 weeks** of [unpaid job-protected leave](#). Call MetLife at **1 (888) 830-7380** to apply for FMLA leave.

Navigating Health Care



Health Care Guidance

Even if your family member does not have Citi benefits, you can call [Health Advocate](#) at **1 (866) 449-9933** for free assistance finding doctors, making appointments, handling billing issues or understanding your family member's health condition.

Expert Second Opinion

You have free access to top doctors who can offer another perspective about a diagnosis and treatment plan for your eligible family members, which includes parents and parents-in-law. Contact [Included Health](#) to request a second opinion or assistance finding specialists for your needs.

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Finding Caregiving Services



Caregiving Support

Whether you're looking for elder care options, need childcare while you focus on your ill family member or want guidance on supporting a child with special needs, Bright Horizons can help. Call **1 (877) 286-3138** or visit my.brighthouse.com.

Family First Services

If you're a [MetLife Legal Plans](#) member, you can turn to the caregiving experts at [Family First](#) for comprehensive support and guidance as you develop a caregiving plan for your family member.

Taking Care of Yourself



Live Well at Citi Program

Being a caregiver is stressful. Make sure you're taking care of yourself, too. Use the many free resources available through the [Live Well at Citi Program](#), such as health coaching or meditation apps. In addition to accessing a wide variety of online resources, you can receive one-on-one support from a health coach to help you implement effective stress reduction strategies.

Be Well Program

Speak to a [Be Well counselor](#) at **1 (800) 952-1245** anytime (or use live chat on the [Telus Health](#) website or app — universal username: bewell; password: livewell) for immediate emotional support for yourself or your family members. You can also request referrals to needed services, such as therapists, substance abuse programs, financial advisors, legal experts and much more. You also get up to four hours of free consultation with an elder care expert.

Learn More

Visit CitiBenefits.com to learn about all of Citi's benefits. You'll find a wide array of programs and services to meet your diverse needs — many of them are available without charge or prior enrollment. Look in the menu under **Work/Life** for information about benefits you may find especially valuable as a caregiver.

