



MUA **CareComplete** is your trusted partner in navigating life's complexities, offering round-the-clock support to members and their immediate families. From mental health and mediation needs to guidance through tough times, this service is tailored to provide the care you need when you need it most.

Whether you're dealing with anxiety, stress, trauma, or adjusting to new environments, MUA CareComplete is here to help. We also provide support for challenges such as relationship issues, divorce, parenting, domestic violence, crime, financial struggles, job loss, and even the lasting impact of COVID-19.

With MUA CareComplete, you're never alone—because your well-being matters to us.

THIS COMPREHENSIVE COVER IS NOT TIED TO A SPECIFIC EVENT AND INCLUDES:

- 6 x 1-hour sessions annually with professionals across all supported services.
- Unlimited access to the LISTENUP PLATFORM to engage with a real human for immediate support.
- Preferential rates for specialised service providers.
- Practical tips and tools for managing everyday stress.
- Educational and informative materials to empower and guide you.
- MUA CareComplete is here to help you and your family build resilience and navigate life with confidence

LET'S TALK ABOUT MENTAL HEALTH

Mental health care focuses on addressing and managing the causes and effects of stress, disputes, and trauma resulting from crime, violence, abuse, illness, neglect, job loss, financial difficulties, grief, loss, and the lingering impact of the COVID-19 pandemic.

What's Included

Wellness and Family Counselling

- Support for individuals, students, families, or employees dealing with stress, depression, anxiety, PTSD, or suicidal thoughts.

Parenting Support

- Guidance from professionals to help parents identify and manage behavioral or developmental challenges their children may face.

Trauma Debriefing and Counselling

- Immediate debriefing within 72 hours of a traumatic event, followed by extended counselling to support long-term recovery.

LET'S TALK MEDIATION & LEGAL COACHING

Mediation offers a structured approach to resolving disputes in personal, business, and community settings. This process brings conflicting parties together with a neutral, accredited mediator trained to guide constructive discussions, fostering a forward-looking resolution to the issues at hand.

In South Africa, the introduction of High Court Rule 41A has emphasized mediation as a key problem-solving tool within our legal system. This rule encourages a collaborative approach where mediators assist legal professionals in resolving cases or narrowing down disputes. As mediation becomes a mainstream mechanism, it offers a time-saving and cost-effective alternative to traditional litigation.

What's Included

Divorce & Family Mediation

- Facilitates agreements on divorce settlements, parenting plans, maintenance, and family matters without court intervention.

Workplace Mediation

- Provides businesses with a legal alternative to resolve workplace or labor disputes as part of formal internal processes, avoiding CCMA or court involvement.

Legal Coaching

- Empowers individuals unfamiliar with the legal system to address concerns and make informed decisions before pursuing formal legal action.

With Mediation and Legal Coaching, you save time, reduce costs, and focus on finding resolutions without court proceedings.



FOR PEOPLE WHO HAVE PEOPLE

With our MUA **CareComplete**, we are dedicated to offering unparalleled care and support. That's why we provide the exclusive 24-hour confidential **LISTENUP COMPANION SUPPORT SERVICE**. Simply scan the QR Code to connect instantly with a team of qualified and accredited professionals, ready to offer real-time, personalized assistance for any support you need.



REAL HUMANS. REAL SUPPORT

Because your well-being matters. We're here for you—anytime, day or night.

24-Hour Confidential Support	24 Hours A Day, 7 Days A Week, 365 Days A Year
Multi-platform capability	ListenUp is WhatsApp based with an end-to-end encrypted, confidential, easily accessible multi-platform from various devices.
Secure messaging platform	Safe and totally confidential one-on-one, safe space to share and ask for help.
Professional Containment	Containing conversation and support with practical tips and tools.



TERMS & CONDITIONS

- Access is exclusive to validated members.
- Both the call center and **ListenUp** platform operate **24/7, 365 days a year**.
- Services are non-monetary and cannot be redeemed for cash.
- Members are responsible for costs exceeding their annual coverage limits.
- Direct arrangements made by clients are not reimbursable.
- Support is available via telephone, online, and in person within South Africa's borders.
- Any disclosures of domestic violence or abuse will be handled with the highest confidentiality, following statutory protocols and applicable legislation.
- Cancellation of Wellbeing Services:
 - » Face to Face Sessions must be cancelled or rescheduled 24 Hours prior to the appointment.
 - » Online Sessions must be cancelled or rescheduled 4 Hours prior to the appointment.
 - » Face to Face Sessions and Online Sessions can only be cancelled or rescheduled with a valid justification.

The value-added services are non-financial services and products which do not fall within the ambit of the Financial Advisory and Intermediary Services Act, 37 of 2002 and does not enjoy the same regulatory protection as Financial Services and Products.

Call **0861 000 682**
to access any of the **MUA CareComplete**
benefits as described in this leaflet or
scan the QR Code.

In the unlikely event of difficulty using the **0861**
number above please dial **076 283 5823** for assistance.



A holistic support service for families, addressing both emotional and legal needs.

MUA

Insuring the Individual

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