

MUA CARECOMPLETE

*Your 24/7 Lifeline to Support,
Strength & Stability*

LIFE CAN BE UNPREDICTABLE – BUT WITH CARECOMPLETE, YOU ARE NEVER ALONE.

Designed with your total well-being in mind, this all-in-one support service is available anytime, anywhere for members and their immediate families. Whether you are struggling with stress, anxiety, trauma, or trying to adapt to life's changes, CareComplete is your go-to guide for emotional, mental, and practical support.



WHY CHOOSE MUA CARECOMPLETE

WITH CARECOMPLETE, YOUR JOURNEY MATTERS, AND YOUR WELL-BEING IS OUR MISSION.

We give you and your loved ones access to:

- Expert mental health support when you are overwhelmed.
- Mediation and relationship counselling to restore peace.
- Crisis care for domestic violence, crime, or emotional trauma.
- Parenting and divorce guidance for smoother family transitions.
- Help with job loss and financial strain, including budgeting advice.
- Recovery support from the lingering effects of COVID-19.



**AVAILABLE 24/7 – BECAUSE YOUR WELL-BEING
DESERVES REAL HUMAN CARE**

OUR CORE SOLUTIONS – HOW WE HELP YOU THRIVE



1 WELLNESS & FAMILY COUNSELLING

For individuals, students, families, or employees struggling with anxiety, depression, PTSD, or suicidal thoughts.



2 PARENTING SUPPORT

Professional guidance to help parents navigate behavioural and developmental challenges.



3 MEDIATION & LEGAL COACHING

Resolve disputes faster, smarter, and without the stress of court — including divorce, family matters, and workplace issues.



4 TRAUMA DEBRIEFING

Rapid response within 72 hours of a traumatic event, plus ongoing support for long-term healing.

THE DIFFERENCE

REAL PEOPLE. REAL SUPPORT. REAL IMPACT.

Professional care is often expensive, limited, and impersonal. CareComplete changes that:

- No cost to members.
- 24/7 human connection – not automated responses.
- Inclusive: available to the entire household, including domestic workers.
- Nationwide, multilingual coverage in all 11 official languages.
- Over 300,000 lives impacted nationwide.



"WE ARE NOT JUST TICKING BOXES – WE ARE CHANGING AND SAVING LIVES"

SUPPORT THAT GROWS WITH YOU

BENEFITS YOU GET

- 10 professional sessions per family, annually (value R10,000).
- Unlimited access to the **LISTENUP** Companion for immediate support.
- Case managed within 2 hours of request.
- Delivered by accredited professionals.
- Flexible delivery: online or in-person.
- Preferential rates for specialised services.
- Practical tips and tools for everyday stress management.

WHY IT MATTERS

- Affordable and accessible for everyone.
- Professional care beyond medical aid limits.
- Supports the entire household, including domestic staff.
- Promotes a stable and healthy home environment.
- Emotional well-being.

CONNECT INSTANTLY — ANYTIME, ANYWHERE

- **LISTENUP** Companion platform – WhatsApp-based, secure, encrypted, and confidential.
- Multi-platform access from any device.
- Safe, private one-on-one conversations without judgment.
- Professional containment and guidance, with practical 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 members 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.

SCAN



& CONNECT

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MUA

Insuring the Individual