

CUSTOMER SUCCESS STORY

Matt gets his life back with help from Cigna's Stress Management Program

Meet Matt

- › 37 years old
- › Stressed, depressed and struggling



Life changing events

- › Lost a sibling
- › Ended a relationship
- › Moved
- › Started a new job
- › Stopped smoking

Too much in two years

Matt had a good career, a loving relationship and a sense of security. But over a period of two years, that all changed. Matt ended a twelve-year relationship. He changed jobs, moved into a new home and quit smoking. Then, he unexpectedly lost his younger sister.

Matt felt empty and lost. Everyday activities, like getting ready for work, became a struggle. He knew he needed help. Matt felt very alone, but he wasn't. Cigna's Stress Management Program was there for him. For every step of his journey.

Help was just a call away

Matt contacted Cigna's Stress Management Program and talked with a wellness coach. On the first call, Matt's coach listened to him and assessed the situation. His Cigna wellness coach found that Matt was struggling with:

- › Insecurity
- › Low self-esteem
- › Depression
- › Sleepless nights
- › Focus

Matt also accepted a referral to see a counselor through his Employee Assistance Program.

Together, all the way.®



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Leaping over life's hurdles

With the help of his coach, Matt found that his challenges resulted from too many stress factors in a short period of time. Together, Matt and his coach worked to:



Build realistic expectations



Reduce perfectionism



Re-start an exercise program



Matt's coach helped him see that he had stopped exercising because he felt uncomfortable being in front of others. His coach set a simple goal of getting new exercise clothes that made Matt feel good about himself. In his new gear, Matt returned to the gym feeling comfortable. And confident.

Taking a victory lap

After a few months, Matt was back to exercising at least five days a week. He also learned how to identify stress triggers. And ways to cope with them. He saw the difference between normal goals and unrealistic expectations. As a result, his stress levels were greatly reduced. Matt felt in control of his life. After just eight calls with his coach, Matt enjoyed a steady, solid improvement.

This scenario is based upon a true customer experience. The customer's name, photo and some minor details have been changed to protect the identity and confidentiality of the customer. Individual participant results will vary.



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