



# Sibly Top 20 FAQs

## 1. What is Sibly?

Sibly is a new workplace benefit, dedicated to helping everyone handle their feelings and cope with life's daily challenges. Through Sibly's secure app, you text back and forth with a specifically trained coach who will listen, ask questions and help you think things through. These are live chat conversations with real human beings (not chatbots!).

## 2. What can I text Sibly about?

Stress, anxiety, worries, burnout, conflict, bad habits, new habits, low mood, uncertainty, life changes, work challenges, emotions -- any issue causing you or a family member mild to moderate emotional distress.

## 3. How does Sibly work?

You download the [Sibly app](#), a confidential and secure platform for your coaching conversations. Through the app, you'll text back and forth with coaches specifically trained in the custom Sibly approach, who listen and ask questions using science-based techniques designed to help you clarify your own thinking and sort out emotional challenges.

## 4. Is Sibly truly confidential?

Yes. Sibly is entirely private and confidential. Individual details are not shared with the company, including managers, HR or anyone else.

## 5. Who are the Sibly coaches?

A powerful team of specifically trained individuals, drawn from a variety of fields and backgrounds, including other helping professions.

## 6. What are their credentials?

In addition to their own college or graduate-level degrees, candidates successfully complete a rigorous Sibly qualifying process that includes 240 hours of proprietary training, developed and maintained to reflect the latest in empirically validated tools and techniques. Once qualified, coaches become part of a continuing quality and training system that includes ongoing quality control, 24x7 clinician oversight and regular professional development.



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## 7. What type of help can I expect to receive?

Sibly coaches are trained to listen, ask questions and help you think through the issues you face, all through texting. This includes active listening, ongoing support, follow-up and regular check-ins. Depending on the situation, coaches may suggest exercises and other tools for your use between chat sessions. Sibly coaches also have 24x7 access to other professional resources, including information about other workplace benefits that may be helpful in the situation you are facing.

## 8. How does Sibly view “mental health”?

At Sibly, we know mental health is, quite simply, the way we experience the world. We all have “mental health,” just as we all have physical health. An individual’s mental health is affected by *every aspect of that person’s life*, including their work, important events and key relationships. Sibly is a service designed to support and strengthen your mental well-being every day.

## 9. Who is eligible for Sibly?

Sibly is available to all U.S. employees, their spouses and any family members age 18 and older.

## 10. How much does Sibly cost?

The company is offering Sibly at no cost to you.

## 11. Do family members share the same Sibly account?

No. Individuals set up their own private and personal Member accounts, with no sharing between accounts in any way. Regardless of how many family members may be using Sibly, they only ever have access to their own coaching conversations.

## 12. What are the limits to how often I can text Sibly?

There are no limits. As a Member, you interact with Sibly as often as you wish.

## 13. Will I need training to use Sibly?

Not at all. If you know how to text, you know how to use Sibly.



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## **14. Can I talk to a coach on the phone, by Facetime or through another video platform?**

No. Sibly coaches are specially trained to provide the support you need by texting. The app is available for iOS and Android smartphones.

## **15. Is Sibly considered a therapeutic counseling service?**

No. Sibly is a coaching service, designed to help people use their strengths and build new coping skills to help with issues causing mild to moderate distress. It is not a therapeutic counseling service or “teletherapy.”

## **16. Does Sibly’s expertise extend beyond science-based dialogue techniques?**

Yes. Sibly coaches draw on a wide range of tools and resources to support you. Coaches may suggest exercises to try, provide worksheets or share other written resources for your use. Depending on the issue, they may recommend resources, such as company-provided benefits, community resources or government programs. The focus is always on working with you to identify the support you need at the time.

## **17. Will Sibly tell me what I should do?**

No, Sibly helps you clarify your own thinking. Sibly does not give advice.

## **18. Is Sibly an AI-powered chatbot?**

No, Sibly people are real humans – specially trained to help other humans whenever they need someone to talk to.

## **19. Does Sibly offer coaching in languages other than English?**

Not at this time.

## **20. Where do I go if I have a technical issue with the app?**

In the unlikely event of technical difficulties, please email [care@sibly.com](mailto:care@sibly.com) and the Sibly support desk will help.