

Benefits update



Michaels
Everything to create anything™

Supportiv Chat is Available NOW

Use anonymous peer-to-peer group chat from any device!

On March 1, 2024, Michaels partnered with Supportiv, a new, third-party, peer-to-peer group chat support service for all U.S. Team Members and family members over the age of 13.

Supportiv is a completely anonymous, 24/7 online chat service that connects you with individuals from around the United States who may be experiencing similar emotional, social, financial, or mental health related struggles. You can chat with people from all walks of life, various industries, companies, and family situations who are experiencing similar struggles.

Supportiv

Questions?

Supportiv is a brand-new confidential service Michaels is making available at no cost. But you may have specific questions about how it all works. A complete set of [FAQs](#) is available to you on the Supportiv website.

Is it really anonymous?

Completely anonymous. Supportiv will never ask for any identifying information. You choose any username, real or fictitious, that you want others to call you. Chats are never published or accessible to anyone outside of Supportiv.

Can Supportiv really help me?

Most of us feel better once we have had a chance to discuss a troubling issue with others. Nearly 2 million users have accessed the Supportiv chat platform and 90% of the users rated the help they received with either 4 or 5 stars.

How much does this cost?

Supportiv peer-to-peer chat is completely free for all U.S. Team Members and dependents age 13 or over.

How do I access Supportiv?

You can access the Supportiv chat site directly by visiting supportiv.com/michaels. Click “chat now” and type in your “struggle”. Then, Supportiv will search existing chats for one that most closely matches your issue.



Do I have to chat?

No! Supportiv offers thousands of articles, podcasts, and videos that you can access on your own without ever having to chat with anyone.

Check out these articles:

- Dealing with challenging [family dynamics](#).
- Lost a loved one? Find out ways to [deal with grief](#).
- Want help living healthier? Here's how to [manage your health](#).

If video is more your style, there are many resources that facilitators can recommend once you are in a chat session. Here are some examples of videos you can access:

- [Time management](#)
- [Dealing with loneliness](#)
- [How to become more resilient](#)

Want more information?

If you have questions about how Supportiv works or can help you with your struggle, you can email them directly at info@supportiv.com. Or you can call them at (800) 845-0015.