1:1 Coaching

FAQ

MUNNY

Financially Empowering People

Frequently Asked Questions about the 1:1 Service

What is the 1:1 Munny Coaching service, and what value does it provide to employees?
Our 1:1 coaching offers personalised financial guidance, helping employees improve their financial wellbeing through budgeting, debt management, savings, and more. This results in reduced financial stress and increased productivity.

How does the coaching service fit into our existing employee wellbeing programme?
The service compliments other wellbeing offerings by addressing financial health specifically, which can positively impact mental health and overall job satisfaction.

What topics do the coaches cover?
Our coaches provide support on a wide range of topics, including budgeting, credit management, debt repayment, pensions, and preparing for homeownership. A full topics list can be provided

What is the format of the sessions?
Sessions are typically 30 minutes and can be held via video call.
Employees receive a personalised Munny Plan and resources after each session.

How does the service handle confidentiality?
All coaching sessions are confidential. Coaches follow strict data privacy practices, ensuring that personal and financial information is secure and not shared with the employer or any third party. We have a Safeguarding Policy in place to ensure any immediate health risks are escalated, without sharing private data.

What outcomes can we expect from employees using this service?
Typically, we see increased financial confidence and reduced financial anxiety among users, which can lead to higher engagement and reduced absenteeism.

What kind of support and follow-up is available after each session?
Employees receive access to a dedicated support email and online resources, so they can reach out as needed after their initial session.

How many sessions are typically needed to resolve common financial issues?
Up to 3 sessions per issue, per employee, per year are available, however the number of sessions depends on the complexity of each employee's needs. For budgeting or credit reports, one session is often enough. More complex issues, like debt restructuring, may require two or three sessions. We have analysed our 1:1 sessions so far and around 65/70% of them are concluded successfully within 1 coaching session

Is there a way to measure the success of the service?
Yes, we provide feedback forms after each session and track impact via anonymous surveys that are provided pre and post session.

How does the 1:1 coaching service align with our company's employee wellbeing and engagement goals?
Our service is designed to reduce financial stress, which is a common source of employee anxiety. By improving financial literacy and confidence, we contribute to a healthier, more engaged workforce, aligning with broader wellbeing and productivity initiatives.

Are the coaches qualified?
Every Money Coach provided by Munny is qualified in a specific discipline or area of financial advice. For example; Persons, Mortgages, Insurance and Debt. The service we offer is not FCA regulated activity, but our coaches are regulated in their own rights

Is there anything the coaches won't do or can't help with?
We do not offer advice on specific products or investments. For example, we wouldn't recommend an attendee invest in a specific fund and would instead focus on their financial goals and helping them understand all of the options to achieve those goals.

Frequently Asked Questions
about using the 1:1 Service

How do I book a coaching session?
Sessions are currently arranged via HA | Wisdom Wellbeing's *Legal & Financial Advisers*. They have access to our Money Coaches Calendly

What topics can I discuss with the coach?
You can talk about any financial topic that's important to you, such as budgeting, debt management, pensions, investments, or planning for big expenses.

How long is each session, and what can I expect during it?
Each session lasts around 30 minutes. Your coach will discuss your goals, help with specific financial challenges, and create a personalised Munny Plan for you.

Is the session confidential?
Yes, all sessions are completely confidential. Your personal information and financial details won't be shared with anyone.

Do I need to prepare anything before my session?
It's helpful if you can bring along any relevant documents, like bank statements or a completed budget planner, but it's not required.

What happens after the session?
You'll receive a personal action plan and additional resources. You'll also have access to the Munny Coach email and online resources for ongoing support.

Can I book multiple sessions if I need extra help?
Absolutely! Depending on your needs, you may choose to schedule follow-up sessions for continued support.

Will my coach provide investment or financial advice?
Our coaches offer general guidance and education but do not provide regulated financial advice. They can, however, refer you to additional resources or professionals if needed.

How will this coaching help me if I already feel financially stressed?
Our coaches are here to help reduce financial anxiety by giving you practical strategies and empowering you with knowledge and tools to manage your finances confidently. Most of our coaches have previously worked as Debt Advisers and have a strong knowledge of financial difficulties, the impact of them and the solutions available.

Is there a cost to me for using this service?
No, the 1:1 coaching service is covered by your employer as part of their wellbeing programme, so there's no cost to you.

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