



Artist Assistance

Free, confidential counseling services for on roster artists

Sony Music Entertainment now provides its on-roster artists around the world with anytime, anywhere access to free counseling services.

Through our partnership with Corporate Counseling Associates (CCA), a leader in wellness services for over 30 years, artists globally can connect with a network of dedicated, licensed therapists to address stress, anxiety, depression, grief, family and relationship matters and more.

All services provided under the program are strictly private and confidential. No one from Sony Music or its labels will be made aware of your request for support or involvement with this service.

Here's how to get started:

Email

To schedule in person, virtual, or phone-based counseling assistance in non-emergency situations, Sony Music artists or their authorized representatives can email an appointment request to SonyMusicArtists@CCAinc.com and a member of the CCA account management team will promptly get back to you to determine next steps.

In the message be sure to include:

- Your Name
- Identify yourself as a "Sony Music Artist"
- Contact Information (Phone number preferred)
- Record label affiliation (If applicable)
- Country in which you are signed
- The best time and day to receive a callback from a counselor
- Level of urgency ("Urgent" or "non-urgent")

Artist Hotline

For emergencies and in-the-moment support needs, Sony Music artists can quickly be connected to counseling via phone using our confidential artist hotline, no matter where they are in the world.

We have local hotline numbers for close to 50 countries around the world and offer 24/7 confidential access. (A full list is below)

When speaking with a counselor on the Hotline, callers will need to identify themselves as a "Sony Music Artist" and provide:

- Name
- Contact Information (Phone number is preferred)
- Record label affiliation (If applicable)
- Country in which you are signed
- The best time and day to receive a callback from a counselor
- Level or urgency ("Urgent" or "non-urgent")



Sony Music Artist Assistance Program Country Hotlines

Country	Toll Free Number	Direct Dial
Please Note: Charges may apply for direct dial calls.		
Argentina	0800 666 3495	+54 11 5219 8862
Australia	1 800 730 931	+61 2 8046 6416
Austria	0 800 29 1381	+49 322 2109 5114
Belgium	0800 819 05	+32 2 700 6351
Brazil	0 800 591 8055	+55 11350 07922
Canada	877 847 4525	+1 416 956 2979
Chile	800 914 352	+54 11 5219 8862
China	400 920 3300	+86 21 6577 3898
Colombia	0 1800 518 5158	+54 11 5219 8862
Costa Rica	0800 032 0001	+52 55 8526 4935
Cote D'Ivoire	–	+351 2 1454 2186
Czech Republic	800 701 384	+420 239 018 289
Denmark	806 09 317	+45 4331 0402
Estonia	–	+351 2 1454 2186
Finland	0800 944 83	+358 9 7252 2965
France	0800 914 821	+33 1 84 88 31 87
Germany	0800 723 7177	+49 322 2109 5114
Greece	800 848 1689	+30 21 1198 2709
Hong Kong	800 905 405	+852 3002 4445
Hungary	06 800 88 166	+36 1 999 6726
India	000800 100 9445	080 6608 0031
Indonesia	001 803 015 205 5586	+62 21 8065 7660
Ireland	1800 490 390	+44 20 8987 6230
Italy	800 727 463	+39 02 8710 3897
Korea	00 308 13 2096	+82 70 4732 0469
Malaysia	1 800 813 770	+65 6692 0848
Mexico	800 681 1529	+52 55 8526 4935



Sony Music Artist Assistance Program Country Hotlines

Country	Toll Free Number	Direct Dial
Please Note: Charges may apply for direct dial calls.		
Netherlands	0 800 022 2285	+31 20 703 8360
New Zealand	050 885 8138	+65 6692 0848
Nigeria	708 060 1517	+351 2 1454 2186
Norway	800 17 022	+47 2405 5493
Peru	0800 770 28	+54 11 5219 8862
Philippines	1800 1888 0713 & 1800 8918 0105	+63 2 8 395 3455
Poland	0 0 800 141 0101	+48 22 292 2700
Portugal	800 180 026	+351 2 1454 2186
Russian Federation	8 800 100 9480	+7 499 951 6690
Singapore	800 130 1950	+65 6692 0848
South Africa	0 800 981 216	+27 875 502 320
Spain	900 838 416	+34 918 368 897
Sweden	020 980 730	+46 7 7575 7455
Switzerland	0800 802 481	+41 44 511 2462
Taiwan	00801 85 6736	+886 2 7703 2446
Thailand	001 800 13 203 7379	+66 2 105 6145
Turkey	0800 621 2205	+90 850 390 2141
United Arab Emirates	800 0357 04 696	+44 12 8722 1871
United States	800 833 8707	212 686 6827
United Kingdom	0800 243 458	+44 20 8987 6230
Venezuela	0 800 100 9117	+54 11 5219 8862
Vietnam	12 102 0026, 120 32 520 & 122 80 724	+84 284 458 2345