

1 to 2 weeks after launch

Please note that this is example email copy. We suggest you do not alter or amend this wording (aside from the text highlighted in red) before sending.

Subject: Have you downloaded the Help@hand app yet?

Don't forget that Help@hand – your new digital health and wellbeing app – is now available to download on [iOS](#) and [Android](#) devices.

That means that you and your family* can start booking appointments and using the health and wellbeing support services available immediately including:

- **Remote GPs:** Video consultations that last up to 20 minutes. Aiming to get you seen by UK-based doctors anytime, day or night.
- **Mental health support:** Access to therapists when it's needed most and typically delivered via video consultation.
- **Physiotherapy:** A network of physiotherapists with treatment plans usually delivered via video consultation.
- **Medical second opinions:** Access to UK-based private consultants following a final diagnosis.
- **Life, money and wellbeing support:** Advice on a range of life and work issues, including financial, legal and family concerns, plus a confidential 24/7 helpline.
- **Wellbeing Calendar:** Packed with resources including podcasts, webinars, awareness dates and support tools.

Your username and instructions on how to get started can be found in the welcome email that you should have already received from help-at-hand@squarehealth.com.

If you haven't downloaded the app or logged in yet, then your temporary password will have expired for security reasons. If this is the case, then you can quickly and easily reset this by clicking the 'Forgotten Password' button on the login screen of the app.

* You and your partner (if applicable) can access all Help@hand services. Children are eligible to access the remote GP and medical second opinion services up until their 18th birthday or 24th if in full-time education. Children over 18 are able to access the Life, money and wellbeing confidential helpline and other online resources.

Help@hand is a virtual, value-added benefit service which connects the employees of Unum customers to third party specialists who can help manage their health and wellbeing, and that of their family. Access to the App and the service is facilitated at no cost by Unum. However, you will be liable for charges for medication and delivery, referral letters and

private fit notes. Unum is not the provider of the Help@hand service, but retains the right to withdraw or change the service at any time.

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