

1 to 4 weeks before 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: An important new service for you and your family

The biggest asset that we have is you – the people that make our company what it is today – so it's important for us to provide you and your loved ones with direct access to health and wellbeing support whenever it's needed.

That's why we're really pleased to announce that we're launching Help@hand.

Help@hand is a completely confidential digital health and wellbeing service, and provides you and your family* with access to five health and wellbeing services via one easy-to-use app 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.

We'll be sending more details in the coming weeks on how to get started so please watch out for further emails from us on this.

If you have any questions in the meantime, then please read through the [Help@hand FAQs](#) or contact **[insert name/department and contact information]**.

* You and your partner (if applicable) will be able to 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 will be 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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