The value of

rehabilitation and wellbeing

DURING THE YEAR OF COVID-19

A timeline of how Unum responded to the pandemic making a difference to customers' lives in 2020.

1,711 rehab cases received across a range of health conditions

95.1% returned to work or had their rehab case resolved

JANUARY FEBRUARY

First UK coronavirus case

Our existing return to work service continued to support employees with any health conditions, to remain in work or to return to the workplace.

MARCH

Stress and anxiety grew as we entered the first lockdown. We updated our processes to support customers working remotely. Meanwhile, Help@hand offered fast access to mental health professionals.



Lifeworks LifeWorks provided 17,268 counselling sessions

of mental health appointments

offered within 2 working days

made via Help@hand were

Help@hand

12,107 appointments booked via the app**



APRIL

The NHS faced huge strain in the pandemic's first wave. Use of Help@hand*, particularly the remote GP soared. We provided free access to the app for SMEs.

OUT OF HOURS

Help@hand

appointments

booked were

Over 15,000

attendees at

our wellbeing

courses in 2020

MAY

continued impacting employees. We expanded our workshops to offer ongoing support in this new world.

Even as lockdown 1.0 eased, the pandemic



JUNE

of these sessions were rated 'Good' or 'Excellent' ***



4,785 Managers attended our Mental **Health and Stress Management** sessions



Schools / on everything from supporting non-essential retail reopen

furloughed employees to best practice for remote working.

We published helpful guidance

AUGUST

JULY

important than ever. Unum's <u>Mental Health</u> Pathway offers quick access to tailored support for mental health concerns.

COVID-19 made mental health support more



SEPTEMBER

Face masks

Pathway queries in 2020 increased by

Mental Health



of rehab referrals received

someone offer further tips and guidance on how to improve my mental wellbeing **HOW OUR WELLBEING CHECK HAS HELPED OUR CUSTOMERS**

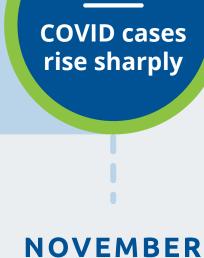
It was very helpful to have



coaching sessions for employees struggling with their wellbeing.

As a second wave hit the NHS, our <u>Cancer</u> Pathway offered support to employees with cancer through diagnosis, treatment,

post-treatment and end of life.



OCTOBER

of Critical Illness claimants used our cancer support service provided by Reframe <reframe>

7,585 people registered for our Wellbeing

Calendar

As 2020 drew to a close, we looked back on

our Wellbeing Calendar and its events and

resources on topics such as stress,





Our

wellbeing

podcasts got

Our return to work service offered

for employees with all conditions,

including long COVID.

support and tailored case management



plays over the year



or change the service at any time. The service is entirely separate from any insurance policy provided by Unum and is subject to the terms and conditions of the relevant third party specialists. There is no additional cost or increase in premium as a result of Unum making this benefit available. **Help@hand appointments up to March 2021. Unum Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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