

Employee notification email template: Help@hand and Employee Assistance Programme (EAP) change

Please note that this is example email copy. Please edit the highlighted sections, for your employee communications.

Subject: Your support services, transformed

Hi there,

The award-winning Help@hand app from Unum, which you have access to because you are covered by our Unum group insurance policy, has transformed - and you can now access a whole range of services to support your health and wellbeing.

[Here you may want to call out the services, or the main ones you feel will interest your employees. Services depend on your policy and the full list, along with eligibility, can be found here: <https://www.unum.co.uk/employee/help-at-hand>]

What's happened to our previous EAP?

As part of Unum's transformation of Help@hand, the app now features integrated EAP services, including a 24/7 helpline — fully integrated into the app. If you were using LifeWorks (now 'TELUS Health'), access has been removed. If you were midway through counselling, you will be able to finish this. [Please include, if you were registered for LifeWorks Perks] **If you were using LifeWorks with perks, please log in and take out your cashback by the 30th September.**

- 1. Log in to your LifeWorks perks account.**
- 2. Go to your Wallet - you need a minimum of £5 to withdraw.**
- 3. Click 'Withdraw funds' and choose your withdrawal method.**

Download Help@hand

If you haven't downloaded or Help@hand yet, the temporary password from your initial welcome email (from help-at-hand@squarehealth.com) will have expired. To access the app, download it from the App Store or Google Play and then reset your password using the 'Forgotten Password' option on the log in screen.

For more information, please check our [FAQs](#).

Thank you

Help@hand connects 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 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. Available to UK residents only.

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