

## Employee email template 1-4 weeks pre-launch

Please use this copy template to write your communications to employees regarding Help@hand, removing the red text and editing the highlighted sections as required.

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**Subject:** Coming soon: Total health and wellbeing support

We're introducing a whole range of impactful health and wellbeing services, all available through one multi award-winning app. Being covered by the company's Unum group insurance policy means that you and your eligible family members<sup>1</sup> will be able to use the Help@hand app from Unum, extending support to your partner and dependants.

### What's included?

The available services depend on your Unum insurance policy and service selection. You can add an overview of the services available, or reference specific services to generate interest here. Please check the number of sessions and conditions - <https://www.unum.co.uk/employee/help-at-hand>. For example:

Help@hand is there for you every day. You'll be able to access total health and wellbeing support from experts, including:

- A confidential 24/7 helpline
- Unlimited mental health support<sup>2</sup>
- Unlimited GP appointments
- Physiotherapy (up to eight sessions per year)
- 360 Wellbeing Score, unlocking 1-2-1 lifestyle coaching (up to six sessions per year)
- Extensive savings and discounts

...And so much more!

**Consistently rated 4.8/5 on the App Store** — you can look forward to an excellent, tried and tested health and wellbeing service.

### How do I get Help@hand?

We're currently completing our administration and you will receive an invite shortly from [help-at-hand@squarehealth.com](mailto:help-at-hand@squarehealth.com). In the meantime, please just reach out if you have any questions!

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<sup>1</sup> Eligible family members include partner and children up to 18, or up to 24 if in full-time education. Eligibility may vary on services.

<sup>2</sup> This service is suitable for mild to moderate issues. The number of sessions provided will be subject to clinical appropriateness.

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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