

## Employee email template

1-4 weeks pre-launch

**This copy template is provided to support your communications to employees regarding Help@hand from Unum. Please remove the red text and edit the highlighted sections as required.**

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**Subject:** Coming soon: Total health and wellbeing support with Help@hand

A whole range of impactful health and wellbeing services are coming your way!

Available through one multi award-winning app, you and your eligible family members<sup>1</sup> will be able to use Help@hand for total health and wellbeing support which makes a real difference. Consistently rated 4.8/5 on the App Store, download the app and register when your welcome email arrives to make the most of this highly valued service.

### What's included?

The available services depend on your Unum insurance policy and service selection. Below is our suggested copy.

Help@hand is there for you every day, with expert support all in one app, including:

- Unlimited mental health support<sup>2</sup>
- Unlimited GP appointments
- Physiotherapy consultations (up to eight per year)<sup>3</sup>
- A confidential 24/7 helpline, and financial and legal support
- Extensive savings and discounts for everyday savings
- 360 Wellbeing Score which gives your personal health insights, unlocking 1-2-1 lifestyle coaching (up to six sessions per year)
- ...And more!

### How do I get Help@hand?

We're currently doing our administration and you will receive an invite shortly from [help-at-hand@squarehealth.com](mailto:help-at-hand@squarehealth.com). So, keep an eye out for your email!

In the meantime, please 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.

<sup>3</sup> Not suitable for complex, pre-existing, or chronic conditions. Alternative guidance may be provided if appropriate.

Help@hand from Unum services (the 'Services') are provided to Unum Limited ("Unum") customers by third-party specialist providers chosen by Unum. Unum is not the provider of the Services. The Services are entirely separate from the insurance policy provided by Unum. Access to the Services is facilitated by Unum at no cost to the Unum customer, and Unum may change or withdraw access to the Services at any time. Use of the Services are subject to the terms and conditions of the relevant third-party specialist providers. Services are available to UK residents only. For further information, please go to [unum.co.uk/frequently-asked-questions/services](https://unum.co.uk/frequently-asked-questions/services).

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