

Email template

Supplementary communications: Hear from a Help@hand user, Louise

You can use this copy template to help you write communications to employees regarding Help@hand. Stories like Louise's build awareness, trust, and engagement with wellbeing benefits - ensuring employees feel confident reaching out for support. **Please remove the red text and edit the highlighted sections as required.**

Subject: See how Help@hand can change lives

When life throws challenges our way, the right support can make all the difference - not just in getting through, but in finding the strength to thrive. Help@hand is here to help you anytime - with fast, confidential access to physical, mental, and everyday life support.

In this short video, Lousie shares her own experience of how Help@hand gave her the expert care and guidance she needed, right when she needed it most. It's a powerful reminder that wellbeing isn't just about recovery - it's about living life to the fullest.

[Watch Louise's story](#)

[LINK: <https://vimeo.com/1105495058?fl=pl&fe=vl>]

You could include a link to your Help@hand employee guide here, which will have more details on the services available to your employees and their family members so they can learn about Help@hand in more detail. You can find Help@hand guides, along with other support materials and communications, on the Help@hand communications toolkit here: unum.co.uk/employer/help-at-hand/launch-communication/.

How can I register?



If you haven't downloaded or registered for Help@hand yet, the temporary password in 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 reset your password using the 'Forgotten Password' option on the log in screen.

Get your partner registered too

Have you extended an invite to your partner? It's easy to do in the app, and they'll be able to access selected services including Savings & Discounts. Log in to the app, go to the Settings menu, click 'My Family' and 'Add Member'.

You can add the QR code into your email by downloading this from here:

<https://www.unum.co.uk/docs/Help-at-hand-App-Store-Googleplay.png>

[Your Name]

[Your Job Title / People or Benefits Team]

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