

## Email template

### Service-led communication: 24/7 helpline

You can use this copy template to help you write communications to employees regarding Help@hand. Promoting the Help@hand 24/7 helpline encourages employees to seek timely support so they know where to turn if they have an issue. **Please remove the red text and edit the highlighted sections as required.**

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**Subject:** With Help@hand, practical support is just a phone call away

When you're feeling stuck, it can be hard to know where to turn. Whether it's a quick question or a more complex situation, you don't have to figure it out on your own. The Help@hand 24/7 helpline connects you to the experts, who are ready to listen, support, and help you find a solution.

Here's how the helpline could help you:

- Finding local resources – From childcare and eldercare to local healthcare providers, Help@hand can help you find options that work for you.
- Legal support<sup>1</sup> – Get clear, confidential guidance on everyday legal matters like family issues, tenancy questions, motoring concerns, or consumer disputes.
- Financial support – Speak to a specialist about budgeting, mortgages, pensions, tax planning, or future financial goals.

If a question is weighing on your mind, a listening ear can help. Expert, confidential support is just a call away - day or night.

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/](https://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](mailto: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.

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]

1. One consultation per issue.

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