

Employee email template

Launch day

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.

Subject: Register today: Your total health and wellbeing services have arrived!

We're so pleased to be rolling out Unum's multi award-winning total health and wellbeing app today. You can register straight away to explore the wide range of services available to you anytime, at your fingertips. Plus, invite your eligible family members¹ so they can do the same.

Help@hand from Unum is a confidential service which supports thousands of people every month – and has a 9/10 satisfaction rating from users – so get started today so you don't miss out!

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 support²
 - Unlimited GP appointments
 - Physiotherapy consultations (up to eight per year)³
 - 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!

You could include a link to your Help@hand employee guide here, which will have more details on the services.

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/.

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

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

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

How can I register?



You'll get a welcome email from help-at-hand@squarehealth.com soon. This explains how to download the app from the App Store or Google Play and provides a temporary password for you to register and set up your account.

No email?

You can reset your password using the 'Forgotten Password' option on the log in screen.

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.

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