

Employee email template Launch day

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.

Subject: It's time! Your new Help@hand services have arrived

We're so pleased to be rolling out Unum's multi award-winning health and wellbeing app today!

Being covered by the company's Unum group insurance policy means that you and your eligible family members¹ can now use Help@hand to benefit from a wide range of impactful health and wellbeing services.

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, offering access total health and wellbeing support from experts, including:

- A confidential 24/7 helpline
 - Unlimited mental health support²
 - 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!

9 in 10 users who booked appointments in the last year were happy with their experience — download today so you don't miss out.

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.

How do I get Help@hand?

Now we've finished our admin, 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 to get you started. No email? Check your junk inbox.

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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