

## Employee email template 1-2 weeks post-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:** Have you downloaded Help@hand yet?

We've recently launched the total health and wellbeing support app Help@hand, to provide you with a wealth of valuable support. Don't miss out — register to explore your services today.

### 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>1</sup>
- Unlimited GP appointments
- Physiotherapy consultations (up to eight per year)<sup>2</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!

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/](https://unum.co.uk/employer/help-at-hand/launch-communication/).

You might want to include examples of the impact of Help@hand — demonstrating the real value the services can have. Please remove any which are not relevant.

### What do Help@hand users have to say?

Read the real-life stories of service users who've benefited from Help@hand:

- [Easing anxiety | Mental health](#)
- [My child is ill at 3am | Remote GP](#)
- [Changing expectations of virtual care | Physiotherapy](#)

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<sup>1</sup> This service is suitable for mild to moderate issues. The number of sessions provided will be subject to clinical appropriateness.

<sup>2</sup> Not suitable for complex, pre-existing, or chronic conditions. Alternative guidance may be provided if appropriate.

## How do I get started?



If you haven't 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.

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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