

## Employee email template 1-2 weeks post-launch

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.

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**Subject:** Have you downloaded Help@hand yet?

We've recently launched the multi award-winning health and wellbeing app Help@hand to provide you with a wealth of valuable support. Don't miss out — download the app to check out your services today.

### 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 to total health and wellbeing support from experts, including:

- A confidential 24/7 helpline
  - Unlimited mental health support<sup>1</sup>
  - 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!

Feel free to include examples of the impact of Help@hand – demonstrating the real value the services can have. Please remove any that are not relevant.

### Want to hear more about how Help@hand can support you?

Read the real-life stories of employees 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.

## How do I get started?

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.

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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