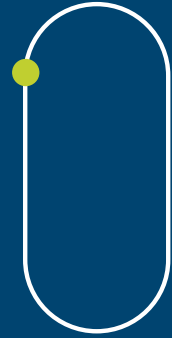


unum® | Health Plan 360®

Your complete guide

Health and wellbeing support
for living well and working better



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Take a look through this guide to see how you can get started and make the most of the services available for you and your family.*

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Getting started

1

Search Help@hand on the App Store or Google Play and download the app. It may take 3-5 working days from receiving your email to be set up

2

Register using the details in your welcome email. If your password has expired, reset using 'Forgotten Password'

3

Enter your details to set up your account and start using all of your services

4

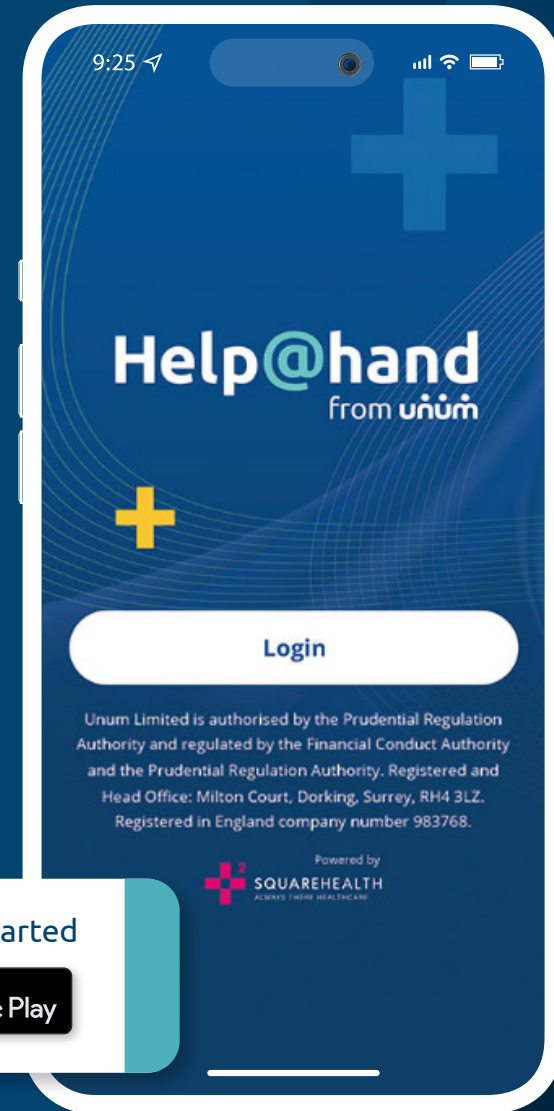
You can log into your app at any time to check on your balances and make a claim

Get in touch

Call: 0808 304 3698 (24/7 helpline)

Email: help-at-hand@squarehealth.com

Download the app to get started



For illustrative purposes only.

Adding your family members

Who can access Health Plan 360?

Your family can also enjoy the benefits of using Health Plan 360 for certain services. This includes your partner and children up to 24 if your employer's policy allows. You can check the eligibility on each service throughout this guide.

How do I add an eligible family member?

- 1 Contact your employer to get your eligible partner/child added first.
- 2 Once you've logged into the app, go to the menu on the left-hand side and Click 'My Family'.
- 3 Select the family member you wish to invite, and fill out the form with their details and click 'Invite'.
- 4 If the family member is over 18, they will receive an email with details on how to download the app and setup their account.

Children under the age of 18 can access the appropriate services via your app account.



Claiming made easy with Help@hand

Making a claim has never been easier.

The Help@hand app is the quickest and most convenient way to access your Health Plan 360 benefits and claim money back for everyday healthcare costs. Just follow the easy in-app steps, and your claim will be processed quickly.

With Help@hand, you can also track your benefit balances anytime, anywhere, helping you stay in control and maximise the value of your Health Plan 360 coverage.

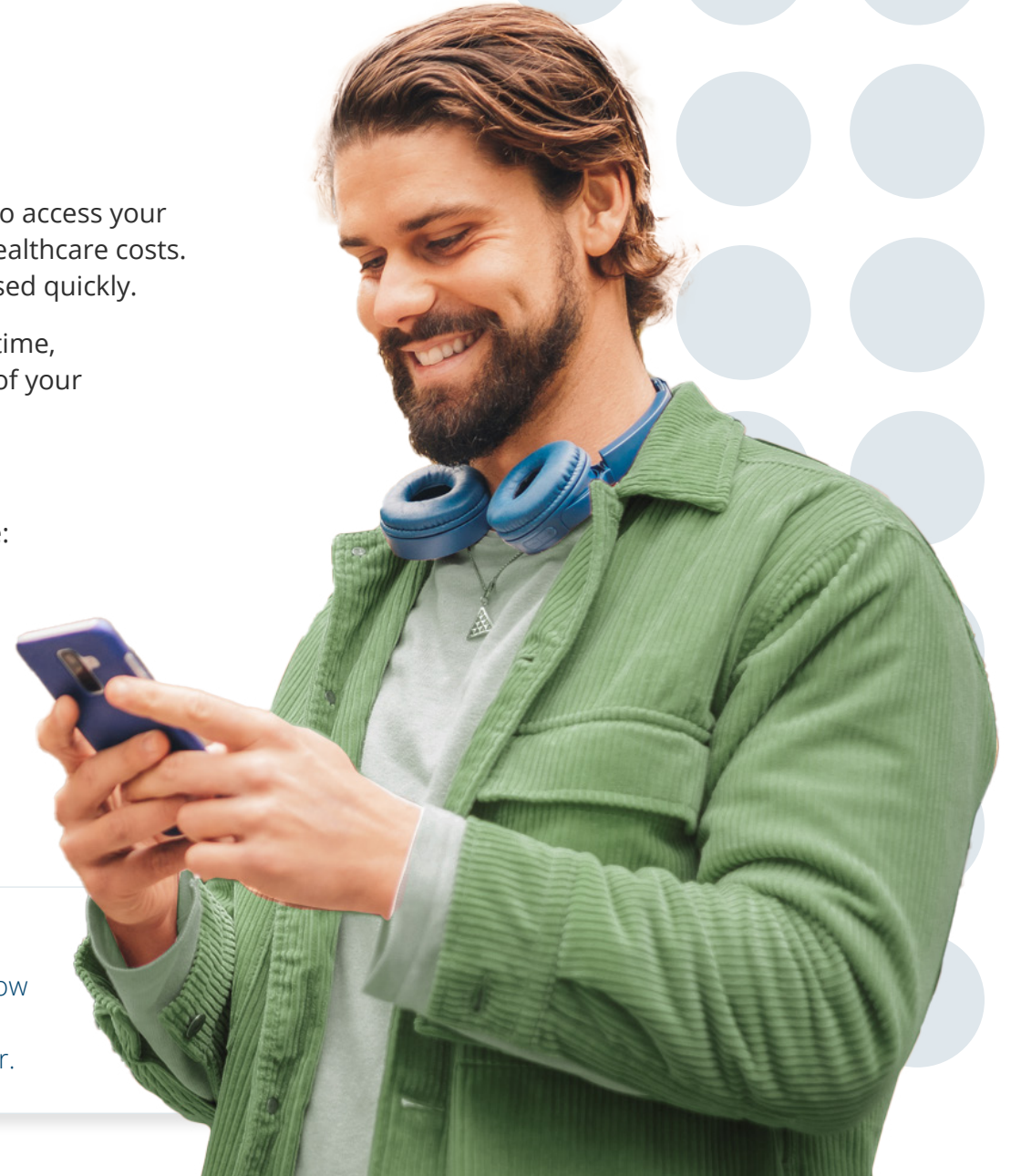
What can you claim for?

Some of the insured benefits available through the app include:

- 1 Routine dental treatment
- 2 Optical and hearing services
- 3 Chiropractic and podiatry care
- 4 Hospital stays

Get started today

For a full list of benefits and more details on how to claim, simply open the Help@hand app and explore everything Health Plan 360 has to offer.



Cancer screening assessment

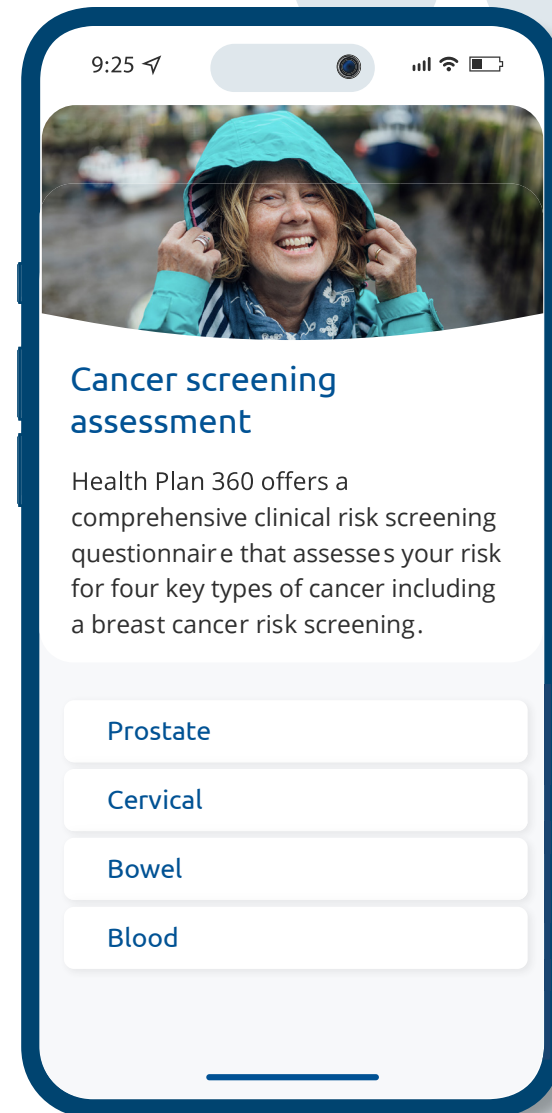
Health Plan 360 includes a simple cancer risk screening questionnaire to help you identify your risk for four types of cancer.

By providing access to cancer screening questionnaires and test kits, employees can identify potential cancer risks early, which can lead to earlier intervention and better outcomes.

If the outcome of the questionnaire shows that you are at high risk, you can choose to buy an at-home test kit and claim back the cost using your Specialist Consultations and Diagnostics benefit pot, up to your benefit limit.

You can choose to have the kit delivered to your home address. It's easy to use, with clear instructions. Once you've sent it back to our clinical partner, you'll get a detailed report and follow-up recommendations.

An in-app questionnaire to assess your risk of various types of cancer. If these tests show you are at high risk of four key cancers (prostate, bowel, blood or cervical), an at-home test kit is available to purchase.



For illustrative purposes only.

Physiotherapy and complementary therapies

Get ahead of niggling aches and pains with expert support.

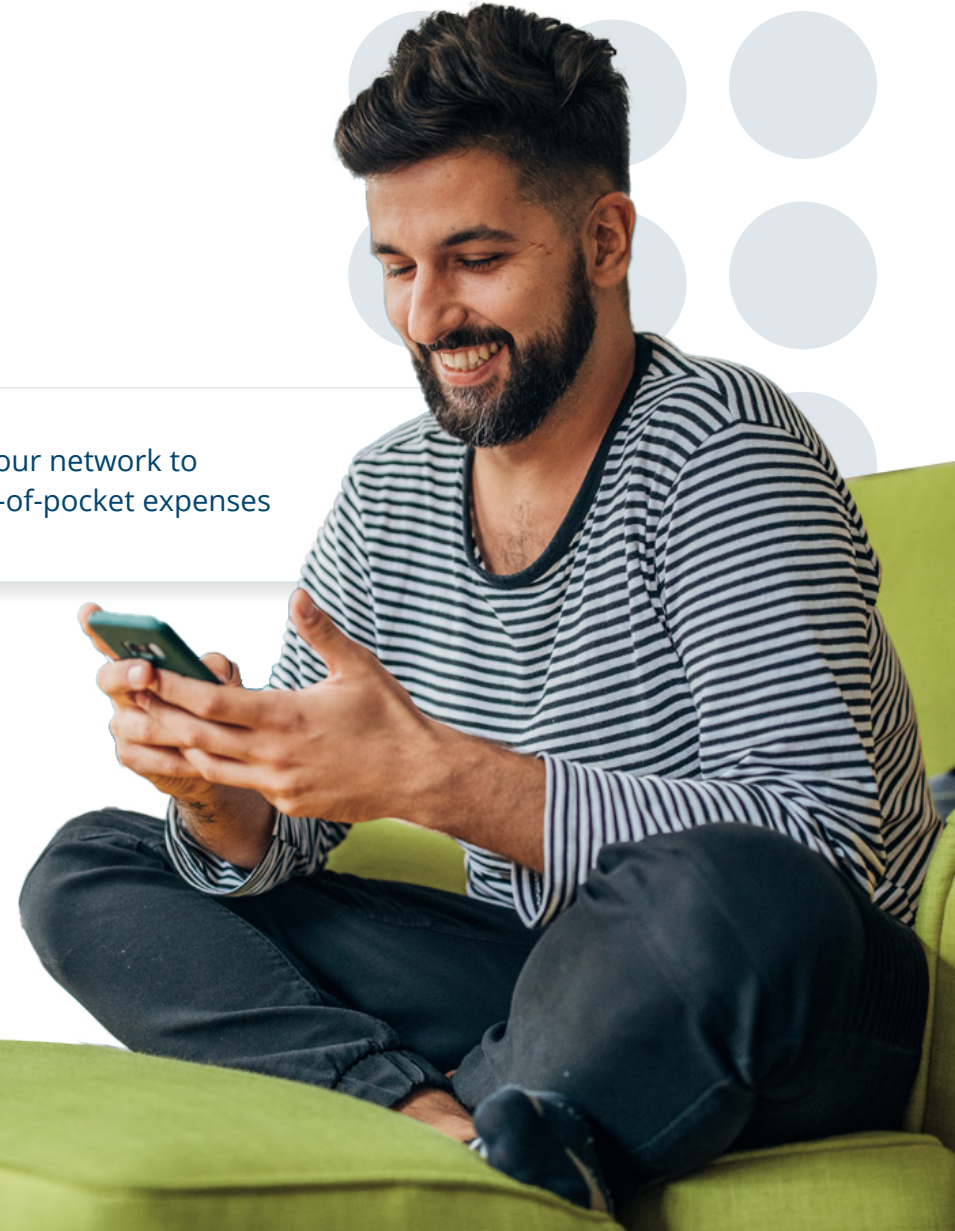
With Health Plan 360 employees can easily connect to a physiotherapist online for an initial assessment and up to six treatment sessions per period of cover.

The following treatments are included:

- 1 Acupuncture
- 2 Chiropractic treatment
- 3 Osteopathy (including cranial osteopathy)
- 4 Physiotherapy

We understand that physiotherapy can feel out of reach due to cost and time commitments. Our service ensures you can get help as soon as you notice an issue, without waiting for it to worsen.

Access through our network to reduce your out-of-pocket expenses



Health assessment / MOT

Taking the first steps to understand your health and wellbeing can feel overwhelming, but we're here to make it simple.

Our unlimited, online digital health assessment will assess your health and build achievable goals that you can easily track.

If you would like a more formal health assessment, we offer two self-funded options:

- 1 An at-home health assessment with medical follow-up to review the results (conducted with a questionnaire and pinprick blood test that's returned to lab for analysis).
- 2 A visit to your home from a UK-Registered Nurse to take a more traditional blood sample with follow up to review the results.



Nutritionist consultants

Food labels, macros... it can be hard to understand nutritional information and make informed choices.

Good nutrition is essential for overall health and wellbeing. It gives your body the nutrients it needs to function at its best, boosts your immune system, and keeps your energy levels up.

If you're managing a health condition, nutrition plays a vital role in your journey to recovery. Eating a balanced diet rich in vitamins, minerals, and other nutrients can aid in recovery, improve your body's ability to heal, and enhance your quality of life.

Health Plan 360 offers personalised 1-2-1 access to a nutrition consultant, who will guide you every step of the way, from understanding nutritional information to analysing your dietary habits, they'll help you create tailored plans that support a healthier, balanced lifestyle.

You get up to three sessions period of cover, delivered via video consultation



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Personalised mental health support

If you're feeling overwhelmed, stressed, or need to talk, a network of friendly mental health therapists is available for confidential consultations.

Before you start, you can feel prepared and read more about the mental health service and if it's suitable for your situation in the app.

If your experience fits the criteria, booking a consultation is simple and hassle-free - no referral required. Just choose a time that works for you and select your preferred therapist.

Your therapist will deliver a tailored treatment plan to help you meet your personal goals which will be agreed at the outset with you.

Sessions are held through convenient video consultations and may include online cognitive behavioural therapy (CBT) modules or face to face sessions for additional support.

For those navigating grief after the loss of a loved one, our bereavement counselling offers compassionate care to help you through this challenging time. This service is available not only to you, but also to your partner and children aged 16 and older.¹



Six personalised mental health consultations available to you and your eligible partner per period of cover - subject to clinical appropriateness.²

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Unlimited remote GP

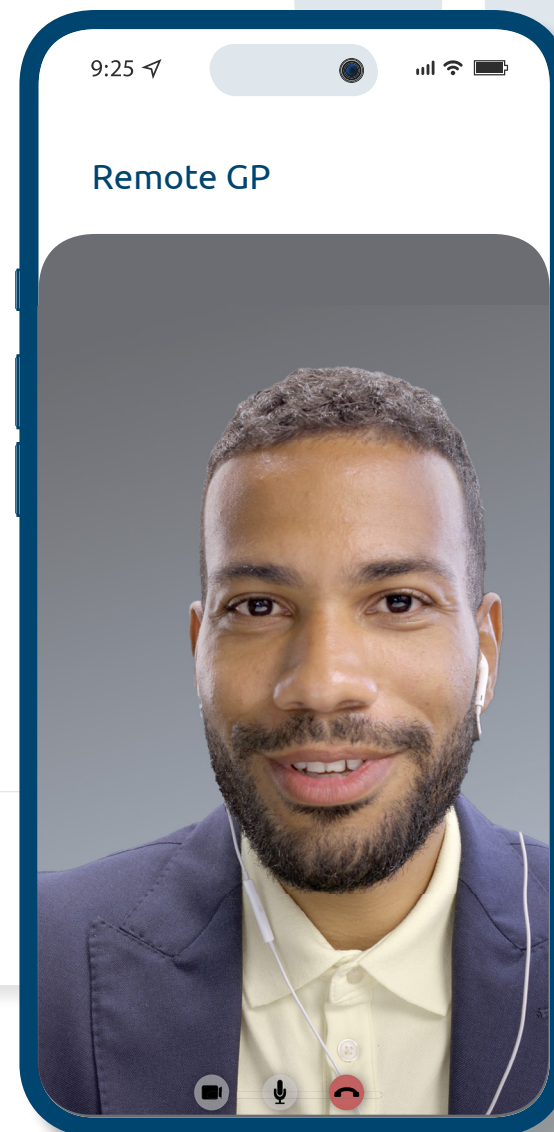
With Health Plan 360 you can avoid the stress and frustration of booking and waiting for a GP appointment.

Speak to a GP quickly wherever and whenever suits you with a convenient video consultation, and get an appointment with a UK-based GP at any time, day or night — 24/7, 365 days a year.

Each appointment lasts up to 20 minutes, with GPs able to issue prescriptions and medications for direct delivery where needed.¹

You can also give permission for your notes to be shared with your NHS GP, ensuring a smooth handover between Health Plan 360 and your NHS GP.

Unlimited remote GP appointments available to you, your eligible partner and eligible child.²



For illustrative purposes only.

1. If an individual requires medication, a referral letter or a private fit note, they will need to pay for these. They will also need to pay a delivery charge if they opt to have the medication sent to them. The remote GP will go through the options and next steps during the consultation.
2. Children can access service via their parent up to their 24th birthday.

Healthcare navigator

Including second medical opinion

Navigating the UK healthcare system can be complex and challenging. Our Healthcare Navigators are here to help you understand your rights and access the various options available.

Second medical opinion

Receiving a medical diagnosis can be life-changing and dealing with uncertainty can be overwhelming. Second medical opinions are available either in person or via video consultation with UK-based private consultants, following a final diagnosis.

The consultant will review medical records and provide a second opinion on the diagnosis and/or treatment plan.

2x consultations for you or your eligible partner per period of cover



Life management support

24/7 helpline

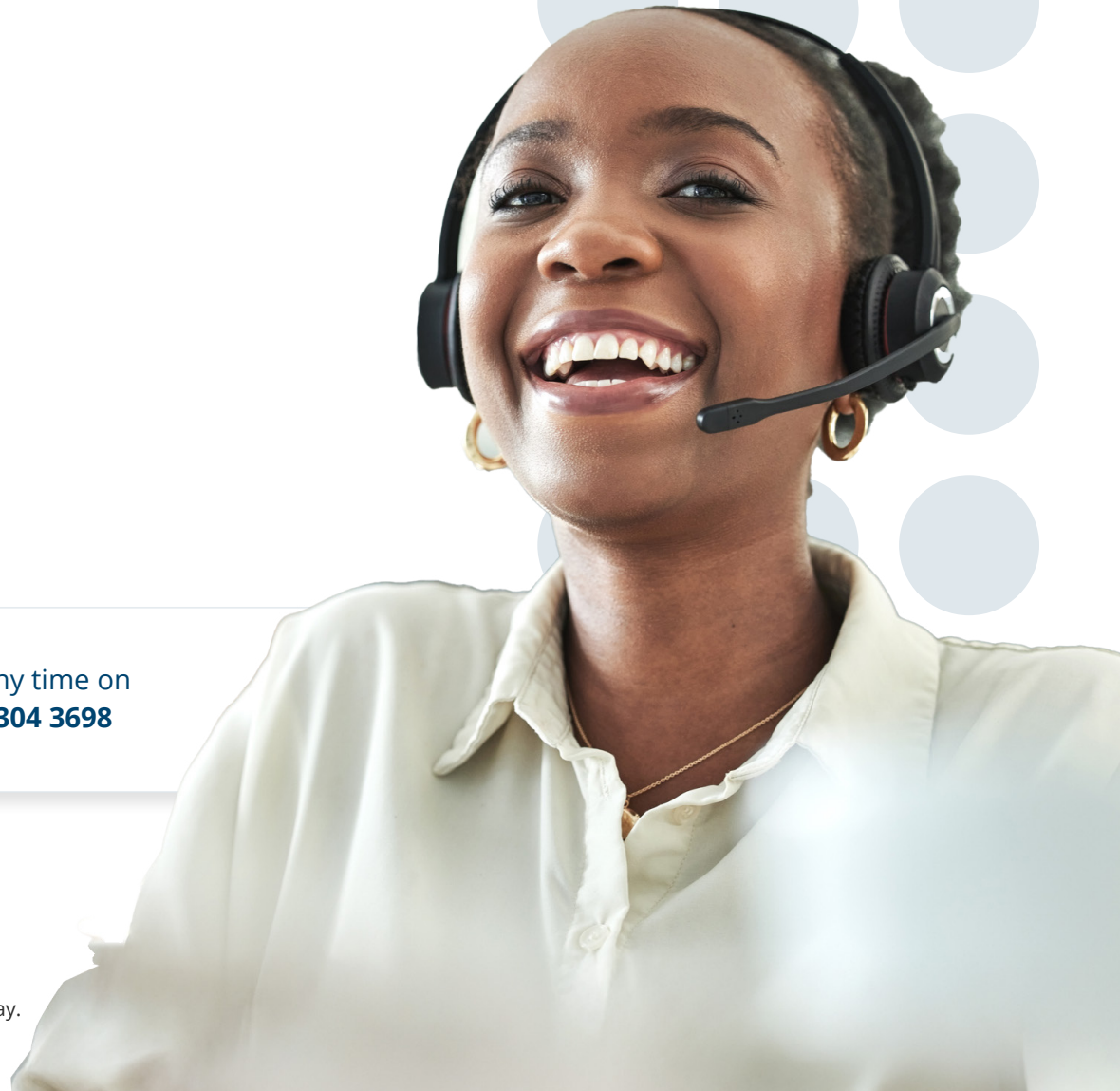
Imagine having the support of a trained professional, available 24/7, to help you deal with life's challenges...

The 24/7 UK freephone helpline puts you in touch with support staff who can provide immediate assistance or point you to relevant helpful services, including local resources or a healthcare professional.

Access a range of support day or night including support for carers, and life events like buying a home – so that small issues don't turn into bigger ones.

The 24/7 helpline is available to you, your eligible partner and eligible child¹

Call any time on
0808 304 3698



Financial and legal support

If you have a financial question and you're not sure who to ask, give us a call.

Health Plan 360 can offer both guidance and signposting to verified trusted services. This includes areas such as credit and debt, budgeting, mortgages, insurance and benefits.

Get clear, simple information about where to start to address a legal issue.

Information and guidance for legal questions on a range of issues such as consumer rights, property/tenancy law, family law, immigration and more.

Personal legal support is available between 8am and 8pm Monday – Friday (excluding Bank Holidays).
Limited to one consultation per issue.

Access via the app or freephone helpline **0808 304 3698**

You can contact the helpline anytime to discuss your questions.



Retail savings and discounts

Make every penny count with exclusive discounts.
Make sure you check the app for the latest deals including:

- 1 Technology brands
- 2 Travel
- 3 Gym memberships
- 4 Days out and attractions

Plus

Get cash back on purchases

balances can be redeemed on a quarterly basis when you have reached a balance of £5 or more in your wallet.

Top Tip

You can be a savvy shopper

'Stack' offers to save even more, for example buying a discounted item from a shop providing cash back.

You, your eligible partner/child¹ can easily access valuable discounts and money saving deals.





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A modern health cash plan for today's workforce

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Proactive wellbeing support services are provided by third parties. Unum Limited reserves the right to change the service provider(s) during the term of the policy. For further information, please contact us. Unum Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Unum Limited is on the FCA Financial Services Register, Firm Reference Number: 110408. Registered and Head Office: Milton Court, Dorking, Surrey RH4 3LZ. Registered in England company number 983768.