

Help@hand intranet template

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.

Help@hand – your total health and wellbeing app

You and your eligible family members¹ have access to Unum's multi award-winning Help@hand app, which provides a range of confidential health and wellbeing services.

Help@hand from Unum supports thousands of people every month – and has a 9/10 satisfaction rating from users. So don't miss out, download the app today and check out your services.

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 sessions 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!

We suggest putting a link to your Help@hand employee guide here, which will have more details on the services.

You can find these, 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 do I get access to Help@hand?



When you've been invited to access the service, you get a welcome email from help-at-hand@squarehealth.com which explains how to download the app from the App Store or Google Play and provides a temporary password to get you started.

No email? You can reset your password using the 'Forgotten Password' option on the log in screen.

Or get in touch with us at [insert your nominated HR contact or inbox here] and we can resend the welcome email with a new temporary password to get you started.

How do I add an eligible family member¹?

- Once you've logged in to the app, go to the menu on the left-hand side.
- Click 'My Family'.
- Click 'Add Member' and fill out the form with their details.
- If the person is over 18, they will receive an email with details on how to download the app and set up an account. Children under the age of 18 can access the appropriate services via your app account.

Got a question?

For Help@hand FAQs, please go to unum.co.uk/employee/help-at-hand/frequently-asked-questions/.

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