

## Help@hand intranet template Group Critical Illness and Life Insurance

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Help@hand – your total, 360 health and wellbeing support app

Being covered by the company's Unum group insurance policy means that you and your eligible family members<sup>i</sup> have access to Unum's award-winning Help@hand app, where you can access a range of high-quality health and wellbeing services.

Rated **4.7/5** by users on both **Apple's App Store** and **Google Play** – download today for immediate access to a range of support.

### What's included?

- **Unlimited** mental health support<sup>ii</sup> from qualified mental healthcare professionals
- **24/7, unlimited** remote GP appointments – so you can get fast access to a doctor at a time convenient to you
- A **fully integrated Employee Assistance Programme**, including a 24/7 helpline for emotional and practical support, as well as **financial and legal support**
- **360 Wellbeing Score** – take just four short assessments to get your score and unlock six **1-2-1 lifestyle coaching sessions** per year
- **Physiotherapy** – eight sessions a year shared between you and your partner
- **Medical second opinions**
- **Savings and discounts** for savings on weekly costs<sup>iii</sup>
- On-demand wellness content, plus our **Wellbeing Calendar**, which is packed with podcasts, articles, webinars and more to help manage your wellbeing

### How do I get Help@hand?

You'll get a welcome email from [help-at-hand@squarehealth.com](mailto: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? Check your junk folder or get in touch.

For more information on the Unum website: [Discover more](#)

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- <sup>i</sup> Eligible family members include partner and children up to 18, or up to 24 if in full-time education. Eligibility may vary on services.
  - <sup>ii</sup> For mild to moderate issues. Number of sessions subject to clinical appropriateness. Should the service be no longer suitable, users will be directed to alternative appropriate support.
  - <sup>iii</sup> Provided by BenefitHub Ltd, registered in England and Wales under company number 11109677 with its registered office at 2nd Floor Regis House, 45 King William Street, London, United Kingdom, EC4R 9AN.

Help@hand is a virtual, value-added benefit service which connects the 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 the 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.

Unum offers access to the Help@hand services provided by third parties. Help@hand is available to UK residents only. Unum offers access to the Help@hand services provided by third parties. Square Health Limited, registered in England and Wales Number 07054181. Crown House, William Street, Windsor SL4 1AT.

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