

Day of the launch

Please note that this is example email copy. We suggest you do not alter or amend this wording (aside from the text highlighted in red) before sending.

Subject: Your new health and wellbeing app is live!

Good news! Help@hand – your new health and wellbeing service – is now ready to use.

You'll be receiving a welcome email in the next 24 hours (if you haven't had one already) containing your username, temporary password and instructions on how to get started.

As a reminder, you and your family* can access to the following services via the Help@hand app:

- Remote GPs**
- Mental health support
- Physiotherapy
- Medical second opinions
- Life, money and wellbeing support
- Wellbeing Calendar

If you have any further questions then please contact **[insert name/department and contact information]**

We hope that you find Help@hand to be a valuable addition as part of your employee benefits through your employment with us.

* You and your partner (if applicable) can access all Help@hand services. Children are eligible to access the remote GP and medical second opinion services up until their 18th birthday or 24th if in full-time education. Children over 18 are able to access the Life, money and wellbeing confidential helpline and other online resources.

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.

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