

1 to 7 days before 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 service is almost here!

We just wanted to send you an update to let you know that we're in the final stages of finalising everything you'll need to access Help@hand – your new health and wellbeing service as part of your employment with us.

Here's a reminder of the confidential services that you and your family* will be able to access via the Help@hand app:

- **Remote GPs:** Video consultations that last up to 20 minutes. Aiming to get you seen by UK-based doctors within two hours, all day, every day.
- **Mental health support:** Access to assigned therapists when it's needed most and typically delivered via video consultation.
- **Physiotherapy:** A network of physiotherapists with treatment plans usually delivered via video consultation.
- **Medical second opinions:** Access to UK-based private consultants – following a final diagnosis.
- **Life, money and wellbeing support:** Advice on a range of life and work issues, including financial, legal and family concerns, plus a confidential 24/7 helpline.

Within the next few days you'll receive your 'welcome email' from help-at-hand@squarehealth.com. Please take the time to read this email as it will include a username and temporary password that you will need when logging into the app for the first time.

The temporary password will expire within 24 hours of receiving the welcome email but don't worry if you can't log in that soon – just click 'Forgot Password' on the home screen of the app to quickly and easily reset it.

You can see an overview of the app in this [short video](#) or find out more by [clicking here](#).

We hope that you find this to be a valuable addition to your employee benefits package with us – and if you have any questions at this point you can view the [Help@hand FAQs](#) or contact **[insert name/department and contact information]**

* You and your partner (if applicable) will be able to 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 will be able to access the Life, money and wellbeing confidential helpline and other online resources.

Signature block