

Health and wellbeing support

As the coronavirus continues to impact our home and working lives, we'd like to reassure you that we're as committed as ever to providing all our customers with the best possible service and wellbeing support.



Unum policyholders can access health and wellbeing tools to help both employers and employees, freeing up the NHS to continue helping people affected with coronavirus, while providing extra peace of mind.

Depending on the particular Unum policy, services may include:

Help@hand

Available with all Group Income Protection policies at no extra cost for insured employees.

Help@hand provides employees and, just as importantly, their family members*, with access to four healthcare services – available through one dedicated app – including:

+ Remote GP

There can be a long wait for GP appointments even at the best of times. Our remote GP service offers unlimited video consultations with a UK-based GP. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP within 2 hours of the request – 24/7, 365 days a year.

(The remote GP service shouldn't be used for anything Covid-19/coronavirus-related. Please follow government advice and use the [NHS' 111 coronavirus service](#).)

+ Mental health support

Looking after our mental health is likely to gain focus in the weeks ahead. Mental health support provides access to a therapist for an employee and their partner, delivered via video consultation (up to 8 sessions including initial assessment).

+ Physiotherapy

Access to physiotherapists for an employee and their partner delivered via video consultation (up to 8 sessions including initial assessment).

+ Medical second opinions

Offering employees and family members medical second opinions with a UK-based private consultant – following a final diagnosis (up to 2 consultations per year shared between employee, partner and children).

* Partners can access all Help@hand services. Children (up to their 18th birthday or 24th birthday if in full-time education) can access the Remote GP and Second opinion services only.

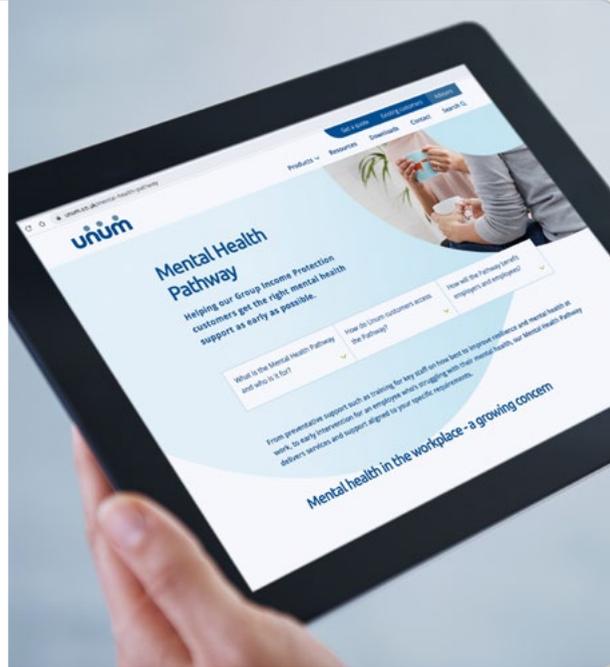


Mental health hub

We're all looking at major changes to the way we work in the weeks and months ahead, with many of us working from home, and in some cases, in isolation.

Our [mental health hub](#) is open to everyone and gives people a range of tools and guidance covering mental health at work, managing mental health, recognising stress, and access to our [mental health pathway](#) for fast specialist support.*

* Mental health pathway available to Group Income Protection customers only.



Employee Assistance Programme

Employee Assistance Programme includes the following:

- ➔ 24/7 helpline for advice on a range of life and work issues, plus tools and information to support health and wellbeing.
- ➔ Group Income Protection customers receive up to 4 counselling sessions for eligible employees, plus legal advice on domestic issues (both excluding dependants).
- ➔ Group Life customers receive up to 4 bereavement counselling sessions for eligible employees or their dependants if they lose their partner.

Call: 0800 048 2702

Visit: unum-uk.lifeworks.com

Get the app: Search "LifeWorks"

We're here to help you

Looking after people when they need us the most has been at the heart of what we do for more than 40 years. No matter what happens in the weeks (and possibly months) to come, we're here to support you, your business, and your employees.

If you have any questions at all about our service, or how we can support people's health and wellbeing, please don't hesitate to get in touch with us. Just contact your usual Unum representative in the normal way.

We'll also be updating our dedicated Covid-19 FAQ page regularly, so you can keep up with the latest information.

And please stay safe.



LifeWorks

