

Welcome

to **Help@hand**
from unum

Download the
Help@hand app
today from the
App Store or
Google Play to
get started



Your total health and wellbeing support app – for everyday assistance, provided by experts, whenever you need it.

Read through this guide to understand the support services available to you and your eligible family members* and find out how to get started.



* Eligible family members include partner and children up to 18, or up to 24 in full-time education. Eligibility may vary on services.

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ALWAYS THERE HEALTHCARE

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24/7 helpline

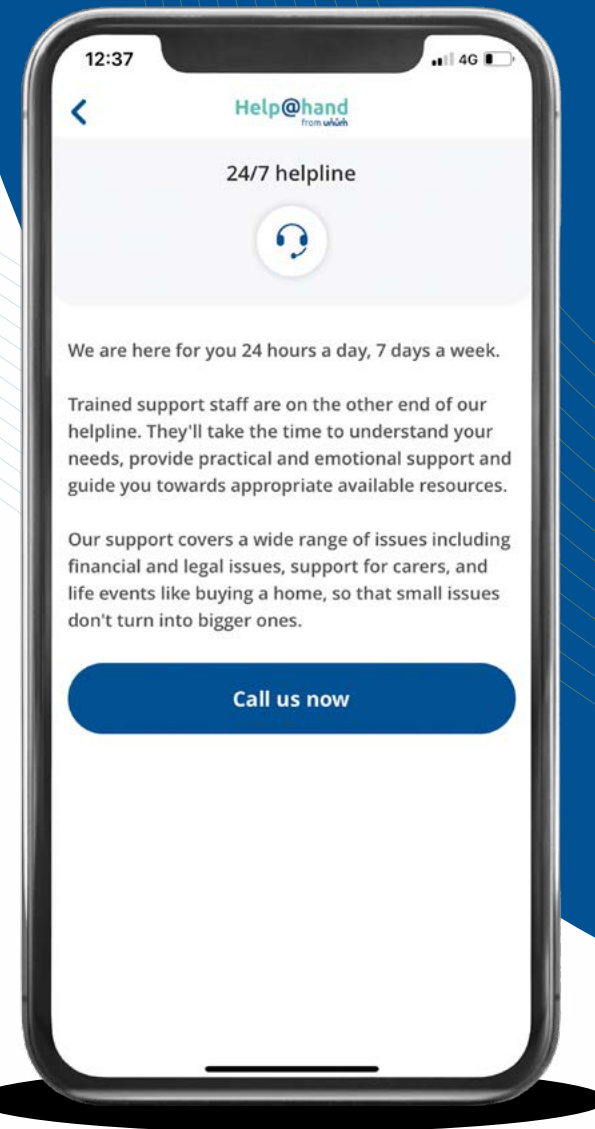


The 24/7 UK freephone helpline puts you in touch with support staff who can provide immediate assistance or point you to services that can help, including local resources or a healthcare professional.

Access a range of support day or night including support for carers, and life events like buying a home — so that small issues don't turn into bigger ones.

The 24/7 helpline is available to you, your partner, and children.[†]

Call any time on 08083 043 698



[†] Children can access service after their 18th birthday up to their 24th birthday if in full-time education.

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24/7 Remote GPs



Speak to a GP quickly wherever and whenever suits you with a convenient video consultation. Get an appointment with a UK-based GP at any time, day or night — 24/7, 365 days a year.

Each appointment lasts up to 20 minutes including wrap up time, with GPs able to issue prescriptions and medications for direct delivery where needed.¹ You can also give permission for your notes to be shared with your NHS GP, ensuring a smooth handover between Help@hand and your NHS GP.

Unlimited remote GP appointments available to you, your partner and children.²



- ¹ If an individual requires medication, a referral letter or a private fit note, they will need to pay for these. They will also need to pay a delivery charge if they opt to have the medication sent to them. The remote GP will go through the options and next steps during the consultation
- ² Children can access service via their parent up to their 18th birthday, or directly up to their 24th birthday if in full-time education

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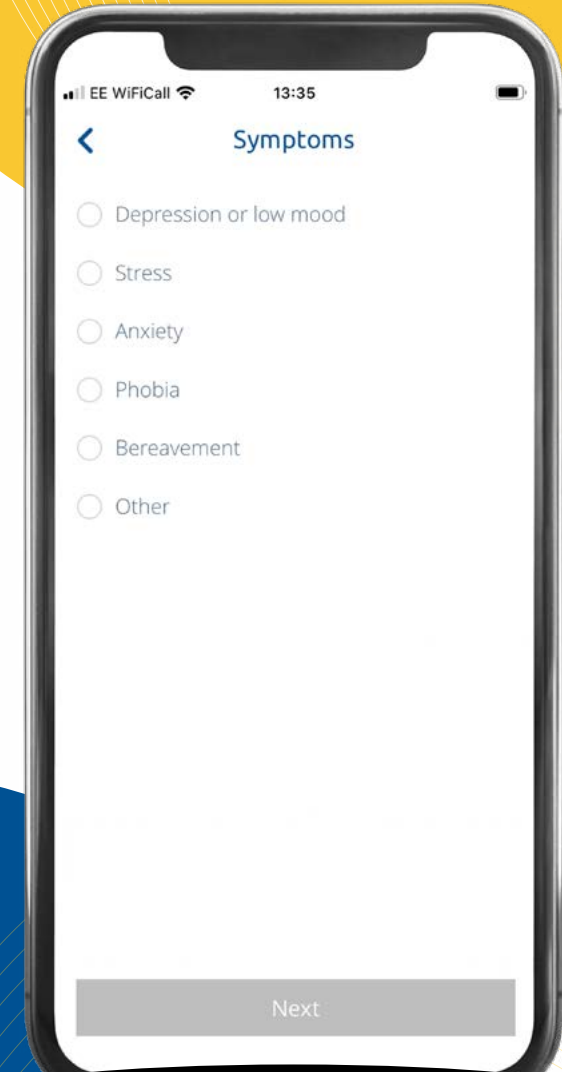
Mental health support



Not sure where to start? If you're feeling overwhelmed, stressed or need to talk, a network of friendly counsellors is available for confidential consultations.

You can access this service directly, without needing to be referred. When booking, you can select your preferred available therapist. The qualified mental healthcare professional will deliver a tailored treatment plan, which could also include supported online cognitive behavioural therapy (CBT) modules.

Unlimited mental health support available to you and your partner subject to clinical appropriateness.¹



Bereavement counselling

To help during a difficult time, bereavement counselling is available to you, your partner, and children over the age of 16.²

¹ This service is suitable for mild to moderate issues. The number of sessions provided will be subject to clinical appropriateness. Should the service no longer be appropriate, you will be directed to alternative support.

² Children can access up to their 18th birthday, or 24th birthday, if in full-time education

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Physiotherapy

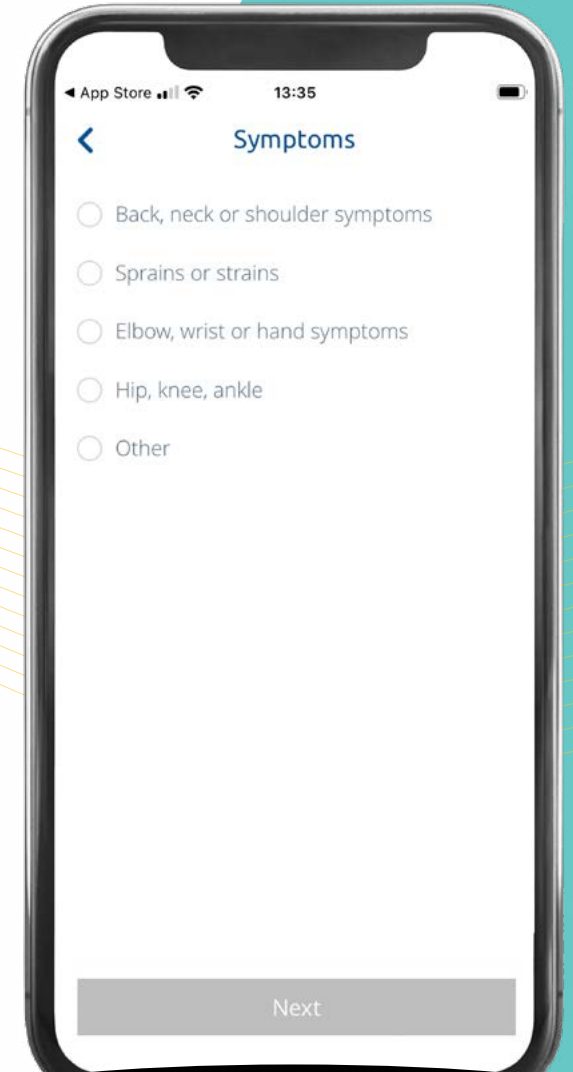


If you've got a niggling pain or want to discuss a physical issue with a qualified professional, Help@hand provides direct access to physiotherapists.

They will provide personalised treatment that will usually include digitally delivered exercises with ongoing support via video consultation.

Physiotherapy is available to you and your partner, with eight consultations to share per year.

Eight consultations
to share per year,
available to you
and your partner



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Medical second opinion

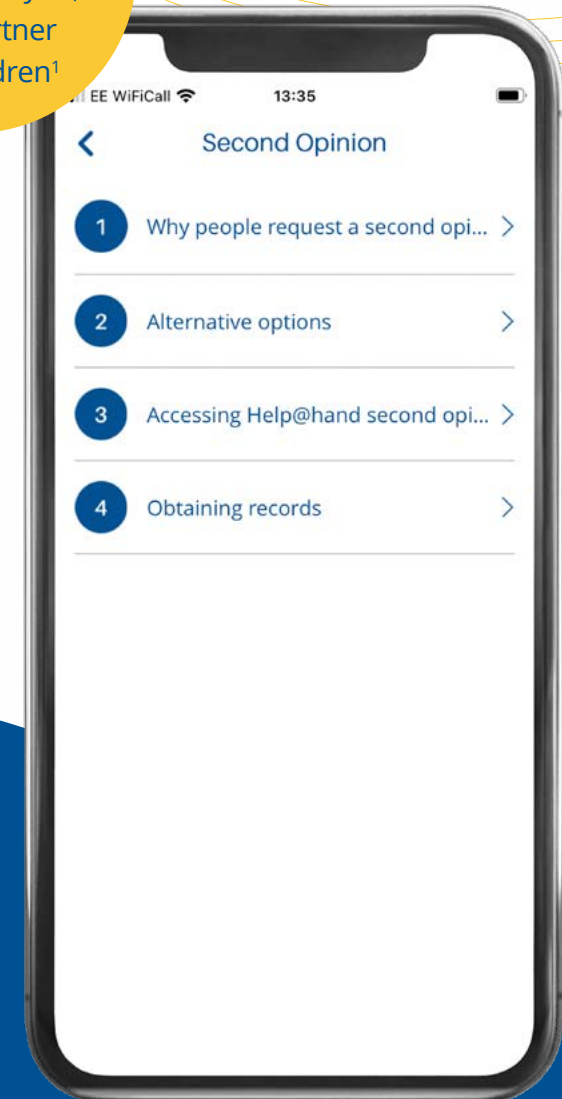
Two consultations shared per year available to you, your partner and children¹



Receiving a medical diagnosis can be life-changing and dealing with uncertainty can be overwhelming.

Medical second opinions are available either in person or via video consultation with UK-based private consultants, following a final diagnosis.

The consultant will review medical records and provide a second opinion on the diagnosis and/or treatment plan.



Potential advantages of a medical second opinion

- + If both doctors agree with your diagnosis and treatment, you may feel more confident about the plan for your treatment and care.
- + You may get on better with a different doctor and have more confidence in what they say.
- + You may be offered different treatments, or treatment as part of a clinical trial.





Financial and Legal support

Access via the app or freephone helpline **08083 043 698**



If you have a financial question and you're not sure who to ask, give us a call. Help@hand can offer both guidance and signposting to verified trusted services.

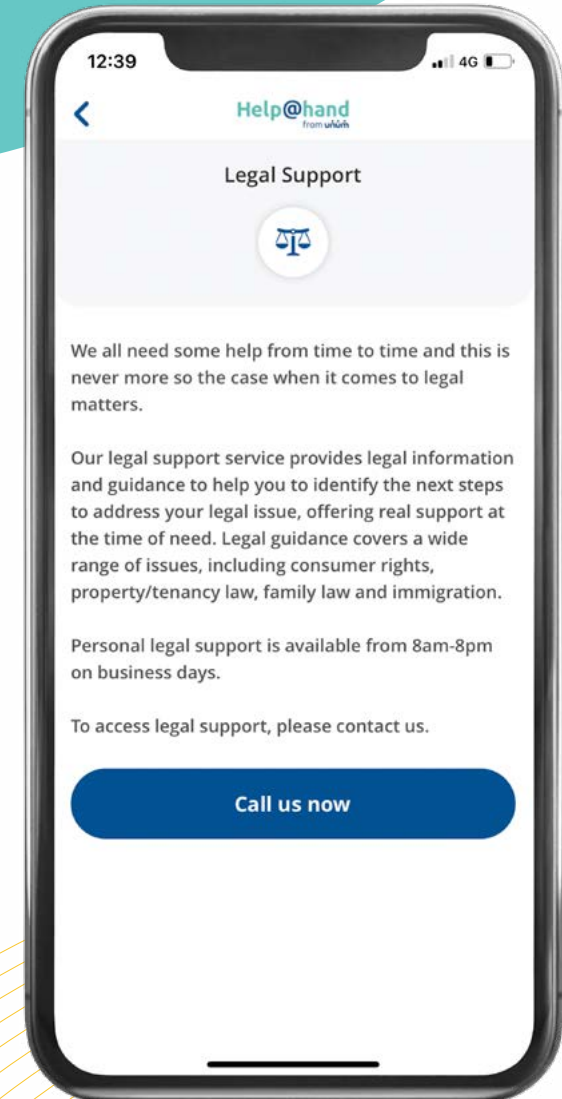
This includes areas such as credit and debt, budgeting, mortgages, insurance and benefits.



You can get clear, simple information about where to start to address a legal issue and who to approach for advice.

Information and guidance for legal questions on a range of issues such as consumer rights, property/tenancy law, family law, immigration and more.

Personal legal support is available between 8am and 8pm Monday–Friday (excluding Bank Holidays). Limited to one consultation per issue.



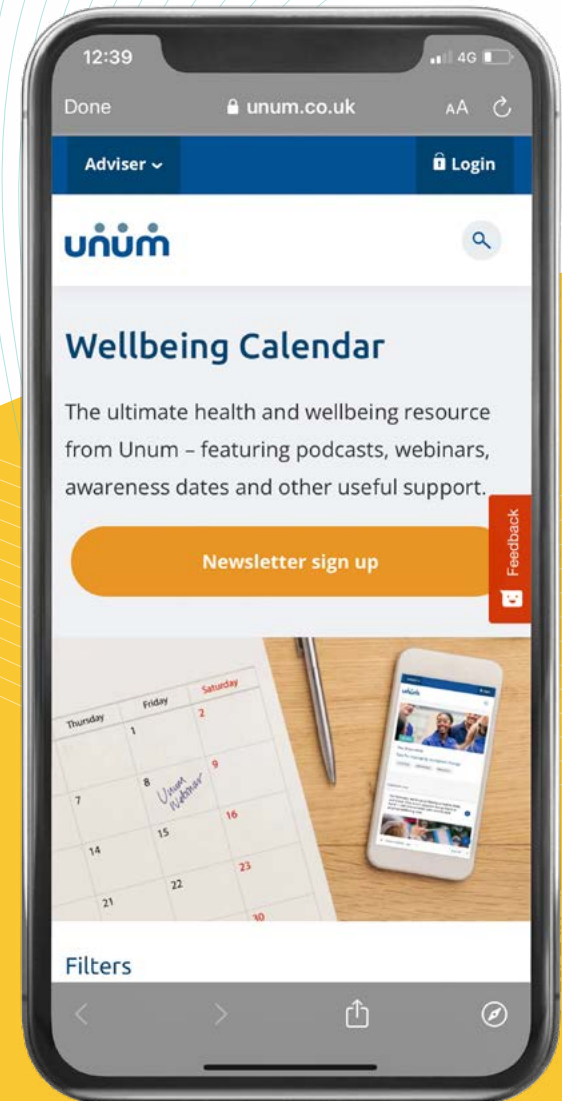
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Wellbeing content



Get the wellbeing content that's right for you. The Help@hand wellbeing area includes up-to-date and verified content, as well as bitesized articles signposting to reliable resources. You can even pick and choose the content you'd like to see.

Plus, access Unum's Wellbeing Calendar via the Help@hand app, where you can sign up to regular events such as webinars and listen to podcasts with experts and guest speakers covering a range of lifestyle, physical, emotional and financial topics.



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360 Wellbeing Score



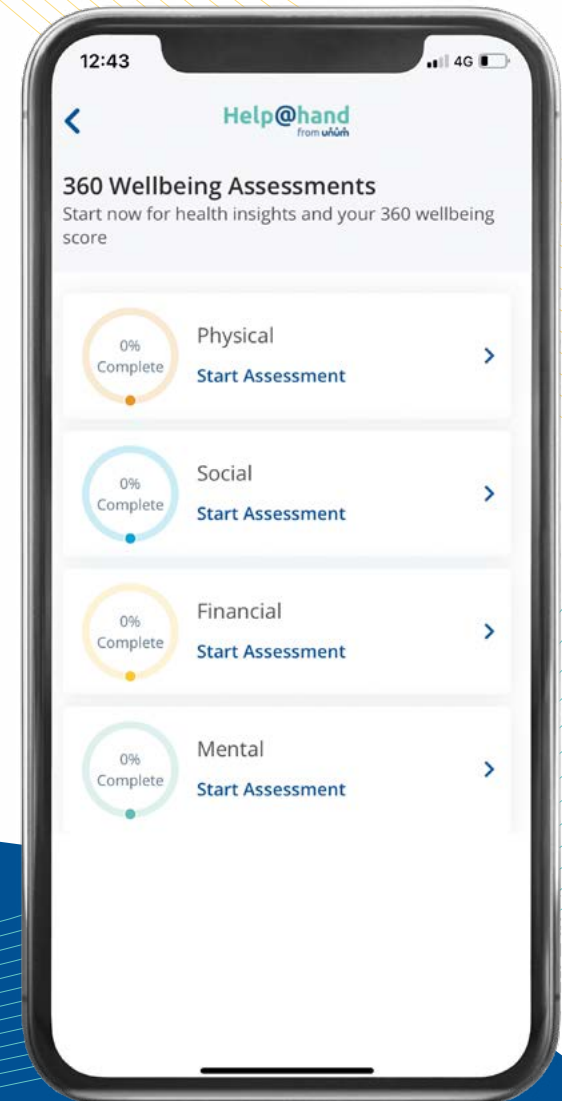
Understand your overall wellbeing better by completing the 360 Wellbeing Score assessments.

This not only gives you informative health insights, but also unlocks personalised lifestyle coaching sessions to support you in making positive and proactive choices.

There are four short assessments covering mental health, physical, social and financial wellbeing. After completing all the assessments, you'll get your 360 Wellbeing Score and personalised recommendations to support change.

Top Tip!

You can retake the assessments over time to track your progress in improving your wellbeing.



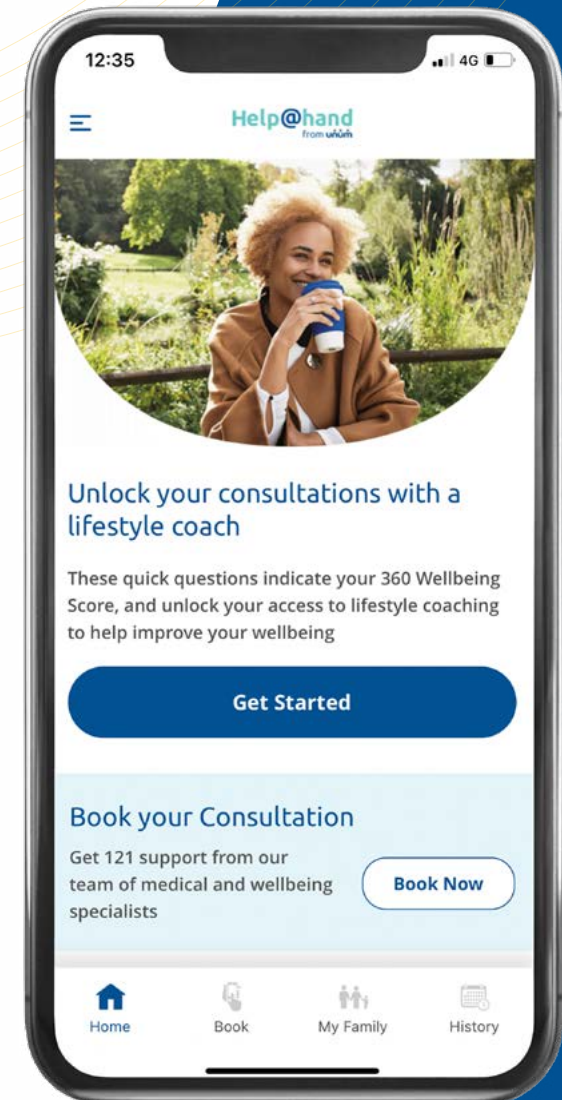
1-2-1 Lifestyle coaching



Even with the best planning, sometimes being your best self can be put on the backburner. Unlocked once you have completed a 360 Wellbeing Assessment, you can access 1-2-1 sessions with a lifestyle coach.

You can chat about your current health, fitness and lifestyle habits and work with a dedicated coach to set achievable goals you can sustain over time, helping you to stay motivated.

Get up to **six sessions per year**, delivered via video consultation



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Savings and discounts



Make every penny count with exclusive discounts.* You, your partner and children† can easily access valuable discounts and money saving deals to support your everyday finances.

Make sure you check the app for the latest deals including:

- + popular supermarkets
- + technology brands
- + travel
- + gym memberships
- + days out and attractions
- + and more

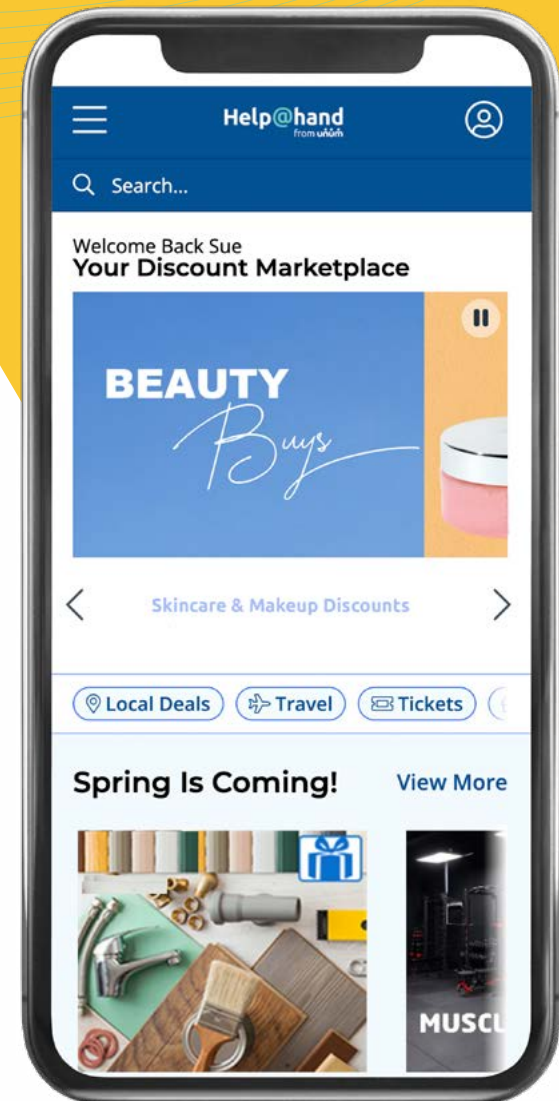
Top Tip!

You can be a savvy shopper and 'stack' offers to save even more, for example buying a discounted item from a shop providing cashback.

† Children can access this service after their 18th birthday up to their 24th birthday if in full-time education.

* Provided by Benefit Hub.

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Getting started

1

Search **Help@hand** on Google Play or the App Store and download the app

2

Enter the username and password in your welcome email, and log in

3

Enter your details to set up your account and start using all your services



Scan the QR code and download the Help@hand app



Or get in touch if you have any questions or want to raise an issue.

Call: 0333 577 7805 (Mon to Fri 8am-6pm & Sat 9am-1pm)

Email: help-at-hand@squarehealth.com

Help@hand connects 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 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. Available to UK residents only.

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