

Employee Assistance Programme Change FAQs

Q What if I already have Help@hand, do I need to do anything?

A If you already have the Help@hand app and are registered, you won't need to do anything. Your existing login and account details will remain the same. You no longer need to use two apps – Help@hand and LifeWorks – for total health and wellbeing support.

Q How can I access Help@hand if I don't already have access?

A You can do this by downloading and registering for the Help@hand app available through the app store or Google Play – you will need a 'welcome email' which is sent out once your employer sets up their Help@hand account. If you've received this and didn't set up your account, you just need to use the 'Forgotten password' link to reset the password and create a profile.

Q When will access to Unum LifeWorks end?

A You will no longer be able to access this service by 30th June 2023. If you are mid-way through counselling or legal support, you will be able to complete your allocated number of sessions.

Q What services are available to my partner and children?

A Please visit www.unum.co.uk/employee/help-at-hand for full details on eligibility.

Q What happens to the money that I have accumulated in my Perks wallet?

A To withdraw cashback you must have a minimum £5 balance. You will have access to your Lifeworks Perks wallet for an additional 3 months (30th September), so you have time to withdraw your cashback. You can do this easily in the LifeWorks Perks app.

Q Will the 24/7 helpline number be different?

A Yes. You will have access to the new number via the Help@hand app. Or look out for communication from your employer.

Q Where can I go to find out more information?

A Please visit www.unum.co.uk/employee/help-at-hand

unum.co.uk

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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