

Welcome

to **Help@hand**
from unum

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



Your everyday wellbeing support app – for 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.



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from unum



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SQUARE HEALTH
ALWAYS THERE HEALTHCARE



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

For illustrative purposes only

24/7 helpline

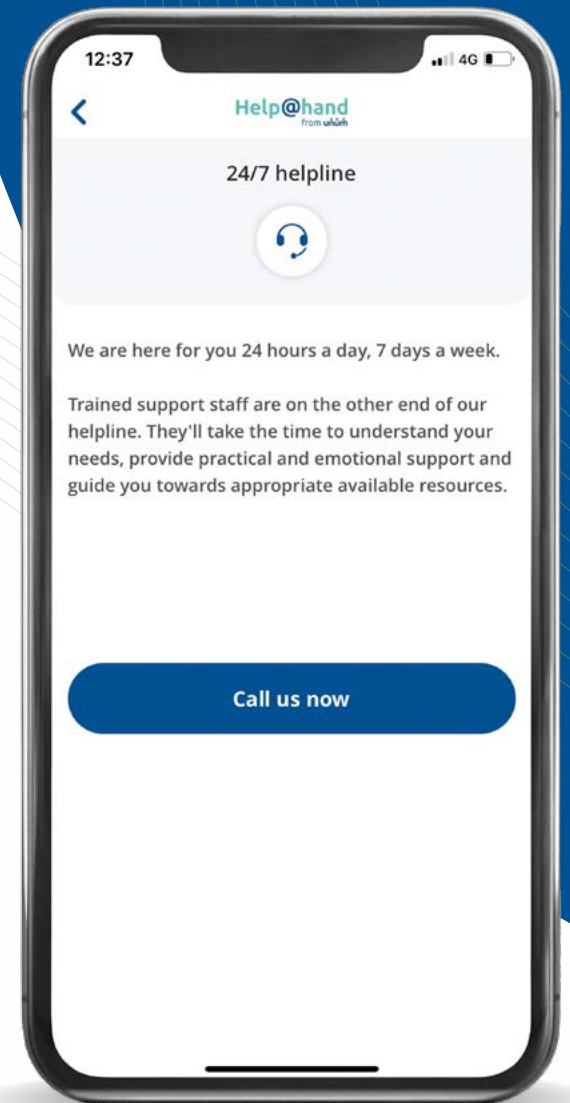


The 24/7 UK freephone helpline puts you in touch with support staff who can provide immediate assistance or point you to services that can help, including local resources or a healthcare professional.

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 043 699



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

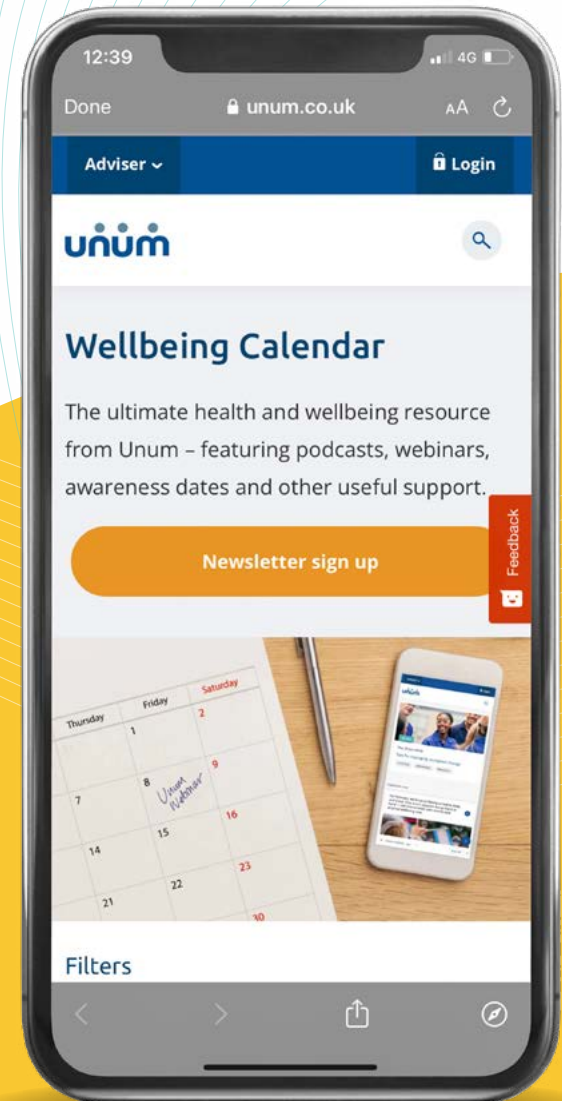
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Wellbeing content



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.



360 Wellbeing Score

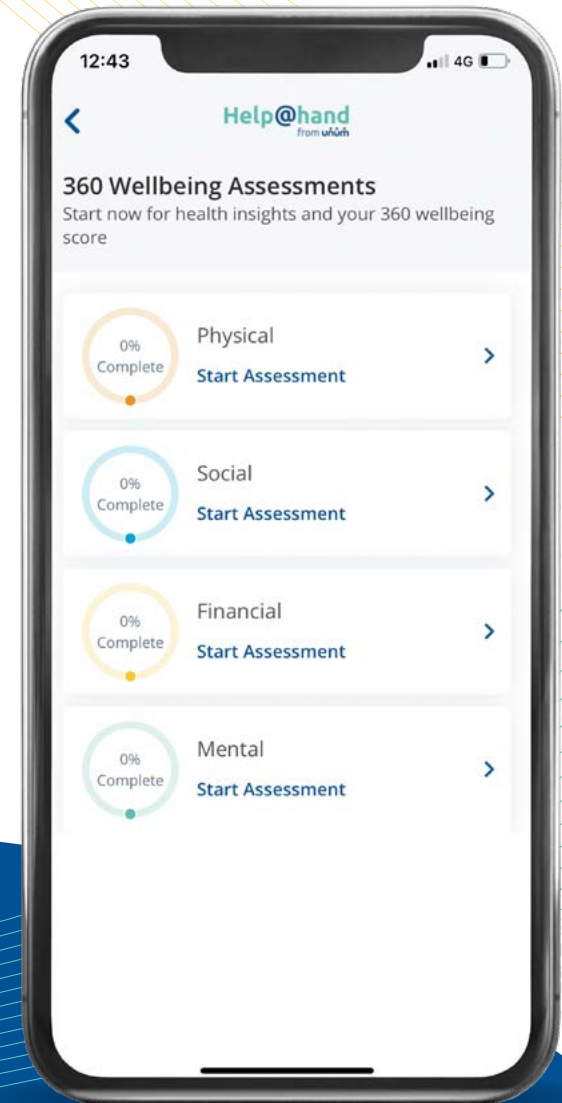


Understand your overall wellbeing better by completing the 360 Wellbeing Score assessments.

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 recommendations to support change.

Top Tip!

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



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

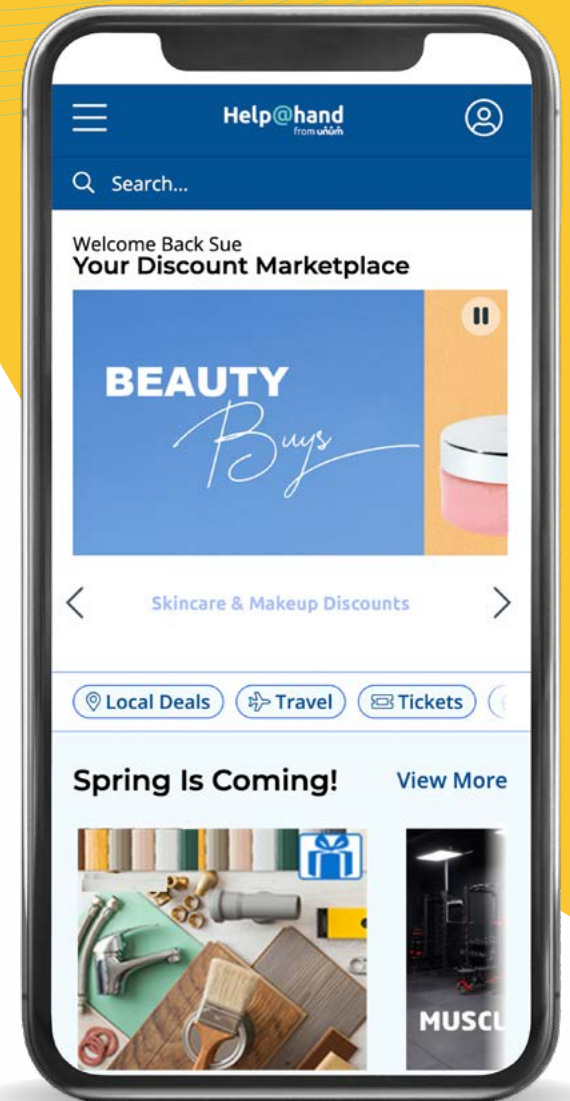
Top Tip!

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

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* 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. 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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