

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.

Explore this guide to learn how to get started and discover the services available to you and your eligible family members.*



* 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

Getting started

1

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

2

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:

Email: help-at-hand@squarehealth.com

FAQs: unum.co.uk/employee/help-at-hand/frequently-asked-questions

Adding eligible family members



Who can access Help@hand?

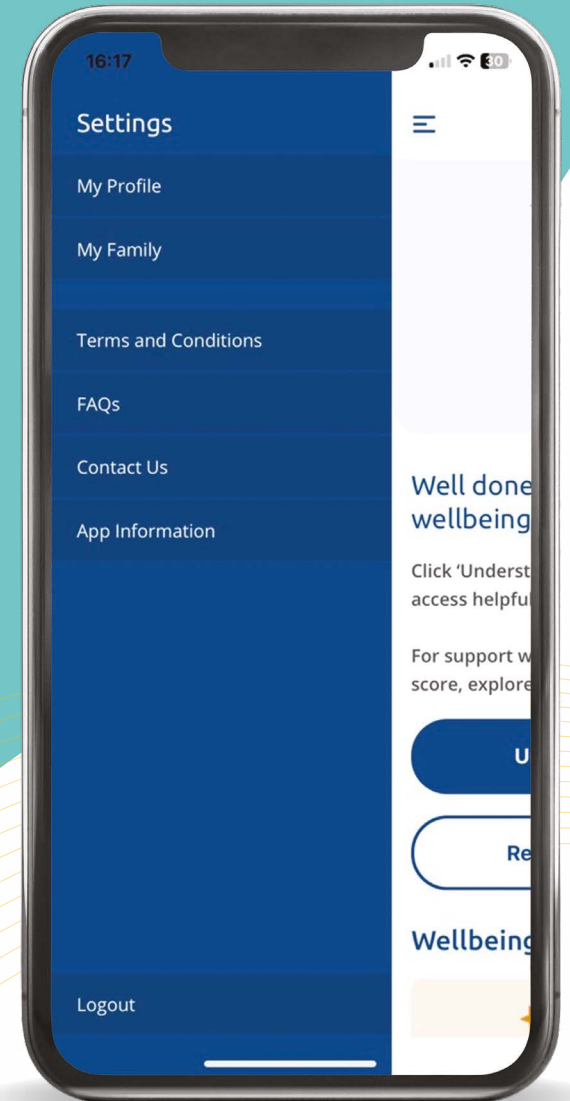
Your eligible family members can access Help@hand for certain services. Eligible family members are:

- + your partner
- + children aged up to 18 (or up to 24 if in full-time education).

Eligibility varies on services, so please check in this guide for details.

How do I add an eligible family member?

- 1 Once you've logged in to the app, go to the menu on the left-hand side.
- 2 Click 'My Family'.
- 3 Click 'Add Member' and fill out the form with their details.
- 4 If the person is over 18, they will receive an email with details on how to download the app and set up an account. Children under the age of 18 can access the appropriate services via your app account.



For illustrative purposes only

24/7 helpline



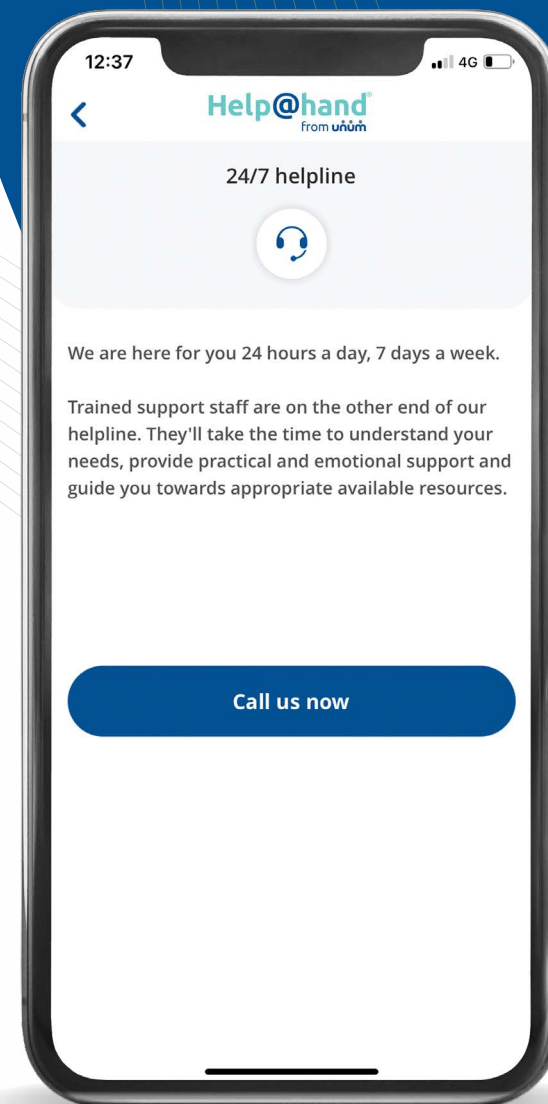
Imagine having the support of trained professionals, available 24/7, to help you deal with life's challenges...

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.

Call any time on 08083 043 699

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



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

For illustrative purposes only

Savings and discounts



Make every penny count with exclusive discounts.

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

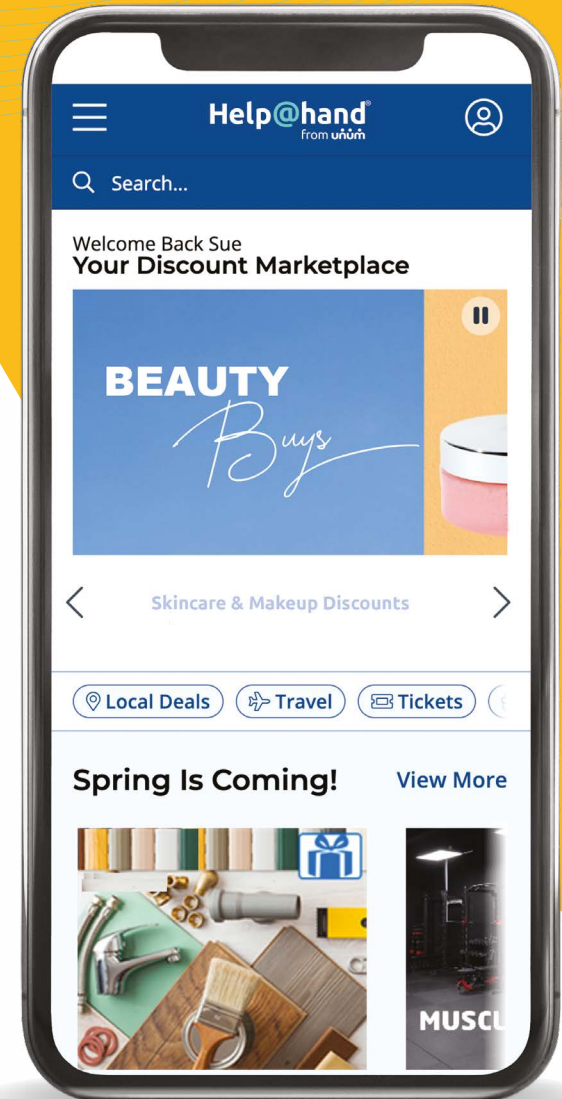
- + technology brands
- + gym memberships
- + travel
- + days out and attractions

Plus get cash back on purchases - which is automatically deducted from future spend so you don't forget about it. Easily check your balance by going to your account, and clicking 'Cash Back'.

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 cash back.

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



You, your partner and children† can easily access valuable discounts and money saving deals.

For illustrative purposes only

360 Wellbeing Score



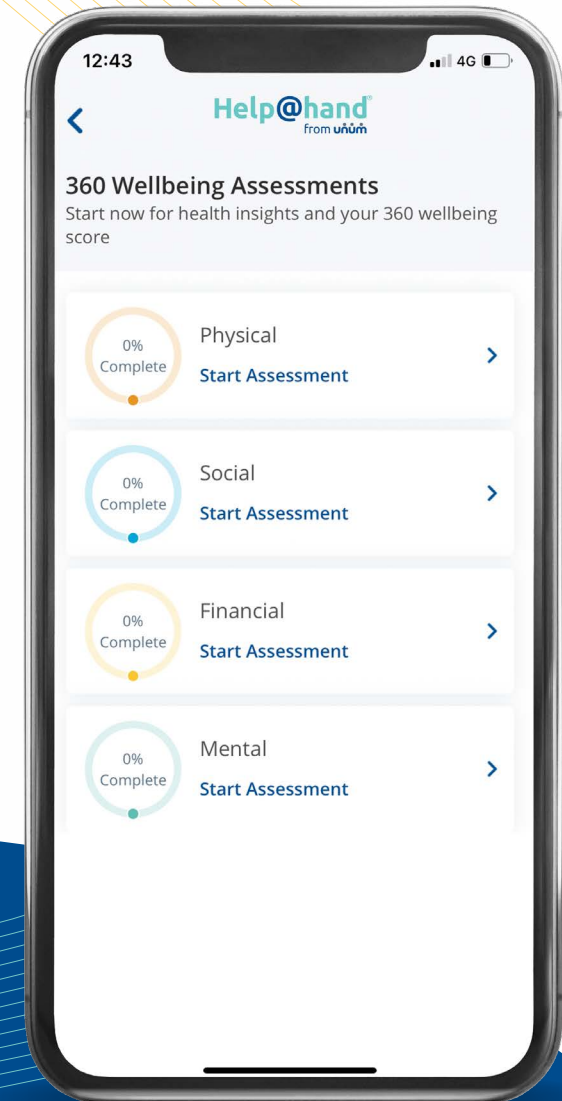
It can be difficult to know where to start when it comes to understanding your own wellbeing.

With Help@hand, you can unlock personal health insights anytime.

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 and help you make positive, proactive choices.

Top Tip!

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



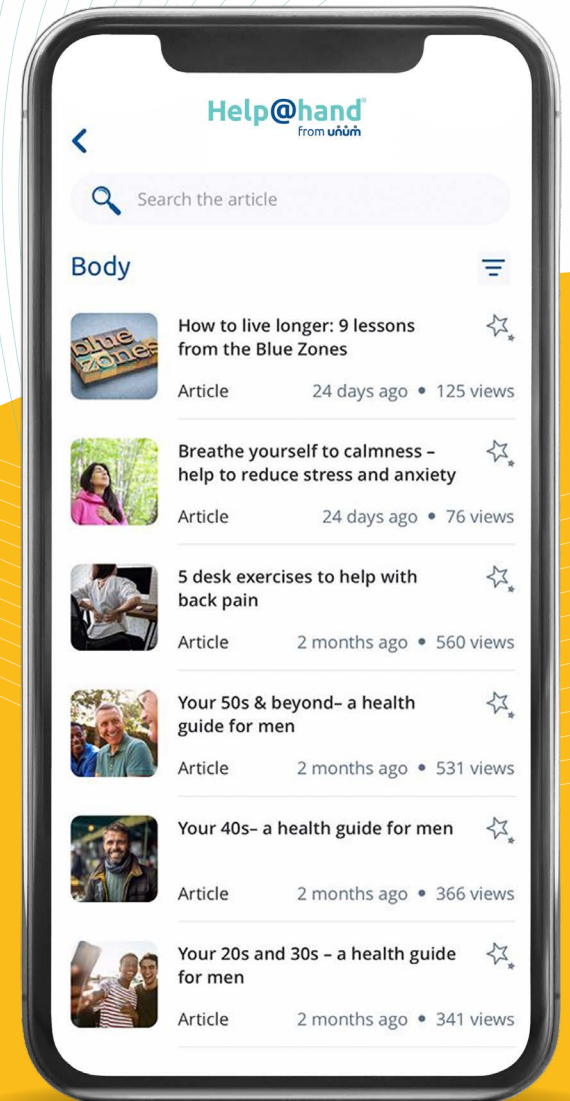
Wellbeing content



Get relevant, insightful wellbeing content on-demand.

Your wellbeing area includes up-to-date and verified content, bitesize articles, and signposting to reliable resources on a broad range of issues.

Plus, you can search the content to find information of interest, and even pick favourite articles to return to at a later date.



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