

## Employee email template Adding eligible family members

**You can use this copy template to help you write communications to employees regarding Help@hand from Unum. Adding eligible family members\* is a great way to drive app engagement and encourage uptake of valuable support services.**

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**Subject:** Did you know you can register your partner for Help@hand?

Help@hand from Unum is the total health and wellbeing app, there to support you every day. But did you know you can also extend access to eligible family members? \*

### **Haven't registered for Help@hand yet?**

If you haven't downloaded or registered for Help@hand yet, the temporary password in your initial welcome email (from [help-at-hand@squarehealth.com](mailto:help-at-hand@squarehealth.com)) will have expired. To access the app, simply download Help@hand from the App Store or Google Play and reset your password using the 'Forgotten Password' option on the log in screen.

### **Add family members**

\*Eligible family members are:

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

Please note that eligibility may vary on services. Check your employee guide for details or download the app today to explore.

### **How do I add an eligible family member?**

- Once you've logged in to the app, go to the menu on the left-hand side.
- Click 'My Family'.
- Click 'Add Member' and fill out the form with their details.
- 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.

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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.

Help@hand is provided directly to Unum Limited customers by Square Health Limited. Square Health Limited is registered in England and Wales under company number 07054181 and has its registered office at Crown House, William Street, Windsor, Berkshire SL4 1AT.

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