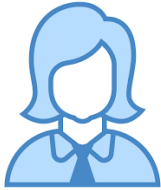


# The Total Leave Employee Experience

## Registration & Login

Employee goes to <https://portal.unum.com> to register & create an account.



## Start a leave or claim

A robust planning process provide employees with education content and the ability to review available benefits. They are guided through streamlined questions specific to their claim/leave to submit.



## Select Preferences

Employee sets their preferences for notifications & payments. Digital options offer speed & convenience.



## Status Updates

A summary page offers 'cards' for each claim/leave. A leave plan visual for continuous leaves provides key details. The employee also receives emails and text alerts, so they stay informed.



## Documents

An employee can easily access all their documents & letters in one place.



## Provide Details

Easily submit health care provider information & upload documents. Report intermittent absences via an interactive absence calendar.



## Update Key Dates

Manage date information such as last day worked, return to work or request an extension.



## Return to Work

Provide details such as the expected return to work date and full or part time status.



## Payments Ongoing

Easily look up payment dates and amounts.



## Always available throughout the employee's claim/leave journey...



**Help/Support** – Live Chat, Schedule a Call Back, Call Us – staffed by experienced Customer Experience Specialists



**Feedback** – persistent feedback button as well as opportunities to provide feedback (scores and reviews) at key points in the journey