

uñm® | Total Leave

Employee Portal User Guide

Version 5.25





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Accessing the
Total Leave
Employee Portal

ACCESSING THE TOTAL LEAVE EMPLOYEE PORTAL

Login

Go to <https://portal.unum.com> then complete the following next steps.

- 1 Enter your password and click the 'Log In' button
- 2 For information in Spanish click the 'Ver mas' link
- 3 Enter your password and click the 'Log in' button
- 4 If you signed up for two-way verification, a passcode will be sent to your phone. Enter it into the one-time passcode box and then click the 'submit' button.

The image shows a laptop displaying the Unum Total Leave portal. The main screen features the Unum logo, a welcome message, and options to 'Register for an account' or 'Login to existing account'. A 'Log In' form is overlaid on the screen, with step 1 pointing to the 'Login to existing account' button, step 2 pointing to a link for Spanish information, step 3 pointing to the 'Log In' button, and step 4 pointing to a 'Verify yourself' modal. The modal contains a 'One-Time Passcode' field and 'Submit' and 'Back' buttons. To the right, a 'What can you do?' section lists benefits like 'Simple ways to upload information' and 'Faster payments'.



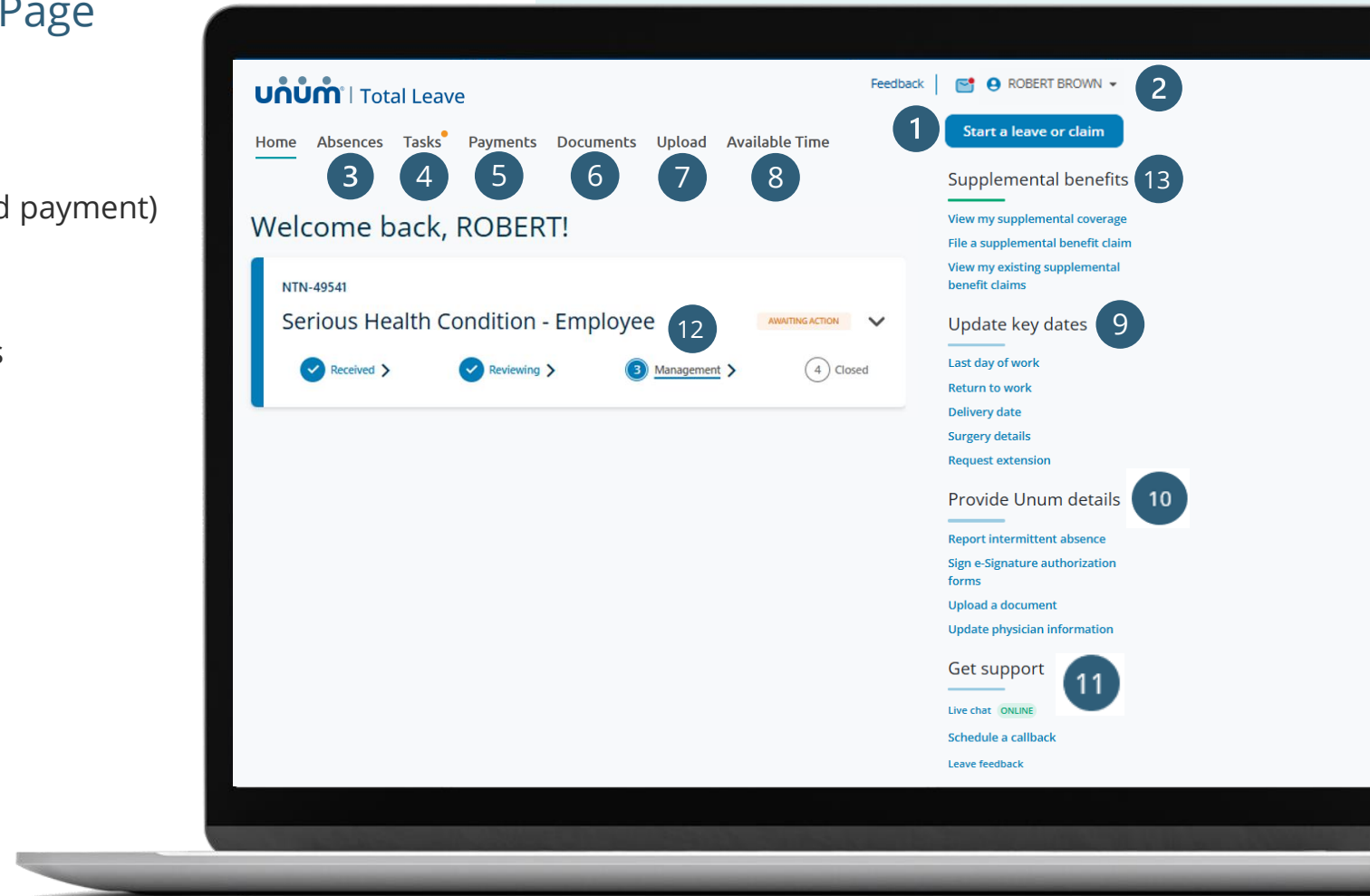
Navigation

NAVIGATION

Home Page

When you log in, you'll be on the Summary Page where you can easily:

- 1 Start a leave or claim
- 2 Set up your preferences (personal, communication, and payment)
- 3 View intermittent absence submissions
- 4 View and respond to required and recommended tasks
- 5 View payments information
- 6 Review documents/letters from Unum
- 7 Upload documents to Unum
- 8 View available time
- 9 Update key dates
- 10 Provide Unum details
- 11 Get support
- 12 View where you are in the process on the Progress Bar
- 13 Access Unum Supplemental Benefits*



*The 'Supplemental Benefits' section displays if you have a Unum Supplemental Benefit product such as Accident, Critical Illness or Hospital

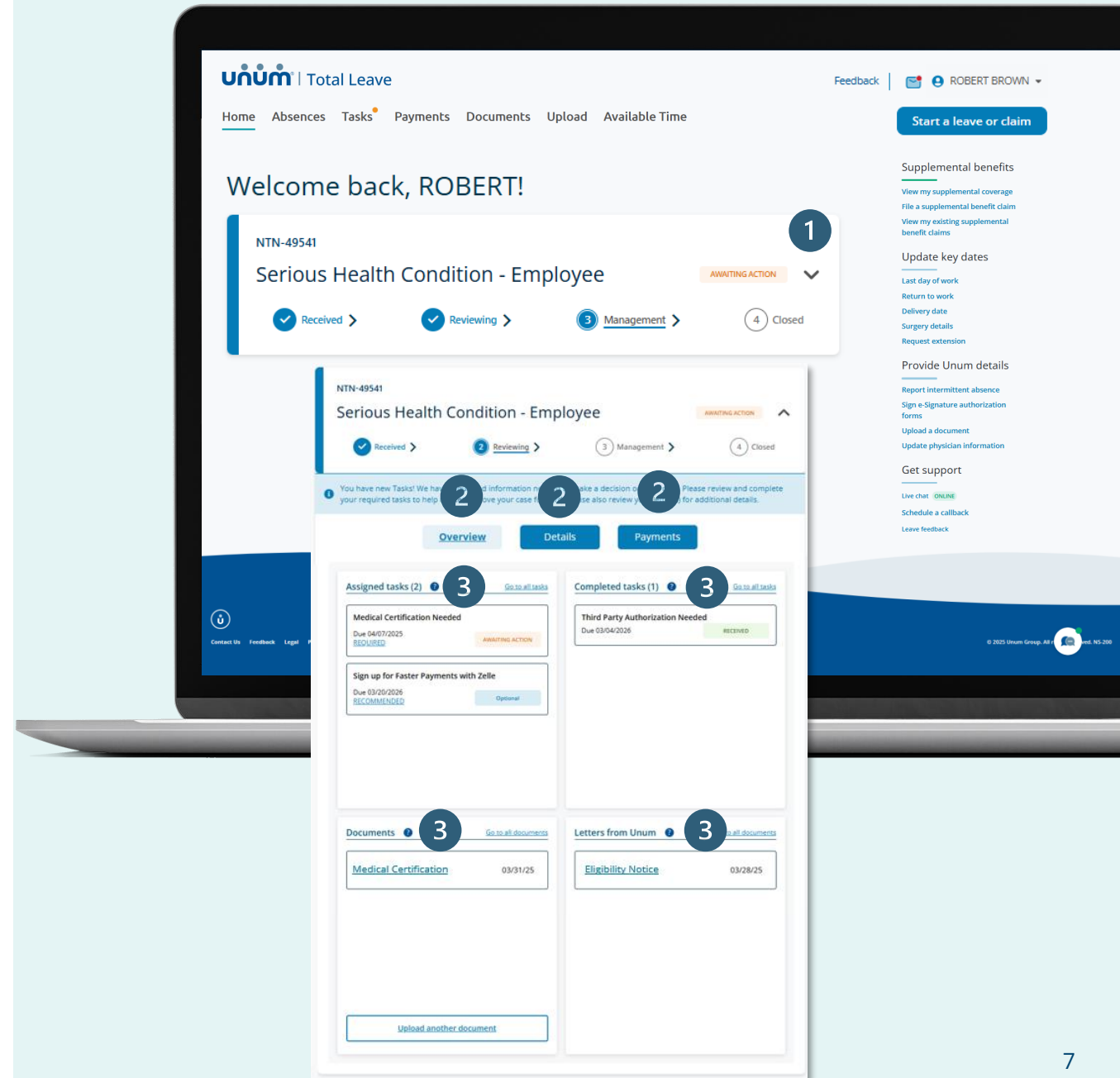
NAVIGATION

Home Page

Progress Bar

A Progress Bar is centrally located on the Home page and provides a visual of the claim/leave process. Several helpful features can be accessed via the progress bar.

- 1 To get started click the 'V' on the Progress Bar
- 2 An expanded view provides key details at-a-glance organized by Overview, Details, and Payments (see following slides for a detailed explanation of each tab)
- 3 Enhanced usability features including expanded help and explanation of key terms with examples.



NAVIGATION

Home Page

Overview Tab

The Overview tab contains key information at-a-glance which is designed to make it easy for you to check on your claim/leave.

- 1 The Progress Bar contains dynamic messaging that explains the current step in the process, what is needed, and what to expect
- 2 Overview Tab with 'cards' that organize key information
- 3 Assigned Tasks – required and recommended tasks that the employee needs to address and provide a response
- 4 Completed Tasks – lists tasks an employee has responded to
- 5 Documents – contains documents that the employee (or someone on their behalf such as an employer) has provided
- 6 Letters from Unum – all letters sent by Unum to the employee

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Feedback | ROBERT BROWN

Summary Absences Tasks Payments Documents Upload Available Time

Welcome back, ROBERT!

NTN-49541

1 Serious Health Condition - Employee Awaiting Action

Received Reviewing Management Closed

You have new Tasks! We have requested information needed to make a decision on your case. Please review and complete your required tasks to help our team move your case forward. Please also review your letter(s) for additional details.

2 Overview Details Payments

3 Assigned tasks (2) Go to all tasks

4 Completed tasks (1) Go to all tasks

5 Documents Go to all documents

6 Letters from Unum Go to all documents

Medical Certification Needed
Due 04/07/2025
REQUIRED
Awaiting Action

Sign up for Faster Payments with Zelle
Due 03/20/2026
RECOMMENDED
Optional

Third Party Authorization Needed
Due 03/04/2026
RECEIVED

Medical Certification 03/31/25

Eligibility Notice 03/28/25

Upload another document

Start a leave or claim

Supplemental benefits

View my supplemental coverage
File a supplemental benefit claim
View my existing supplemental benefit claims

Update key dates

Last day of work
Return to work
Delivery date
Surgery details
Request extension

Provide Unum details

Report intermittent absence
Sign e-Signature authorization forms
Upload a document
Update physician information

Get support

Live chat ONLINE
Schedule a callback
Leave feedback

Contact Us Feedback Legal Privacy Accessibility

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NAVIGATION

Home Page

Details Tab

The Details tab contains information on your claim/leave including status.

- 1 The Progress Bar contains dynamic messaging that explains the current step in the process, what is needed, and what to expect
- 2 Overview tab with 'cards' organized into Leave Coverages and/or Disability Benefits that contain key information
- 3 Related claim name
- 4 Dates (period and/or created)
- 5 Status (ex: open, mixed decision, pending, approved)

The screenshot displays the Unum Total Leave user interface. At the top, the user is identified as ROBERT BROWN. The main navigation bar includes links for Summary, Absences, Tasks, Payments, Documents, Upload, and Available Time. The current view is the 'Details' tab for a claim with ID NTN-49541, titled 'Serious Health Condition - Employee'. A progress bar at the top indicates the current step is 'Reviewing' (step 2), with previous steps 'Received' and 'Management' completed, and 'Closed' as the final step. A notification banner states: 'You have new Tasks! We have requested information needed to make a decision on your case. Please review and complete your required tasks to help our team move your case forward. Please also review your letter(s) for additional details.' Below this, there are tabs for Overview, Details (selected), and Payments. The 'Leave Coverages' section shows a table with one entry: 'Serious Health Condition - Employee' with a period of '03/10/2025 - 04/08/2025' and a status of 'Mixed Decision'. The 'Disability Benefits' section shows a table with one entry: 'Group Disability Claim' with a creation date of '03/04/2025' and a status of 'Open'. A 'View Calendar' button is located at the bottom right of the main content area. The right sidebar contains several sections: 'Start a leave or claim', 'Supplemental benefits' (with links for coverage, filing a claim, and viewing existing claims), 'Update key dates' (with links for last day of work, return to work, delivery date, surgery details, and request extension), 'Provide Unum details' (with links for reporting absence, e-signature authorization, document upload, and physician information updates), and 'Get support' (with links for live chat, scheduling a callback, and leaving feedback).

NAVIGATION

Home Page

Payments Tab

This tab contains information on payments related to your claim/leave.

- 1 The Progress Bar contains dynamic messaging that explains the current step in the process, what is needed, and what to expect
- 2 Payments tab with 'cards' organized into Issued and/or Upcoming Payments that contain key information
- 3 Related claim name
- 4 Date issued
- 5 Amount

unum | Total Leave

Feedback | ROBERT BROWN

Summary Absences Tasks Payments Documents Upload Available Time

Welcome back, ROBERT!

NTN-49541

Serious Health Condition - Employee

AWAITING ACTION

Received > Reviewing > Management > Closed

1 You have new Tasks! We have requested information needed to make a decision on your case. Please review and complete your required tasks to help our team move your case forward. Please also review your (s) for additional details.

2

Overview Details Payments

Issued payments

Go to all payments

4 Issued 04/07/2025

5 Payment of \$325.00

3 Group Disability Claim (NTN-45549-GDC-02)

PAID

Supplemental benefits

View my supplemental coverage

File a supplemental benefit claim

View my existing supplemental benefit claims

Update key dates

Last day of work

Return to work

Delivery date

Surgery details

Request extension

Provide Unum details

Report intermittent absence

Sign e-Signature authorization forms

Upload a document

Update physician information

Get support

Live chat ONLINE

Schedule a callback

Leave feedback

Contact Us Feedback Legal Privacy Accessibility

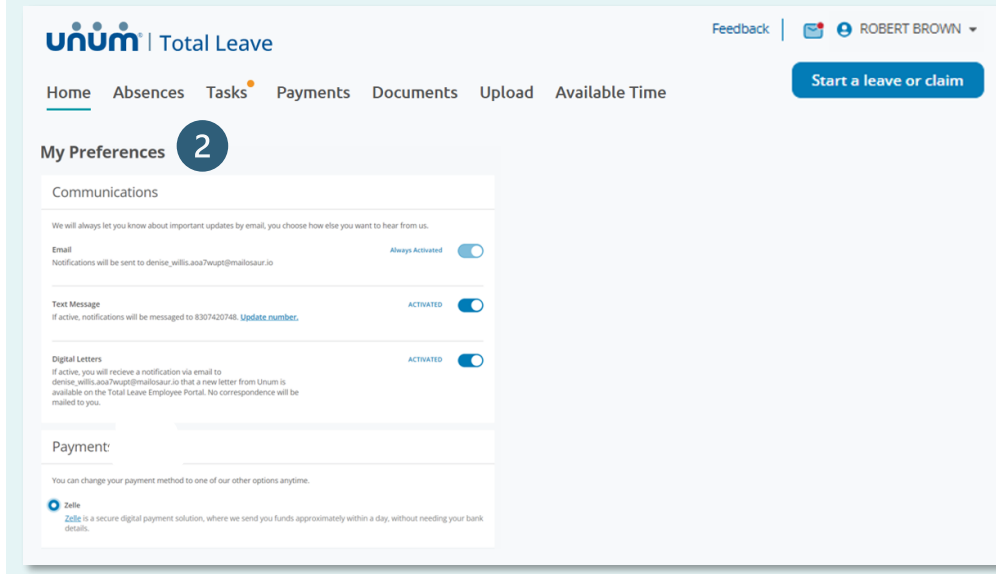
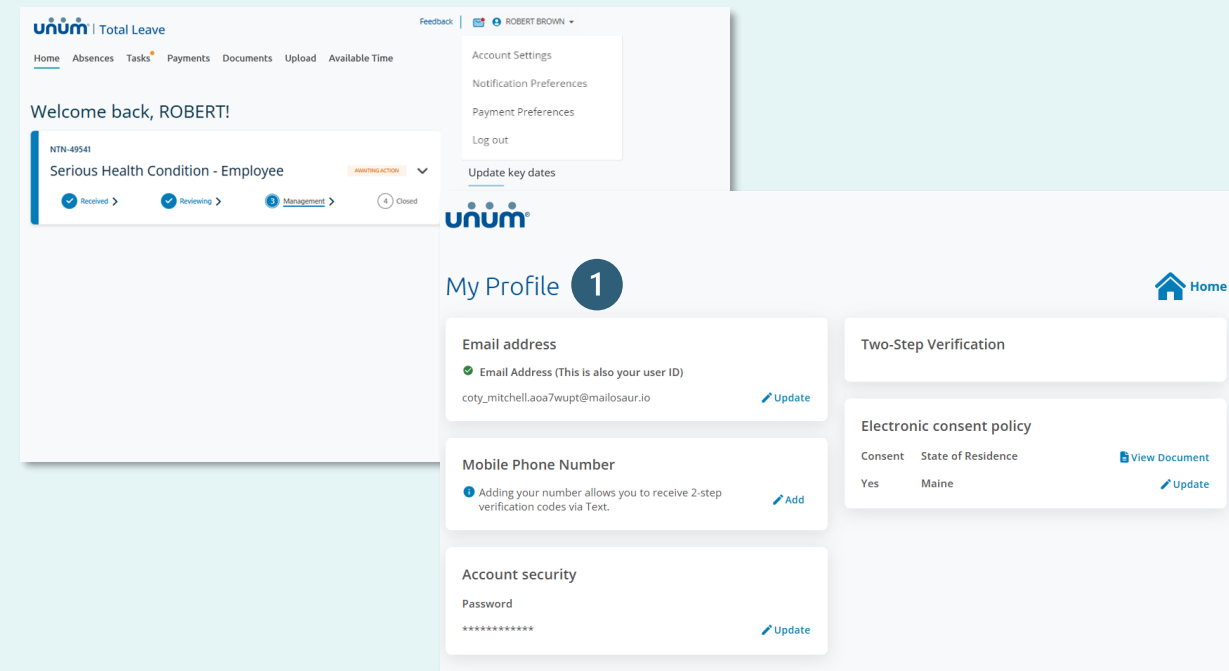
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NAVIGATION

Preferences

There are several options to tailor your preferences. In the top right corner next to your name click the arrow. You can access:

- 1 **Account Settings 'My Profile'** – edit your email, phone number, account security, two-step verification, and e-consent
- 2 **Notification Preferences 'My Preferences'** – set your communication preferences related to email, text messages, and digital letters

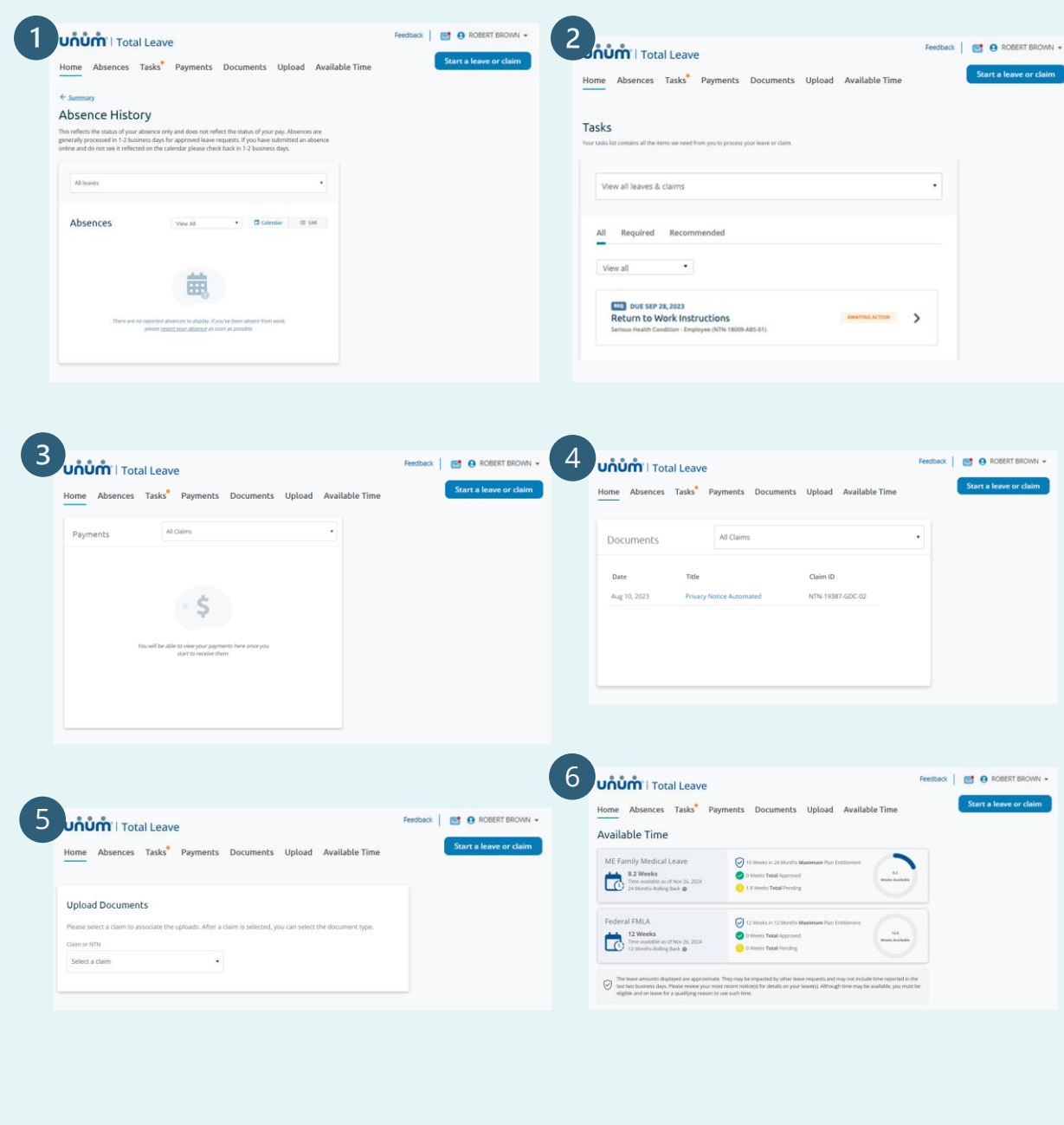


NAVIGATION

Menu Bar

The menu bar at the top of the page makes it easy to quickly navigate to:

- 1 **Absences** – view intermittent absence instances
- 2 **Tasks** – view what’s needed on your leave/claim and respond
- 3 **Payments** – view information related to dates and amounts
- 4 **Documents** - view letters related to your leave/claim
- 5 **Upload** – share a document related to your leave/claim
- 6 **Available Time** – view how much time is available to you on a specific benefit. It also communicates the maximum plan entitlement, approved/pending time, as well as other details.

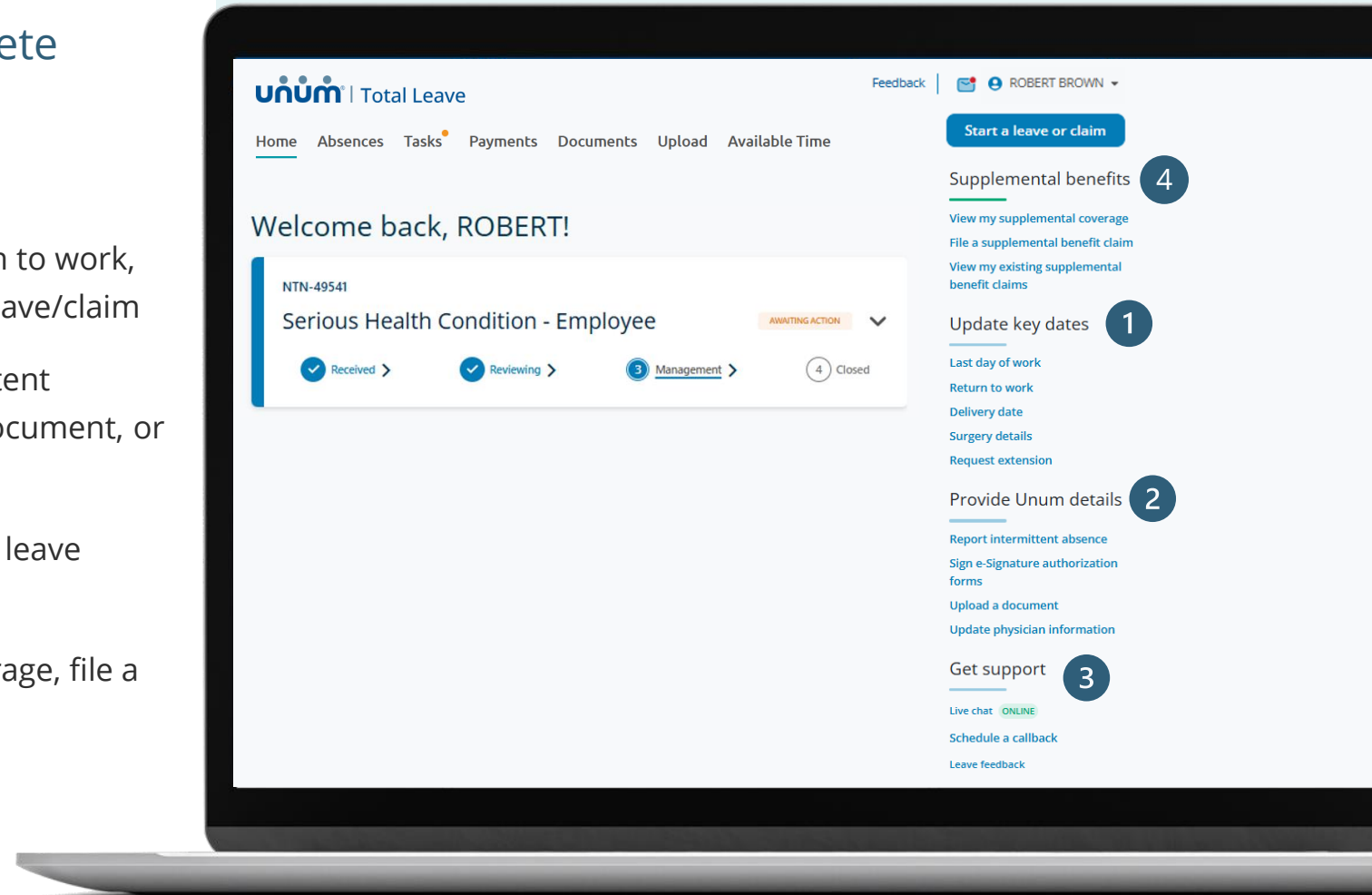


NAVIGATION

Quick Links

Quick links provide an easy way to complete key actions such as:

- 1 **Update Key Dates** – such as last day of work, return to work, delivery, surgery, or request an extension for your leave/claim
- 2 **Provide Unum Details** – such as report an intermittent absence, sign e-signature authorization, upload a document, or update physician information
- 3 **Get Support** – with live chat, schedule a callback, or leave feedback
- 4 **Supplemental Benefits*** - view supplemental coverage, file a new supplemental benefit claim or view an existing supplemental benefit claim.



*The 'Supplemental Benefits' section displays if you have a Unum Supplemental Benefit product such as Accident, Critical Illness or Hospital



Key Features

KEY FEATURES

Start a Leave or Claim

There are several options to tailor your preferences. In the top right corner next to your name click the arrow. You can access:

- 1 Start a leave of claim** – click on the ‘start a leave or claim’ button located in the upper right-hand section of the portal from any screen or tab.
- 2 What type of leave or claim is it** – click the ‘choose’ button for the type of leave/claim that you wish to submit.
- 3 Provide information** – you’ll be guided step-by-step through questions related to your leave/claim. There’s even a convenient progress bar so that you know exactly where you are in the process to submit.
- 4 Confirmation & Next Steps** – after you submit your leave/claim you’ll be presented with a confirmation and next steps screen.



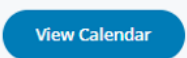
The image displays four sequential screenshots of the Unum Total Leave portal interface, illustrating the process of starting a leave or claim:

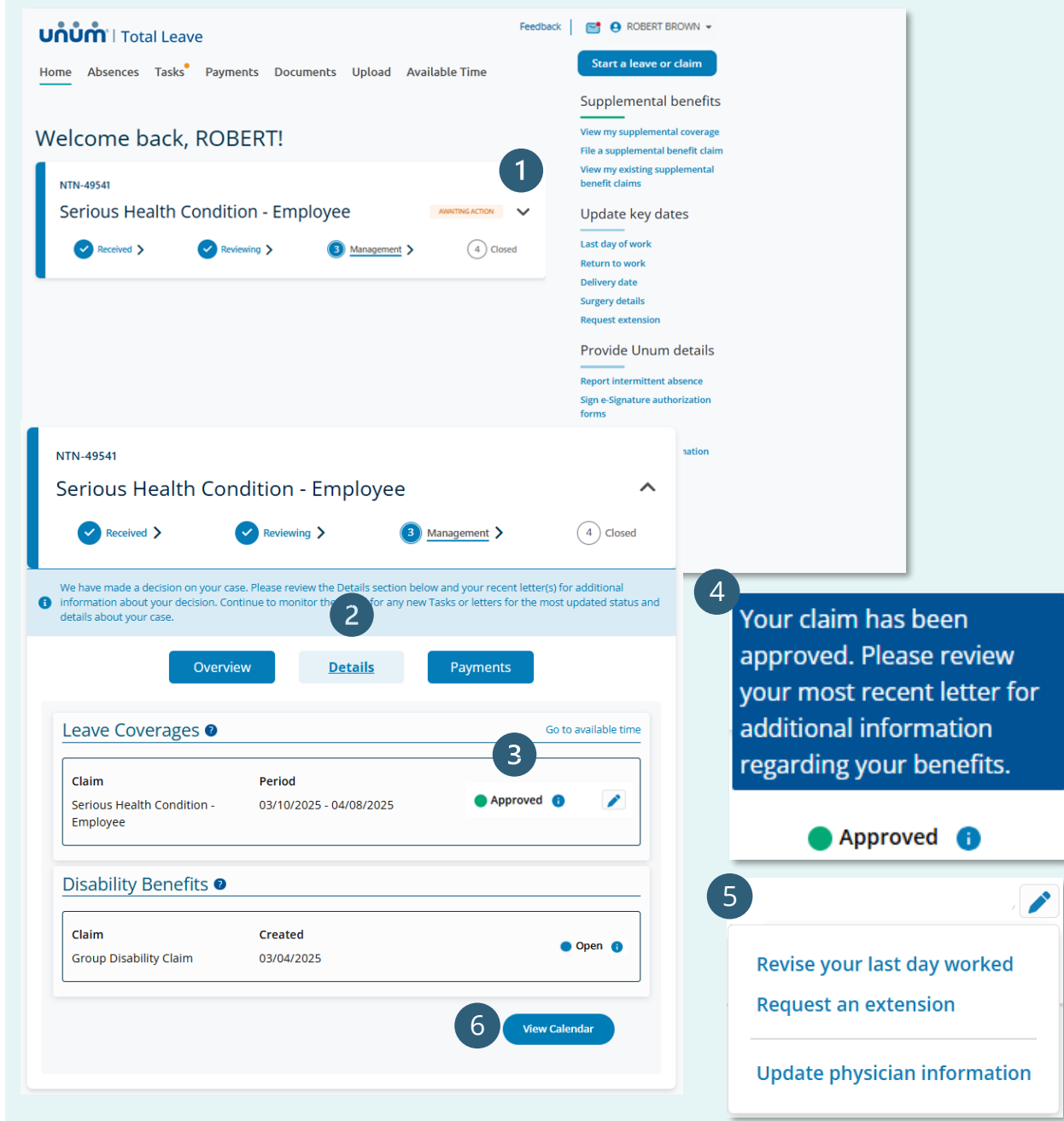
- 1** The main portal home screen. At the top right, next to the user's name "ROBERT BROWN", there is a "Start a leave or claim" button. The navigation menu includes "Absences", "Tasks", "Payments", "Documents", "Upload", and "Available Time".
- 2** A selection screen titled "What type of leave or claim is it?". It features a grid of 10 options, each with a "Choose" button: Personal Medical Leave, Pregnancy & Bonding Leave, Caring for a Family Member, Parental Leave, Adoption, Foster Care, Military Leave, Jury Duty, and Bereavement. A "Not finding what you're looking for?" section is also present.
- 3** A multi-step form titled "Personal Medical". The progress bar shows "Leave Type" as the current step. The form asks "Could you please tell me what is the reason for your leave?" and provides input fields for "COVID-19", "Surgery Procedure", and "Something Else".
- 4** A confirmation screen with a thumbs-up icon. It states: "Thank you for submitting! Your request has been received. Unum will review your details within 2 to 3 business days and reach out to you after this time. See next steps below." Below this is a "Next Steps" section with a link to "Find Support with Unum Behavioral Health".

KEY FEATURES

Check Status of a Leave or Claim

After you've submitted a claim/leave it will display on the Home Screen. To check on status:

- 1 Click on the "V" down arrow on the leave/claim card progress bar
- 2 Click on the 'Details' tab to view additional information including the dates associated (a.k.a. period)
- 3 The status of the leave/claim is displayed
- 4 Click on the  for an explanation of the status that is displayed
- 5 Click on the  to revise your last day worked, request an extension or update physician information
- 6 Click on  to display a more detailed page with additional information on your leave and/or benefits



Feedback | ROBERT BROWN

Home Absences Tasks Payments Documents Upload Available Time

Start a leave or claim

Supplemental benefits

- View my supplemental coverage
- File a supplemental benefit claim
- View my existing supplemental benefit claims

Update key dates

- Last day of work
- Return to work
- Delivery date
- Surgery details
- Request extension

Provide Unum details

- Report intermittent absence
- Sign e-Signature authorization forms

Welcome back, ROBERT!

NTN-49541

Serious Health Condition - Employee

AWAITING ACTION

1

Received > Reviewing > 3 Management > 4 Closed

NTN-49541

Serious Health Condition - Employee

2

Received > Reviewing > 3 Management > 4 Closed


We have made a decision on your case. Please review the Details section below and your recent letter(s) for additional information about your decision. Continue to monitor the status for any new Tasks or letters for the most updated status and details about your case.

3

Overview Details Payments

Leave Coverages

Go to available time

Claim	Period	Status	Info	Edit
Serious Health Condition - Employee	03/10/2025 - 04/08/2025	Approved	1	

Disability Benefits

Claim	Created	Status	Info
Group Disability Claim	03/04/2025	Open	1

6 View Calendar

4 Your claim has been approved. Please review your most recent letter for additional information regarding your benefits.



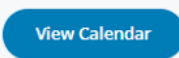

Approved

5 Revise your last day worked
Request an extension
Update physician information

KEY FEATURES

Check Status - View Calendar

After you've submitted a claim/leave it will display on the Summary Screen. To check on status:

- 1 Click on the "V" down arrow on the leave/claim card progress bar
- 2 Click on the 'Details' tab to view additional information including the dates associated (a.k.a. period)
- 3 The status of the leave/claim is displayed
- 4 Click on the  for an explanation of the status that is displayed
- 5 Click on the  to revise your last day worked, request an extension or update physician information
- 6 Click on  to display a more detailed page with additional information on your leave and/or benefits
- 7 The calendar will display the parameters of job and/or income protection as well as the leave request parameters.
- 8 Click on  **Details** for an alternate (non-calendar view) of the data

The screenshot displays the 'Serious Health Condition - Employee' portal. At the top, a progress bar shows steps: 1. Received, 2. Reviewing, 3. Management, and 4. Closed. A notification states: 'We have made a decision on your case. Please review the Details section below and your recent letter(s) for additional information about your decision. Continue to monitor the portal for any new Tasks or letters for the most updated status and details about your case.' Below this are tabs for Overview, Details (selected), and Payments. The 'Leave Coverages' section shows a claim for 'Serious Health Condition - Employee' with a period of '03/10/2025 - 04/08/2025' and a status of 'Mixed Decision'. A 'Disability Benefits' section shows a 'Created' date of '03/04/2025' and an 'Open' status. A 'View Calendar' button is visible. The 'Your Leave' calendar view shows a request for 29 days from Mar 10 to Apr 08, 2025. The calendar displays job protection (JOB) and income protection (ISS) for the requested period. A legend at the bottom explains the symbols: JOB (Job Protection Approved), ISS (Income Protection Approved), and a vertical bar for Leave Request. A footer note says: 'If you want to know more about your leave entitlement, you can check it here.'

KEY FEATURES

Tasks

A convenient way to stay informed and communicate with Unum.

Tasks provide a concise explanation of exactly what's outstanding on a leave or claim as well as how to provide it and when it's due. Greater transparency helps keep everyone on the same page. This new feature makes it easy to:

- Receive a notification of a new task that needs attention
- Understand what is needed on a leave/claim in clear, easy-to-understand language
- Dig into details such as due date, and status
- Respond by providing information and/or documentation directly through the task on the portal
- Track progress – as soon as you respond to a task watch the real-time status update

The screenshot displays the Unum Total Leave portal interface. At the top, the Unum logo and 'Total Leave' text are visible. The user's name, 'ROBERT BROWN', is shown in the top right corner. A navigation menu includes 'Home', 'Absences', 'Tasks' (which is underlined), 'Payments', 'Documents', 'Upload', and 'Available Time'. A blue button labeled 'Start a leave or claim' is positioned in the top right. Below the navigation, the 'Tasks' section is titled, and a subtitle reads: 'Your tasks list contains all the items we need from you to process your leave or claim.' A dropdown menu is set to 'View all leaves & claims'. Below this, there are tabs for 'All', 'Required' (which is selected), 'Recommended', and 'Updates You Provided'. A descriptive text states: 'Required tasks prompt you to perform actions and/or provide information by a set date, that help us process your leave(s) or claim(s).' A 'View all' dropdown is present. The main task card shows a 'REQ' status, a due date of 'DUE APR 07, 2025', the title 'Medical Certification Needed', and the description 'Serious Health Condition - Employee (NTN-49541-ABS-01)'. A blue 'ARCHIVED' button and a right-pointing arrow are also visible on the task card.

KEY FEATURES

Task Tab

The Task Tab has been designed to provide detailed information at-a-glance.

- 1 View/Sort:** select what leave or claim you want to view tasks for - helpful when you have more than one open leave or claim
- 2 Filter:** filter by timeframe or task status
- 3 Due Date:** the date the task is due
- 4 Task Type:** indicates what kind of information the task will ask for
- 5 Status Indicator:** indicates the status of the task. There are four status options detailed below:

AWAITING ACTION Task requires attention, a response is needed.

RECEIVED A response has been received by Unum; no further action is currently required.

RETURNED Task requires attention. A responses was provided but more information is needed.

ARCHIVED Information was requested, but a response was not received. Note: a response may still be provided on tasks in an archived status. Unum will review and process the information.

unum | Total Leave

Feedback | ROBERT BROWN

Home Absences Tasks Payments Documents Upload Available Time

Start a leave or claim

Tasks

Your tasks list contains all the items we need from you to process your leave or claim.

View all leaves & claims 1

All Required Recommended

View all 2

REQ DUE SEP 28, 2023 3

Return to Work Instructions 4

AWAITING ACTION 5

Serious Health Condition - Employee (NTN-18009-ABS-01)

KEY FEATURES

Responding to a Task

It's easy to view and respond to a Task with just a few clicks.
To get started:

- 1 Click on the task that you want to view and respond to
- 2 The selected Task will open and provide specific details about what is being asked for/what you need to provide.
- 3 Provide the information requested – some will have radio buttons, drop-downs, open text or ask you to upload documentation. In this example there is a linked 'Fit for Duty' form that needs to be filled out. Follow the directions provided on the screen
- 4 Click 'Submit' to provide your information to Unum

The screenshot displays the Unum Total Leave user interface. At the top, the user is identified as ROBERT BROWN. The navigation menu includes Home, Absences, Tasks (highlighted), Payments, Documents, Upload, and Available Time. A 'Start a leave or claim' button is visible in the top right.

The 'Tasks' section shows a list of tasks. A task titled 'Return to Work Instructions' is highlighted with a blue circle '1'. The task details are shown in a modal window with a blue circle '2'. The details include:

- Task details:** TYPE: REQUIRED, RELATED TO: NTN-18009-ABS-01, Due: SEP 28, 2023.
- What you need to do:** Provide us with some details (blue circle '3').
- Fit For Duty:** A blue link indicating that a 'Fit For Duty' or Physician statement is required.
- Agreement:** A checkbox labeled 'I have read and agree to the statement above.' (blue circle '4').
- Submit:** A blue 'Submit' button at the bottom right.

KEY FEATURES

After a Task is Submitted

The following happens after a task is submitted:

- 1 **Status Indicator:** the status indicator will change to 'Received' and now be displayed as green
- 2 **Success Message:** provide a confirmation that the task was successfully submitted

The information provided in the response is sent directly to the specialist working on the claim/leave. They will now proceed with their review.

The screenshot displays the 'unum | Total Leave' interface. At the top, there is a navigation bar with 'Home', 'Absences', 'Tasks', 'Payments', 'Documents', 'Upload', and 'Available Time'. A 'Start a leave or claim' button is visible in the top right. The main heading is 'Confirm your surgery details'. Below this, a 'Task details' section shows 'TYPE: REQUIRED', 'RELATED TO: NTN-8473-ABS-01', and 'Due: APR 26, 2024'. A green 'RECEIVED' status indicator is highlighted with a circled '1'. A text prompt asks, 'Can you tell us about your surgery, or if it got changed, just let us know?'. The 'What you need to do' section features a green success message: 'Your information has been submitted and the status of the task has been updated.', also highlighted with a circled '2'. Below this is a 'What you submitted' section with the following details: 'Has this employee had surgery yet? Yes', 'What was the surgery date (if known)? Dec 31, 2023', 'Did the procedure require an overnight stay in the hospital? Unknown', 'Were there any surgical complications? Unknown', 'What type of surgery was it? Unknown', 'Do you know the date of their next doctor's appointment? Unknown', 'Did this employee work a full day on their last day of work or did they work a partial day? Full Day', 'Date of last day worked: Dec 30, 2023', and 'Date of first regularly scheduled full work day missed: Dec 31, 2023'. A 'Help' button is located at the bottom right of the page.

KEY FEATURES

Report an Intermittent Absence Episode

Quick links make it easy to submit a new intermittent absence.

- 1 Report Intermittent Absence** – from the Summary screen click on the ‘report intermittent absence’ button
- 2 Provide information** – you’ll be guided step-by-step through questions related to your intermittent absence.
- 3 Confirm and Submit** – you’ll have an opportunity to review the information that you’ve provided and then you can click ‘submit.’

The image displays three sequential screenshots of the Unum Total Leave web portal, illustrating the process of reporting an intermittent absence. The top screenshot shows the 'Summary' screen for a 'Serious Health Condition - Employee' (NTN-49541), with a progress bar indicating the current step is 'Management'. A 'Start a leave or claim' button is visible in the top right. The middle screenshot, labeled with a '2' in a blue circle, shows the 'Intermittent Absence' form. It includes a dropdown menu for 'Which leave of absence are you submitting time for?' and a 'Select' button. A note below the form states: 'If you recently submitted a new claim or leave and don't see it in the list above, refresh the page to update the list'. The bottom screenshot, labeled with a '3' in a blue circle, shows the 'Confirm and Submit' screen. It contains a form with the following questions and input fields: 'Which leave of absence are you submitting time for?' (NTN-10188-ABS-01: Serious Health Condition - Employee), 'Which of the following options best describes your absence?' (Episode of incapacity), 'What was the start date of the absence?' (June 8, 2023), 'What was the start time of the absence?' (09:00 AM), 'What was the end time of the absence?' (11:00 AM), 'You were/will be away from work for 2 hours and 0 minutes', 'Did your absence include unpaid lunch/dinner/break time?' (No), and 'Did your absence include overtime?' (No). 'Back' and 'Submit' buttons are at the bottom of the form.

Get Support



GET SUPPORT

Live Chat

Help is built right into the Total Leave Employee Portal. The convenient Live Chat feature provides an easy way to get in touch with Unum. To connect with a leave expert that can provide fast, and easy on-screen guidance follow these simple steps:

- 1 Click the 'Live Chat' link under the 'Get Support' quick links section
- 2 A message box will notify if Live Chat is available (a.k.a. online)
- 3 The Live Chat slide out panel will display – select the chat topic from the drop-down menu and click 'Connect Me'

Leave specialists are available 8 a.m. 8 p.m. ET, Monday-Friday.

The screenshot displays the Unum Total Leave Employee Portal. At the top, the navigation bar includes 'Home', 'Absences', 'Tasks', 'Payments', 'Documents', 'Upload', and 'Available Time'. The user is identified as 'ROBERT BROWN'. A 'Start a leave or claim' button is visible in the top right. The main content area shows a 'Welcome back, ROBERT!' message and a card for 'NTN-49541 Serious Health Condition - Employee' with a status of 'AWAITING ACTION'. Below this, a progress bar shows steps: 'Received', 'Reviewing', 'Management', and 'Closed'. A 'Live Chat' modal is open, featuring a 'Live Chat' title, a 'Before we connect you...' message, and a 'Chat Topic' dropdown menu with a 'Connect Me' button. The 'Get support' section on the right includes links for 'Live chat ONLINE' (marked with a '1'), 'Schedule a callback' (marked with a '2'), and 'Leave feedback'.

GET SUPPORT

Schedule a Callback

Wouldn't it be nice to have support on your schedule? With the ability to select a date/time that works for you, schedule a callback provides convenience. To schedule a callback, follow these simple steps:

- 1 Click the 'Schedule a callback' link under the 'Get Support' quick links section
- 2 The Schedule a Call screen will display – select the date and timeslot you prefer and answer a few questions, then click 'Next'
- 3 Confirm the information you provided on the next screen and then click 'Submit'

Leave specialists are available 8 a.m. - 8 p.m. ET, Monday-Friday.

unum | Total Leave

Home Absences Tasks Payments Documents Upload Available Time

Welcome back, ROBERT!

NTN-49541
Serious Health Condition - Employee AWAITING ACTION

Received Reviewing Management Closed

Feedback | ROBERT BROWN

[Start a leave or claim](#)

[Supplemental benefits](#)

- [View my supplemental coverage](#)
- [File a supplemental benefit claim](#)
- [View my existing supplemental benefit claims](#)

[Update key dates](#)

- [Last day of work](#)
- [Return to work](#)
- [Delivery date](#)
- [Surgery details](#)
- [Request extension](#)

[Provide Unum details](#)

- [Report intermittent absence](#)
- [Sign e-Signature authorization forms](#)
- [Upload a document](#)
- [Update physician information](#)

[Get support](#)

- [Live chat ONLINE](#)
- [Schedule a callback 1](#)
- [Leave feedback](#)

Schedule a Call 2

When scheduling your call, please keep in mind that our contact center operates in an Eastern Time (ET) time zone. Any call back times not showing within the standard operating hours are no longer available.

What day would you like to be contacted?
04/25/2025

Which callback time do you prefer?
10AM - 11AM ET

Based on your time zone, we will contact you between 10-11 AM ET on 4/25/2025.

What is the best number to reach you?
(123) 456-7890

Do you need an interpreter?
No Yes

Can you share the topic you'd like to discuss on this call?
I have a question about my remaining available time

Start Over Next

Schedule a Call

When scheduling your call, please keep in mind that our contact center operates in an Eastern Time (ET) time zone. Any call back times not showing within the standard operating hours are no longer available.

Please confirm your answers before submitting your information.

What day would you like to be contacted? April 25, 2025

Which callback time do you prefer? 10AM - 11AM ET

Based on your time zone, we will contact you between 10-11 AM ET on 4/25/2025.

What is the best number to reach you? (123) 456-7890

Can you share the topic you'd like to discuss on this call? I have a question about my remaining available time

Back Start Over 3 Submit

GET SUPPORT

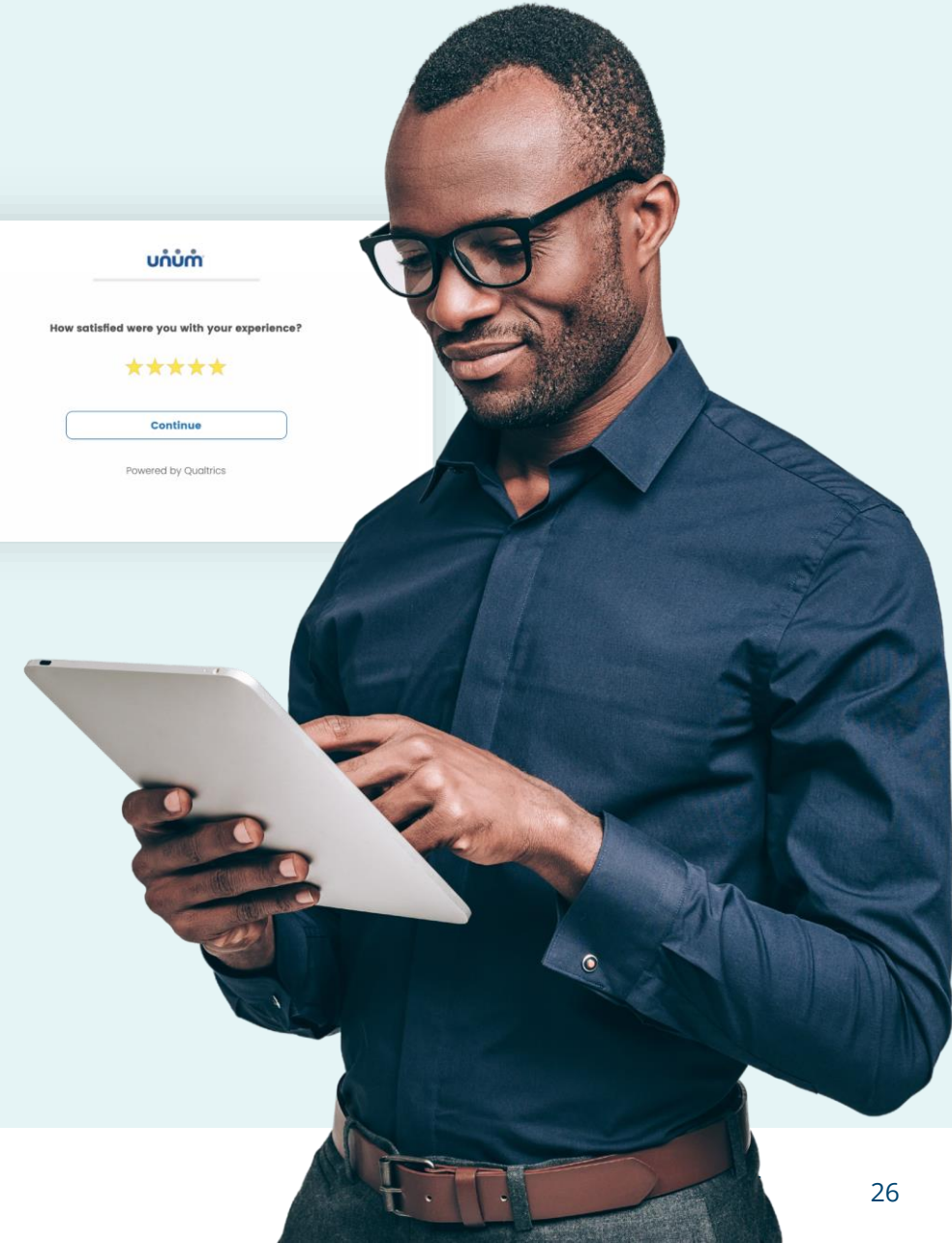
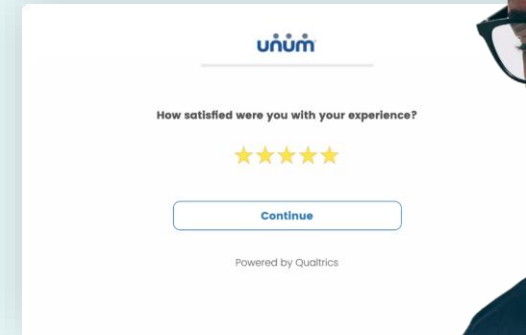
Providing Feedback

Unum is driven by a commitment to an exceptional employee experience.

In Total Leave, providing feedback becomes an organic process. We ask for feedback at specific experience points along your journey to understand perception, ease of use, and to determine how we can make things even better. We use a familiar five-star rating system.

There are two ways to provide feedback:

- 1 Experience Point Surveys – these are short surveys that display via a pop-up panel after specific engagements.
- 2 Feedback Button – this is always available to provide Unum with valuable information on your Total Leave Employee Portal experience or ideas on improvements you'd like to see. Click 'Leave Feedback' in the Get Support quick link section



Better benefits at work.™

The material in this presentation is intended to outline our general product direction concerning Total Leave, and specific functionality may change at Unum's sole discretion in the future. All data displayed is fictitious and product screens are approximate. Also, certain information may contain forward-looking statements, and may include words such as "expects," "anticipates," "intends," "plans," and similar expressions. Such forward-looking statements involve known and unknown risk and uncertainties that may cause our actual future functionality to differ from that projected or contemplated in those forward-looking statements. This material is intended for informational purposes only and is not a contract, nor may it be incorporated into any contract, and any purchasing decisions should be made on features and functions that are currently available.

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