

unum® | Total Leave

Employee Portal User Guide

Version 5.25





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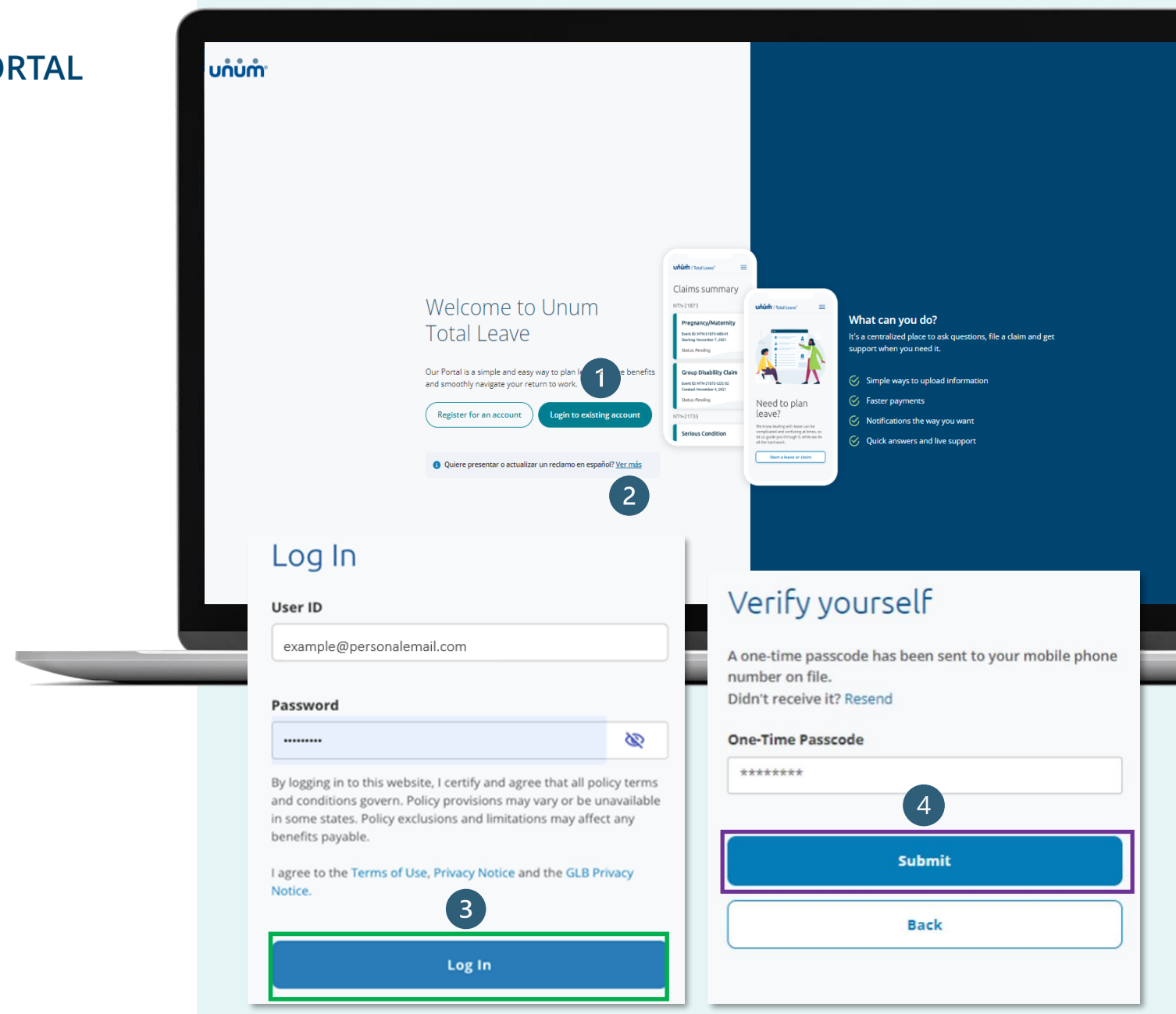
Accessing the
Total Leave
Employee Portal

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.





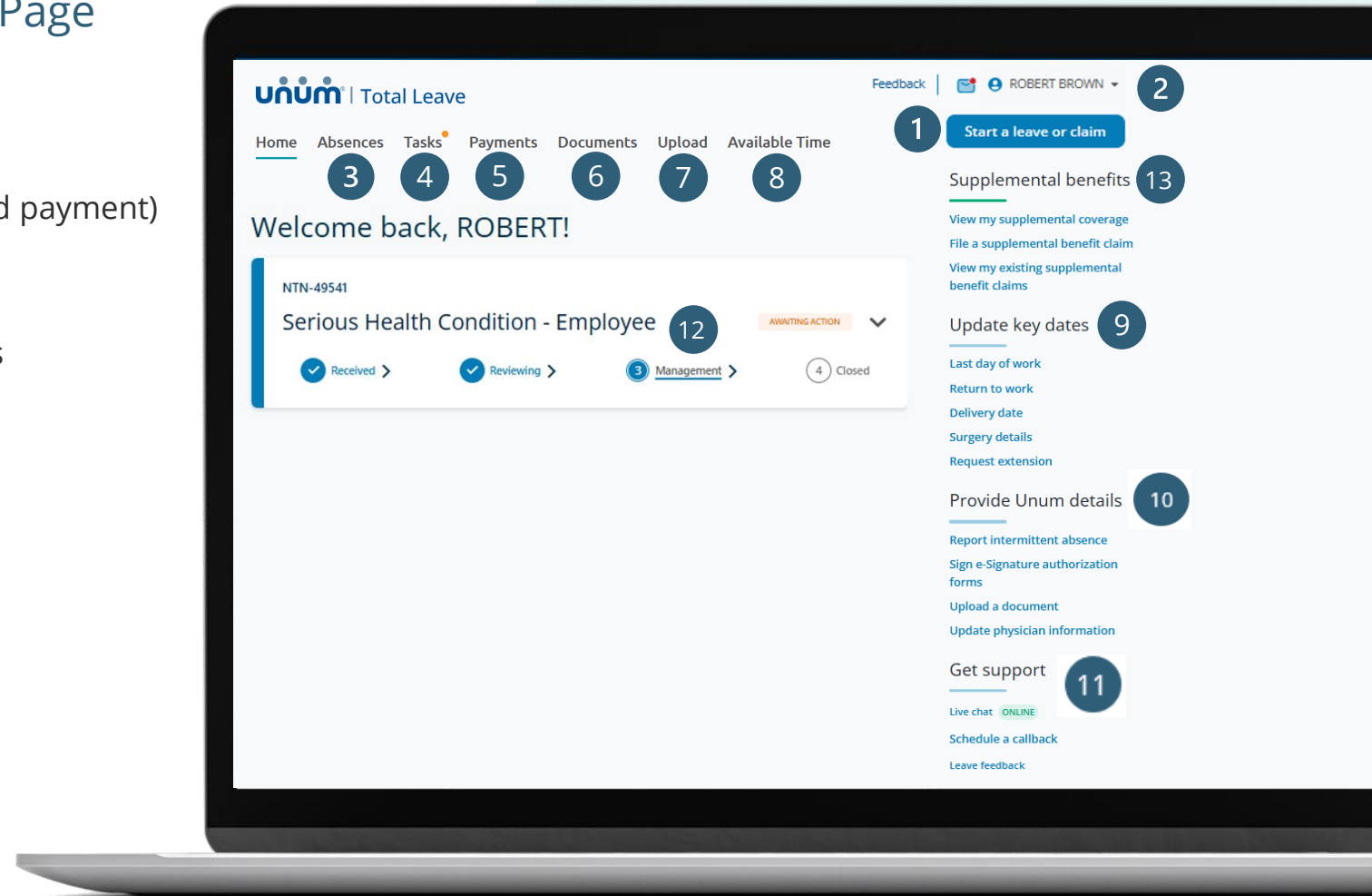
Navigation

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

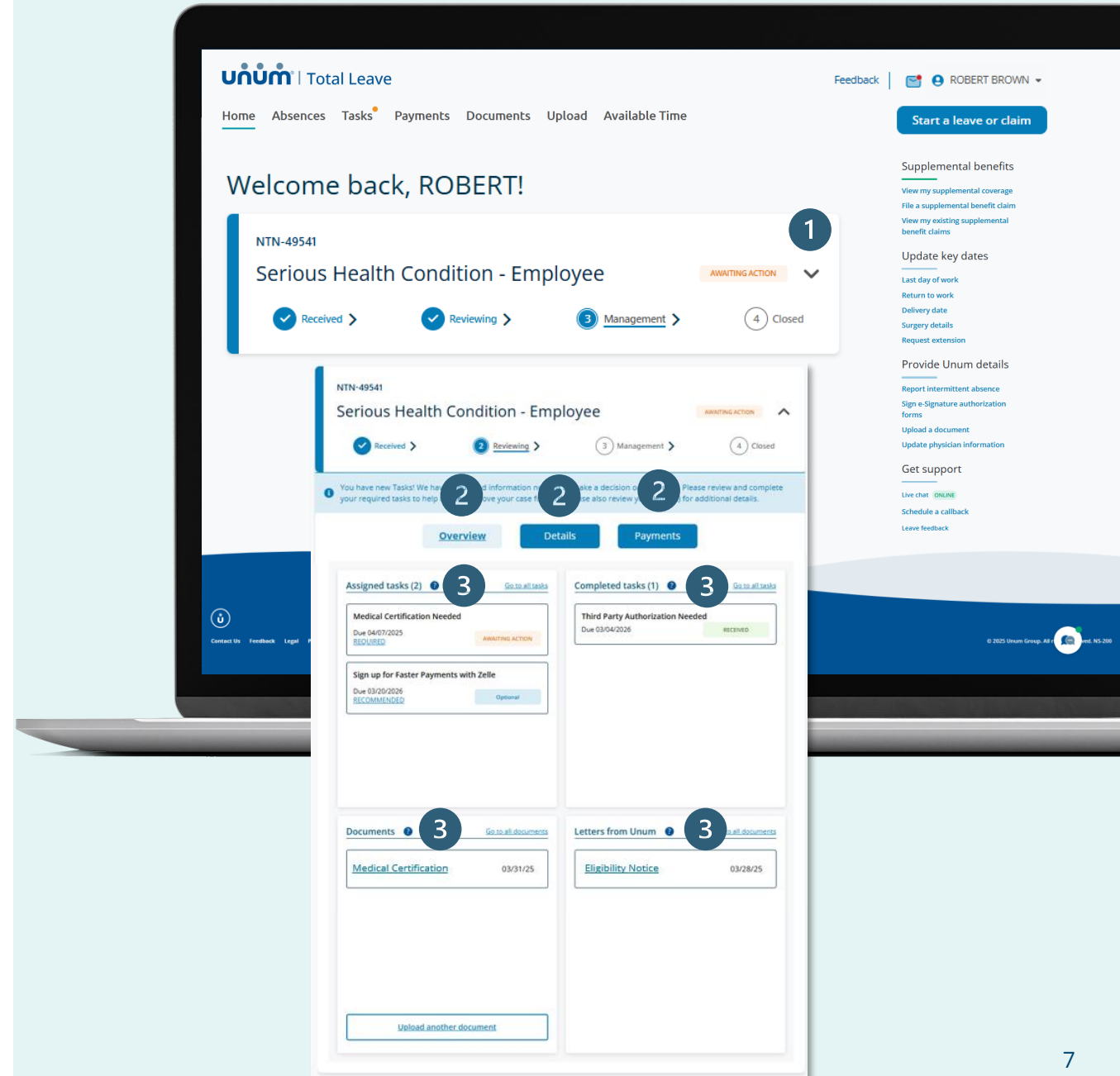
NAVIGATION

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

The screenshot displays the Unum Total Leave Home Page for Robert Brown. The page features a top navigation bar with links for Summary, Absences, Tasks, Payments, Documents, Upload, and Available Time. A 'Start a leave or claim' button is located in the top right corner. The main content area is titled 'Welcome back, ROBERT!' and shows a progress bar for 'Serious Health Condition - Employee' with steps: Received, Reviewing (current), Management, and Closed. Below the progress bar, a message 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.' The Overview Tab is active, showing four main sections: 1. Assigned tasks (2) with 'Medical Certification Needed' (Due 04/07/2025, REQUIRED, Awaiting Action) and 'Sign up for Faster Payments with Zelle' (Due 03/20/2026, RECOMMENDED, Optional). 2. Completed tasks (1) with 'Third Party Authorization Needed' (Due 03/04/2026, RECEIVED). 3. Documents with 'Medical Certification' (03/31/25). 4. Letters from Unum with 'Eligibility Notice' (03/28/25). A 'Upload another document' button is at the bottom. The right sidebar contains links for Supplemental benefits, Update key dates, Provide Unum details, and Get support.

unum | Total Leave

Feedback | ROBERT BROWN

Summary Absences Tasks Payments Documents Upload Available Time

Start a leave or claim

Welcome back, ROBERT!

NTN-49541

Serious Health Condition - Employee

1 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

Assigned tasks (2) 3 Go to all tasks

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

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

Completed tasks (1) 4 Go to all tasks

Third Party Authorization Needed
Due 03/04/2026
RECEIVED

Documents 5 Go to all documents

Medical Certification 03/31/25

Letters from Unum 6 Go to all documents

Eligibility Notice 03/28/25

Upload another document

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 portal interface. At the top, the navigation bar includes the Unum logo, 'Total Leave', and a user profile for ROBERT BROWN. Below this, a secondary navigation bar lists various options: Summary, Absences, Tasks, Payments, Documents, Upload, and Available Time. A 'Start a leave or claim' button is prominently displayed on the right. The main content area is titled 'Welcome back, ROBERT!' and features a progress bar with four steps: Received, Reviewing (current), Management, and Closed. A message indicates that new tasks are required for a decision. Below the progress bar, there are three tabs: Overview, Details (selected), and Payments. The 'Details' tab is divided into two sections: 'Leave Coverages' and 'Disability Benefits'. The 'Leave Coverages' section shows a claim for 'Serious Health Condition - Employee' with a period from 03/10/2025 to 04/08/2025 and a status of 'Mixed Decision'. The 'Disability Benefits' section shows a 'Group Disability Claim' created on 03/04/2025 with a status of 'Open'. A 'View Calendar' button is located at the bottom right of the details section. On the right side of the portal, there are links for 'Supplemental benefits', 'Update key dates', 'Provide Unum details', and 'Get support'.

unum | Total Leave

Feedback | ROBERT BROWN

Start a leave or claim

Summary Absences Tasks Payments Documents Upload Available Time

Welcome back, ROBERT!

NTN-49541

Serious Health Condition - Employee

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.

Overview Details Payments

Leave Coverages

Go to available time

| Claim | Period | Status |
|-------------------------------------|-------------------------|----------------|
| Serious Health Condition - Employee | 03/10/2025 - 04/08/2025 | Mixed Decision |

Disability Benefits

| Claim | Created | Status |
|------------------------|------------|--------|
| Group Disability Claim | 03/04/2025 | Open |

View Calendar

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

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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

The screenshot displays the Unum Total Leave user interface. At the top, the navigation bar includes the Unum logo, the text 'Total Leave', and a user profile for 'ROBERT BROWN'. Below this, a secondary navigation bar lists tabs: Summary, Absences, Tasks, Payments (highlighted), Documents, Upload, and Available Time. A 'Start a leave or claim' button is located on the right. The main content area begins with a welcome message 'Welcome back, ROBERT!'. Below this is a progress bar for claim 'NTN-49541' titled 'Serious Health Condition - Employee'. The progress bar shows four steps: 1. Received (completed), 2. Reviewing (current step), 3. Management, and 4. Closed. A message box indicates new tasks are required to move the case forward. Below the progress bar are three tabs: Overview, Details, and Payments (selected). The Payments tab shows a list of 'Issued payments'. One payment is listed: 'Issued 04/07/2025', 'Payment of \$325.00', for 'Group Disability Claim (NTN-45549-GDC-02)', with a status of 'PAID'. The right sidebar contains links for 'Supplemental benefits', 'Update key dates', 'Provide Unum details', and 'Get support'. The footer includes contact information and a copyright notice for 2025 Unum Group.

unum | Total Leave

Feedback | ROBERT BROWN

Summary 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

Upload a document

Update physician information

Get support

Live chat ONLINE

Schedule a callback

Leave feedback

NTN-49541

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 tasks for additional details.

Overview Details Payments

Issued payments

Go to all payments

Issued 04/07/2025

Payment of \$325.00

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

PAID

Contact Us Feedback Legal Privacy Accessibility

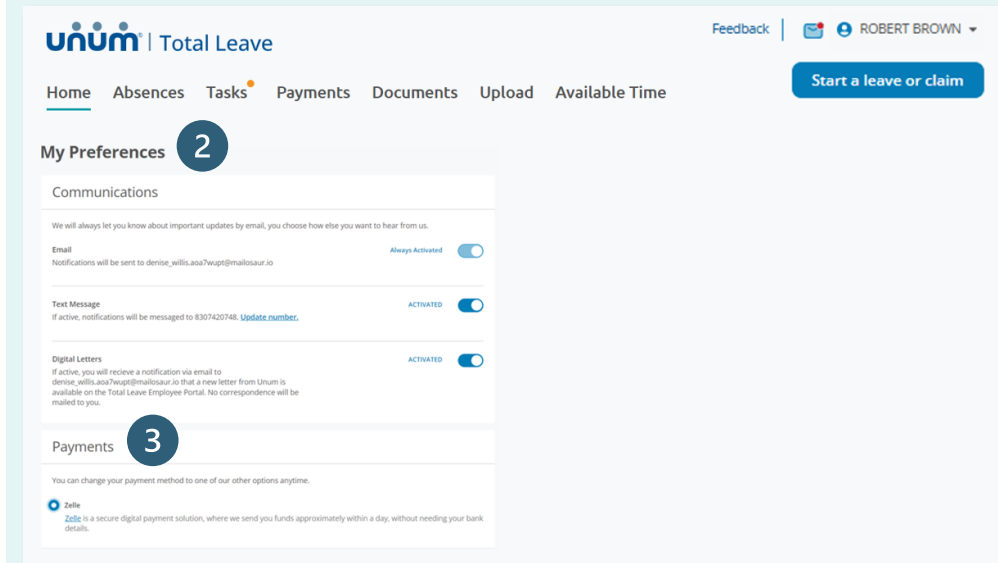
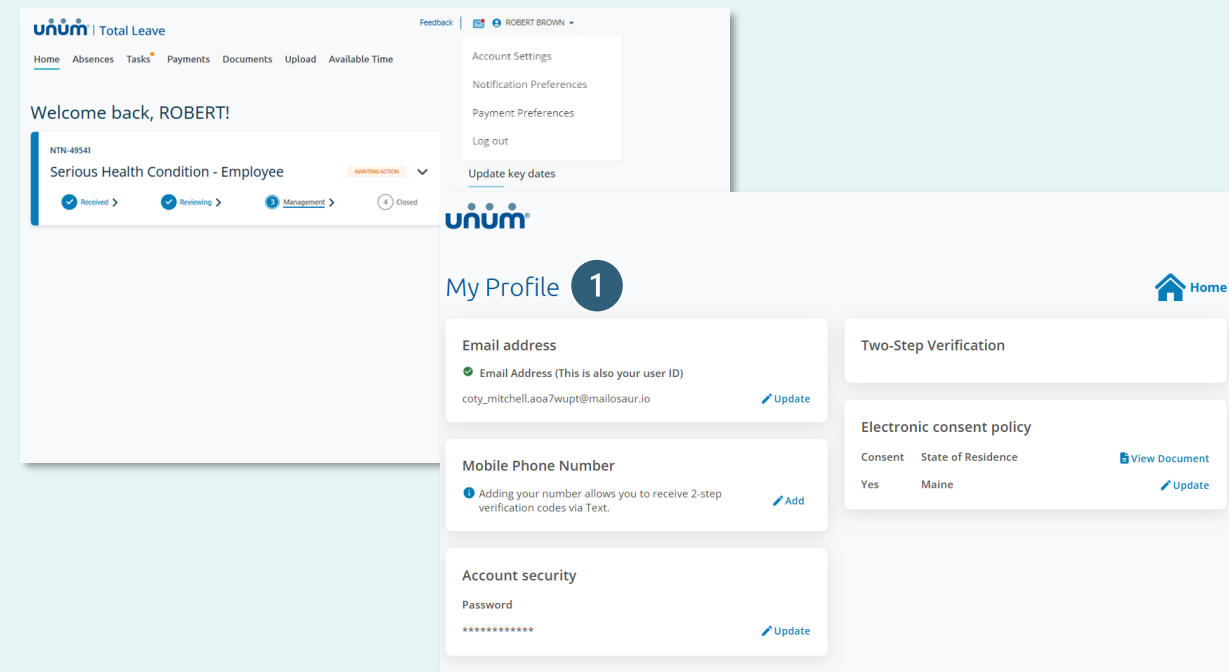
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NAVIGATION

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
- 3 **Payment Preferences** – set your preference for payment delivery mode. It is recommended that you choose between Zelle or direct deposit for same day payments. You may also select to receive a mailed paper check which takes approximately 7 days.



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.

The screenshots show the 'Total Leave' application interface for a user named Robert Brown. Each screenshot highlights a different section accessible via the menu bar:

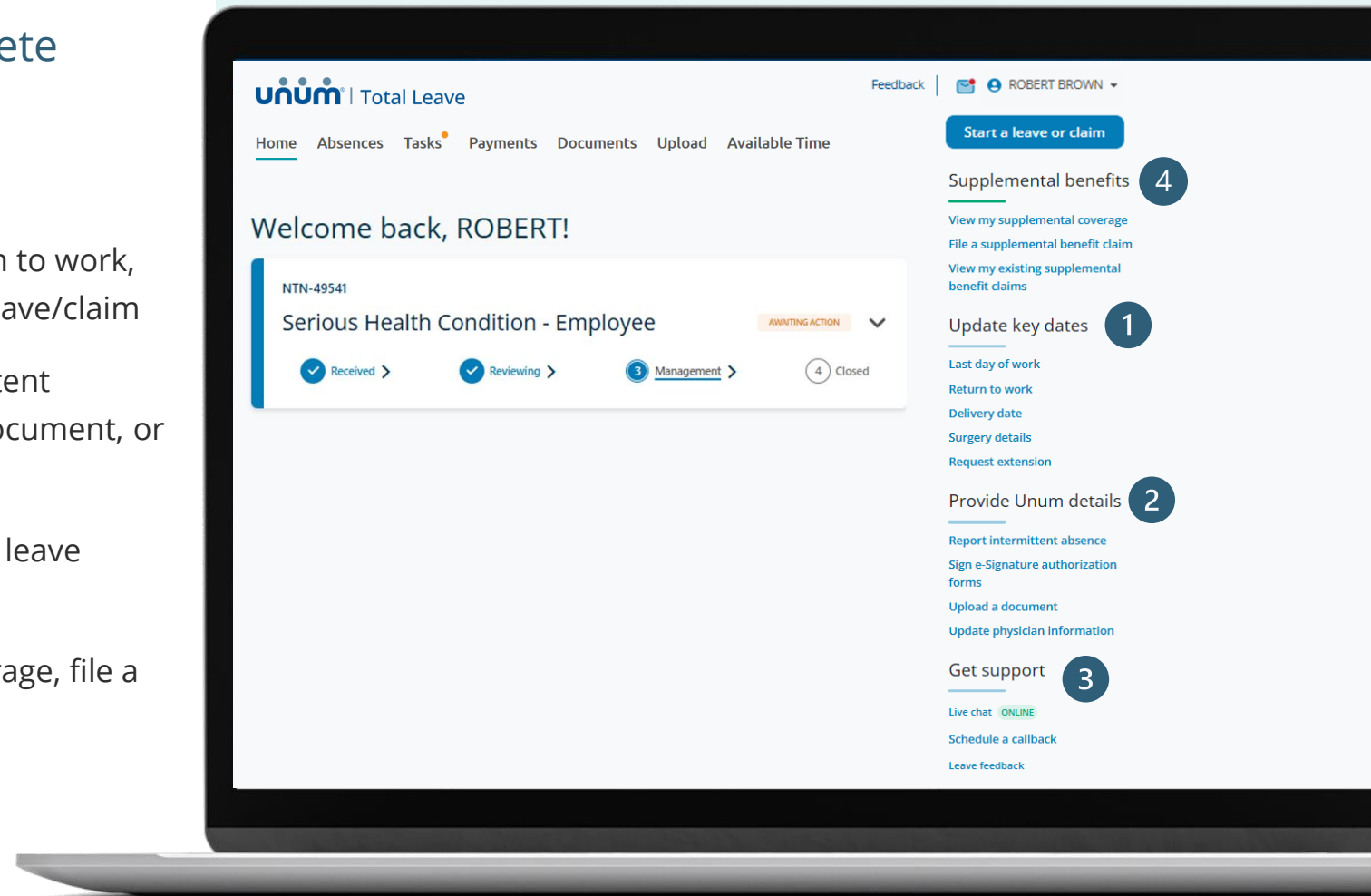
- 1 Absences:** Shows the 'Absence History' section with a summary of absence status and a calendar view of absences.
- 2 Tasks:** Shows the 'Tasks' section with a list of tasks and a 'Return to Work Instructions' card.
- 3 Payments:** Shows the 'Payments' section with a summary of payment status and a message about viewing payments.
- 4 Documents:** Shows the 'Documents' section with a table of documents, including a 'Privacy Notice Automated' document.
- 5 Upload Documents:** Shows the 'Upload Documents' section with a form to select a claim and upload documents.
- 6 Available Time:** Shows the 'Available Time' section with a summary of leave entitlements, including 'ME Family Medical Leave' and 'Federal FMLA'.

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 a sequence of four screenshots from the Unum Total Leave portal, illustrating the process to start a leave or claim.

Step 1: The top right corner of the portal shows a user profile for "ROBERT BROWN" with a dropdown arrow. A button labeled "Start a leave or claim" is visible.

Step 2: The "What type of leave or claim is it?" screen displays a grid of options, each with a "Choose" button:

- Personal Medical Leave:** This leave covers time off for a surgery or procedure, or for time taken for an ongoing personal medical condition (e.g., Migraines, Mental Health, COVID).
- Pregnancy & Bonding Leave:** This leave type is for **mothers only** and covers time off for a pregnancy or time to bond with a new child you have or plan on giving birth to.
- Caring for a Family Member:** This leave type covers time off for taking care of someone in your household or a family member.
- Parental Leave:** This leave type is for **fathers or mothers**, and covers time off to bond with your new baby if you are the parent who did not give birth.
- Adoption:** This leave type covers time off that you may need while involved in the adoption process or time to bond with your newly placed child. If this is the type of leave you are planning, you're in the right place.
- Foster Care:** This leave type covers time off that you may need while involved in the foster care process or time to bond with your newly placed child.
- Military Leave:** This leave type covers time off if you need leave for your own military service, address common issues that arise from pre and post-deployment, or you are caring for a family member who is a service member (e.g., active duty, veterans). This leave does not cover caring for a family member whose illness or injury is unrelated to injuries sustained during active duty, if the illness or injury is unrelated to their service, please submit a Care for Family Member leave request.
- Jury Duty:** This leave type covers time off if you have been summoned to serve as a juror in a court or judicial proceeding or subpoenaed as a witness in any judicial proceeding not of your own initiative.
- Bereavement:** This leave type covers time off to grieve the loss of a family member or loved one, prepare for and attend a funeral, and/or attend to any other immediate post-death matters.

A "Not finding what you're looking for?" message suggests scheduling a call or chat with a representative.



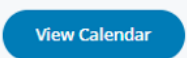
Step 3: The "Personal Medical" leave type selection screen shows a progress bar with steps: 1. Getting Started, 2. Leave Type (selected), 3. Leave Duration, 4. Employment, 5. Job Details, 6. Health Care Provider/Physician Info, 7. Leave Estimate, 8. 3rd Party Authorization, 9. Confirmation. The "Leave Type" section asks "Could you please tell me what is the reason for your leave?" with options: COVID-19, Surgery Procedure, and Something Else.

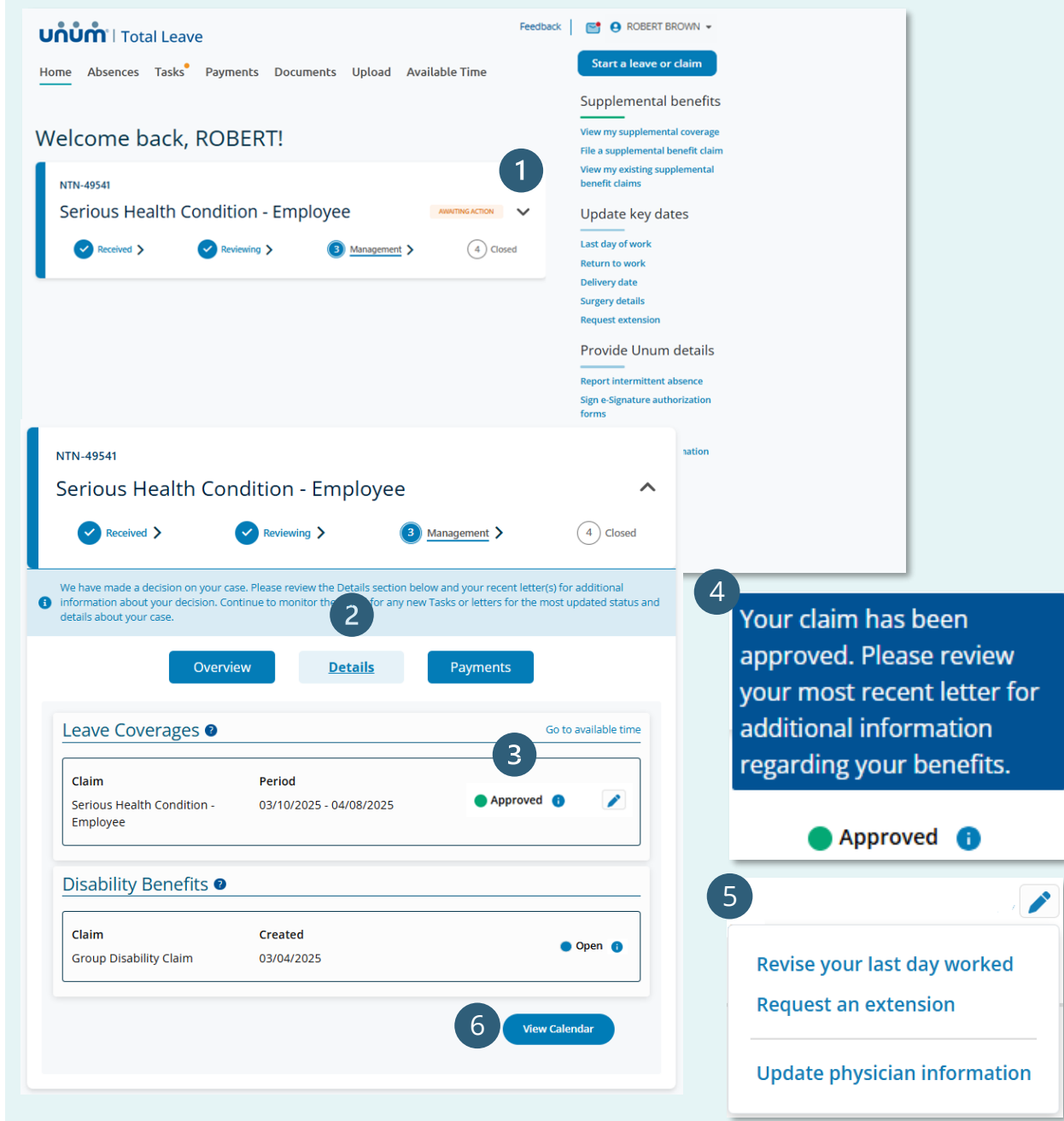
Step 4: The confirmation screen displays a thumbs up icon and the message: "Thank you for submitting! Your request has been received. Unum will review your details within 2 to 3 business days and reach out to you after this time. See next steps below." Below this, the "Next Steps" section includes a 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



The screenshot shows the Unum Total Leave portal interface. At the top, the user is logged in as ROBERT BROWN. The navigation bar includes Home, Absences, Tasks, Payments, Documents, Upload, and Available Time. A welcome message says "Welcome back, ROBERT!". Below this, a card for "NTN-49541 Serious Health Condition - Employee" shows a progress bar with four steps: Received, Reviewing, Management (active), and Closed. A dropdown arrow is next to the Management step. To the right, a sidebar lists options like "Start a leave or claim", "Supplemental benefits", "Update key dates", and "Provide Unum details". Below the card, a message 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 status for any new Tasks or letters for the most updated status and details about your case." Below this message are three tabs: Overview, Details (selected), and Payments. The Details tab shows two sections: "Leave Coverages" and "Disability Benefits". 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 "Approved". The "Disability Benefits" section shows a claim for "Group Disability Claim" with a created date of "03/04/2025" and a status of "Open". At the bottom right, a "View Calendar" button is visible. On the right side of the screenshot, there are two callout boxes. The first box, labeled "4", says "Your claim has been approved. Please review your most recent letter for additional information regarding your benefits." and includes an "Approved" status with an info icon. The second box, labeled "5", lists actions: "Revise your last day worked", "Request an extension", and "Update physician information", each with a corresponding icon.

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



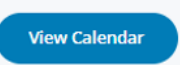

4 Your claim has been approved. Please review your most recent letter for additional information regarding your benefits.

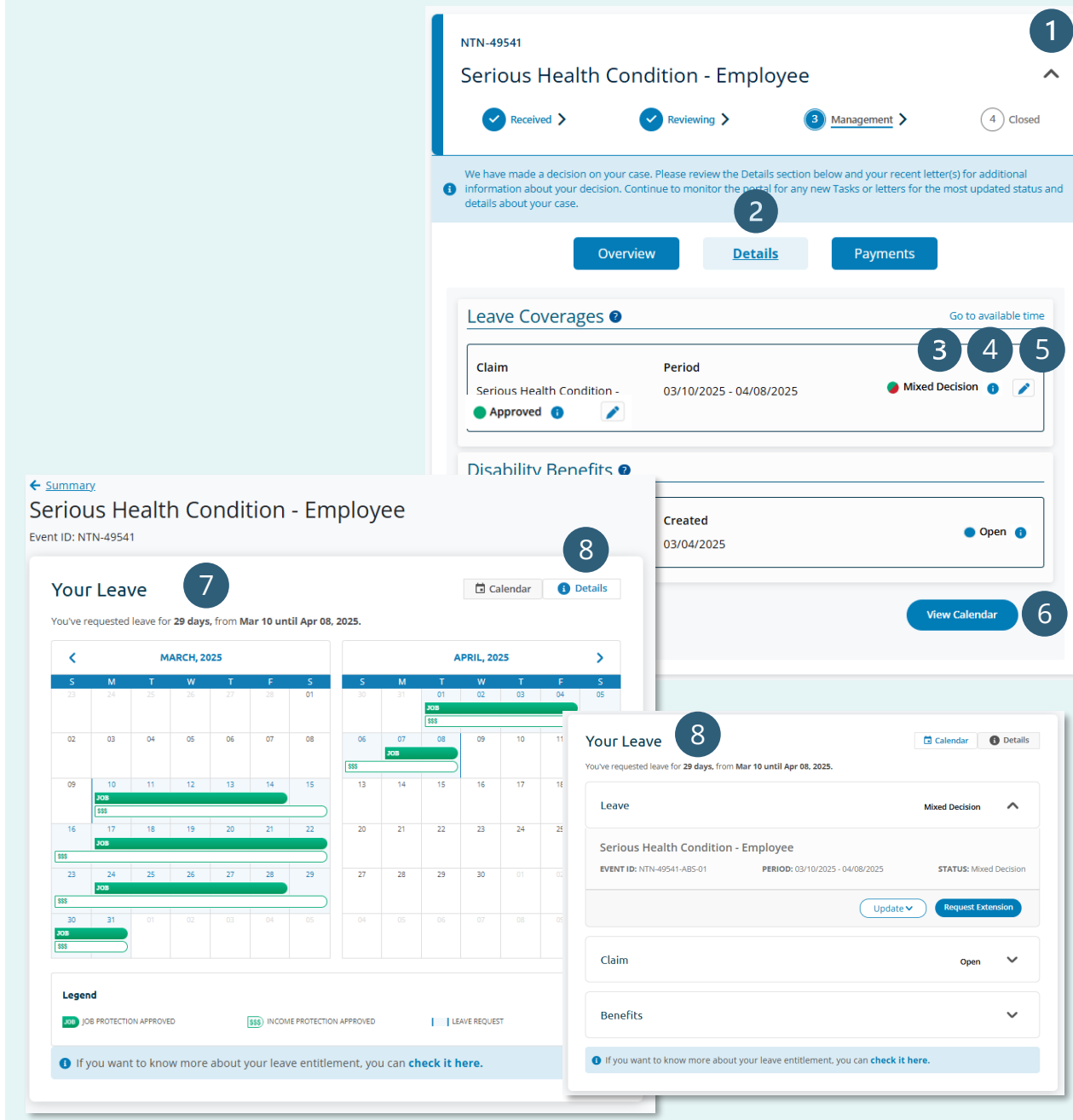
5 Revise your last day worked
Request an extension
Update physician information

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: Received, Reviewing, Management (active), and Closed. A message 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 (active), and Payments.

The 'Leave Coverages' section shows a claim for 'Serious Health Condition - Employee' with a period of '03/10/2025 - 04/08/2025'. The status is 'Mixed Decision' (indicated by a green dot and a red dot). There are icons for 'Approved' and 'Request Extension'.

The 'Disability Benefits' section shows a 'Created' date of '03/04/2025' and an 'Open' status.

The 'Your Leave' section shows a calendar for March and April 2025. The leave is for 29 days, from Mar 10 until Apr 08, 2025. The calendar shows the leave period in green. Below the calendar is a legend: 'JOB PROTECTION APPROVED' (green dot), 'INCOME PROTECTION APPROVED' (green dot), and 'LEAVE REQUEST' (blue dot). A link says: 'If you want to know more about your leave entitlement, you can check it here.'

The 'Details' tab shows the same information as the 'Your Leave' section, but in a non-calendar view. It includes the leave period, status, and a link to check entitlement.

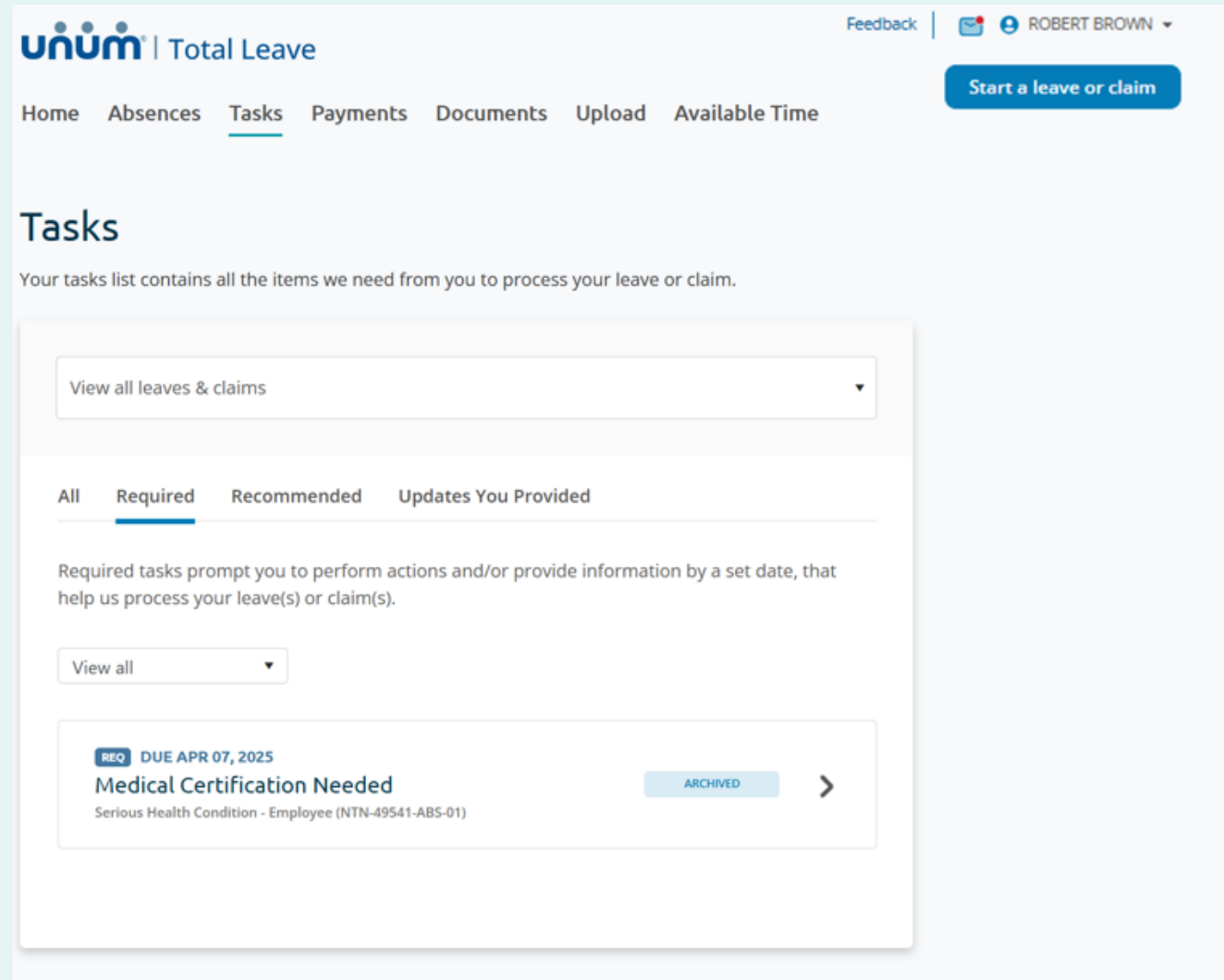
KEY FEATURES

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



KEY FEATURES

Task Tab

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

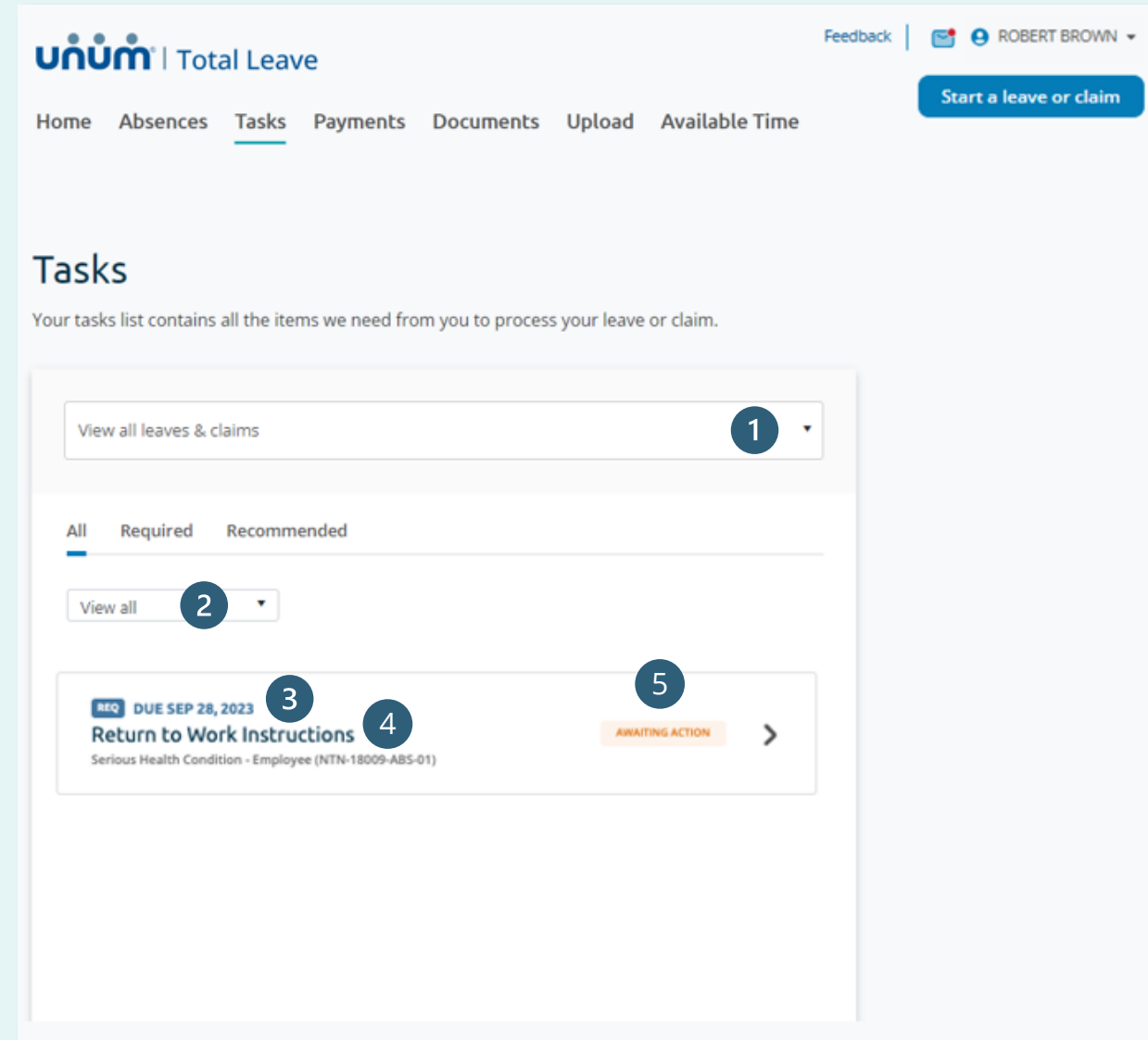
- 1 **View/Sort:** select what leave or claim you want to view tasks for - helpful when you have more than one open leave or claim
- 2 **Filter:** filter by timeframe or task status
- 3 **Due Date:** the date the task is due
- 4 **Task Type:** indicates what kind of information the task will ask for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



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 navigation bar includes the Unum logo, 'Total Leave', a 'Feedback' link, and a user profile for 'ROBERT BROWN'. A 'Start a leave or claim' button is located in the top right. The main navigation menu contains links for 'Home', 'Absences', 'Tasks' (which is highlighted), 'Payments', 'Documents', 'Upload', and 'Available Time'.

The 'Tasks' section is titled 'Tasks' and includes a sub-header: 'Your tasks list contains all the items we need from you to process your leave or claim.' Below this, there is a dropdown menu set to 'View all leaves & claims'. A filter bar shows 'All' (selected), 'Required', and 'Recommended'. Another dropdown menu is set to 'View all'.

A task card is displayed with the following details: 'REQ DUE SEP 28, 2023', 'Return to Work Instructions', and 'Serious Health Condition - Employee (NTN-18009-ABS-01)'. A blue circle with the number '1' is placed over the task card, and an 'AWAITING ACTION' button with a right arrow is to its right.

The task details are shown in a separate view. The title is 'Return to Work Instructions' with a blue circle '2' next to it. The 'Task details' section shows 'TYPE: REQUIRED', 'RELATED TO: NTN-18009-ABS-01', and 'Due: SEP 28, 2023'. An 'AWAITING ACTION' button is in the top right. Below this, a message states: 'Please follow the instructions below prior to your return to work date.'

The 'What you need to do' section contains a sub-header 'Provide us with some details' with a blue circle '3' next to it. The text explains: 'Fit For Duty or Physician statement is required by your employer before returning to work. Once completed, forms should be returned to your employer.' There is a checkbox labeled 'I have read and agree to the statement above.' and a blue 'Submit' button with a blue circle '4' next to it.

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' portal interface. At the top, there is a navigation bar with links for Home, Absences, Tasks (highlighted), Payments, Documents, Upload, and Available Time. A 'Start a leave or claim' button is visible on the right. Below the navigation bar, the page title is 'Confirm your surgery details'. The main content area is divided into two sections. The first section, 'Task details', shows the task status as 'RECEIVED' (highlighted in green) and includes a circled '1' next to it. Below this, there is a text input field with the placeholder 'Can you tell us about your surgery, or if it got changed, just let us know?'. The second section, 'What you need to do', features a green success message: 'Your information has been submitted and the status of the task has been updated.', accompanied by a circled '2'. Below the message, there is a list of questions and answers under the heading 'What you submitted'. The questions and answers are: '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). At the bottom of the page, there is a 'Help' button with a dropdown arrow.

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 application, illustrating the steps to report an intermittent absence. The user is identified as ROBERT BROWN.

Screenshot 1 (Top): Shows the 'Summary' screen. The user is logged in as ROBERT BROWN. The navigation bar includes Home, Absences, Tasks, Payments, Documents, Upload, and Available Time. A 'Start a leave or claim' button is visible. The main content area shows a 'Welcome back, ROBERT!' message and a card for 'Serious Health Condition - Employee' with a status of 'AWAITING ACTION'. Below this card is a progress bar with four steps: 1. Received, 2. Reviewing, 3. Management (current step), and 4. Closed. On the right, there are links for 'Supplemental benefits', 'Update key dates', 'Provide Unum details', and 'Get support'.

Screenshot 2 (Middle): Shows the 'Intermittent Absence' form. The user is prompted to 'Which leave of absence are you submitting time for?' with a dropdown menu. Below the dropdown, there is a note: '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 'Submit' button is visible at the bottom right.

Screenshot 3 (Bottom): Shows the 'Confirm and Submit' screen. The user is prompted to 'Please confirm your answers before submitting your information.' The form contains several questions: 'Which leave of absence are you submitting time for?', 'Which of the following options best describes your absence?', 'What was the start date of the absence?', 'What was the start time of the absence?', 'What was the end time of the absence?', 'Did your absence include unpaid lunch/dinner/break time?', and 'Did your absence include overtime?'. The 'Submit' button is visible at the bottom right.

Get Support



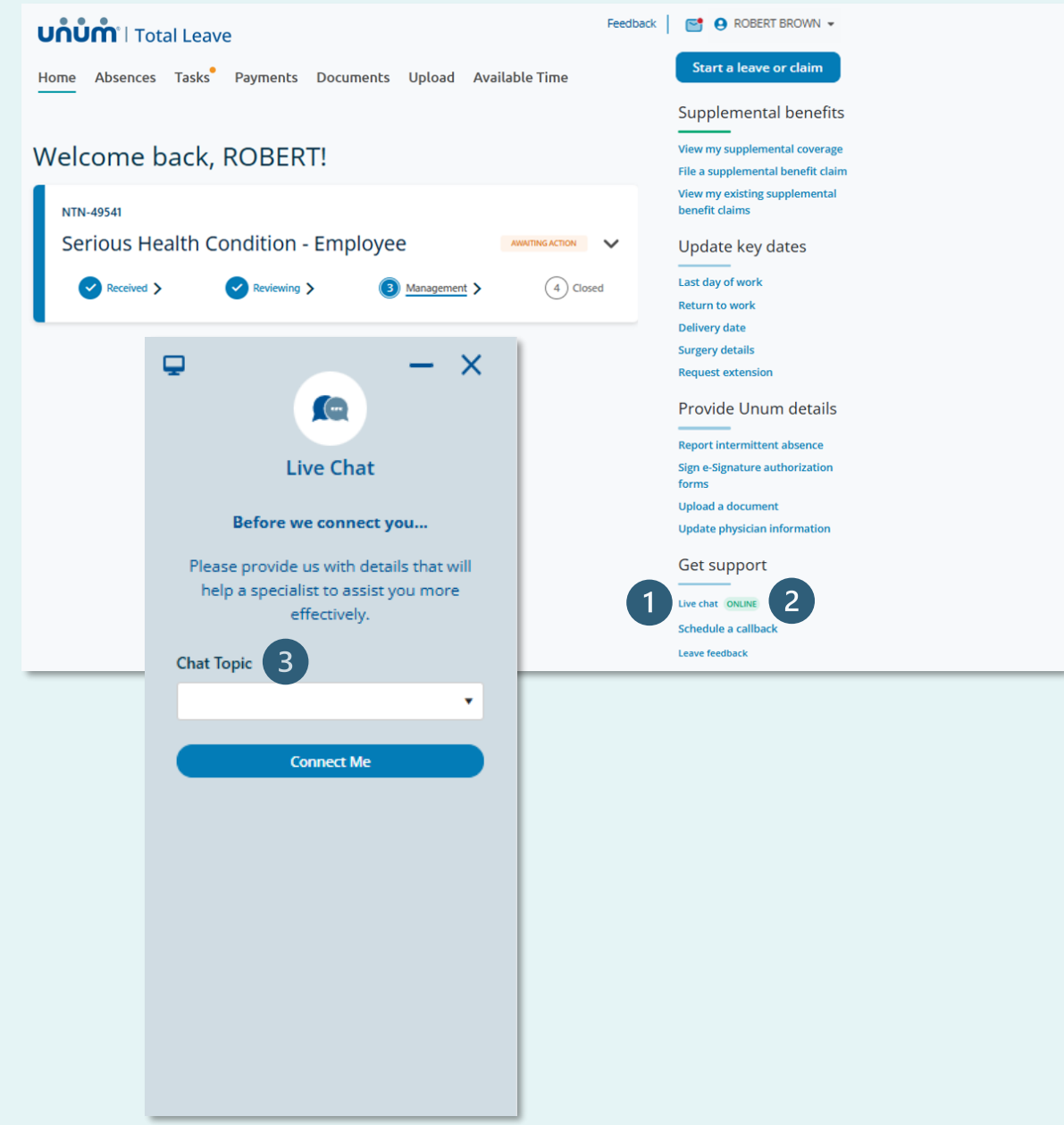
GET SUPPORT

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.



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

Feedback | ROBERT BROWN

Home Absences Tasks Payments Documents Upload Available Time

Welcome back, ROBERT!

NTN-49541
Serious Health Condition - Employee AWAITING ACTION

Received > Reviewing > Management > Closed

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 Submit 3

GET SUPPORT

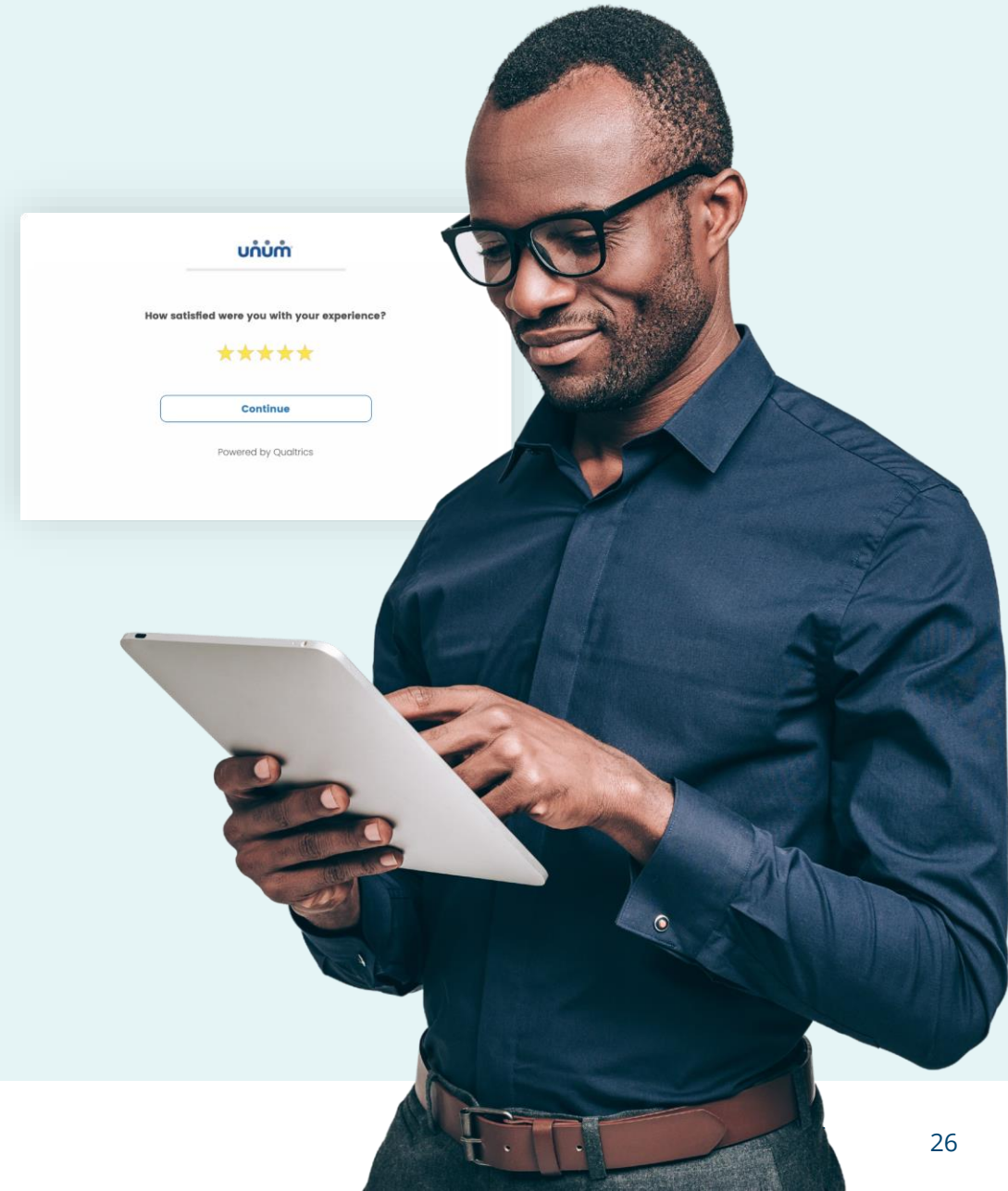
Providing Feedback

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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