

Program Q&A

- 1. Q: What is included in the Active&Fit Direct™ program?**
A: The Active&Fit Direct program provides members with access to fitness center memberships through a broad network of participating fitness centers. Members have access to online tools such as a fitness center search, activity tracking, and more.
- 2. Q: What are the different types of fitness centers participating with the Active&Fit Direct program?**
A: The Active&Fit Direct network includes both coed and gender-specific fitness centers, and exercise centers.
- 3. Q: Can members try out a fitness center before enrolling?**
A: Yes. If the member is interested in a fitness center but is not ready to enroll, the member may request a letter to take to a fitness center that has indicated they provide guest passes. Members must register on the Active&Fit Direct website URL provided by their employer/health plan to request the guest pass letter.
- 4. Q: How can members enroll in the Active&Fit Direct program?**
A: Members may enroll in the Active&Fit Direct program by going to the Active&Fit Direct website URL provided by their employer/health plan. A \$25 enrollment fee, \$25 for the current month (regardless of the enrollment date within that month), and \$25 for the next month are due when the member enrolls. Each month's fee is \$25. After a 3-month commitment, participation is month-to-month. Once enrolled, members may view or print their fitness card and take it to any fitness center in the Active&Fit Direct network. Once the fitness center verifies the member's enrollment in the Active&Fit Direct program, the member will sign a standard membership agreement and receive a card or key tag from the fitness center to check in on subsequent visits.
- 5. Q: Once enrolled, when can a member start using the fitness center?**
A: A member has access to their fitness card as soon as they enroll on the website and can go to the participating fitness center right away.
- 6. Q: When are monthly payments charged?**
A: Recurring payments are charged on the same date each month as their enrollment date, starting the month after they enroll. The fee collected is for the following month's participation. If the member's payment date does not exist in a month, the payment will be charged on the closest day within the same month (e.g., if a member enrolls January 30, the recurring payment is February 28, the last day of the month).
- 7. Q: Can members continue to use their existing fitness center?**
A: Active&Fit Direct network fitness centers allow members to cancel or suspend current memberships so they may join the Active&Fit Direct program at no penalty. If in the future a member decides to cancel their Active&Fit Direct membership, and the original fitness center membership was suspended (and not canceled), the member's original membership should be reinstated. If the fitness center is not part of the Active&Fit Direct network, the member should go online to www.ActiveandFitDirect.com to find a participating fitness center.

- 8. Q: How does a member nominate a fitness center to be included in the Active&Fit Direct network?**
A: If a fitness center is not listed on the Active&Fit Direct website, the member may nominate the fitness center by providing the name, address and phone number. The fitness center will be contacted for possible addition to the Active&Fit Direct network. Members can check back periodically to see if their nominated fitness center has been added to the network.
- 9. Q: Does an Active&Fit Direct member get an Active&Fit Direct fitness card? If so, how is one obtained?**
A: Yes. The fitness card is available on www.ActiveandFitDirect.com. Once enrolled, a member can print their fitness card or save it to their phone, and show it to the participating fitness center.
- 10. Q: What is the process for complaints against a fitness center?**
A: Members can contact customer service via www.ActiveandFitDirect.com to file a complaint. American Specialty Health Fitness, Inc., provider of the Active&Fit Direct program, will assess complaints and follow up accordingly. Methods include inquiry letters, site visits, or secret shopper calls.
- 11. Q: Does a member ever have to pay a fitness center directly to participate in the Active&Fit Direct program?**
A: Members pay a monthly \$25 fee and an enrollment fee directly to the Active&Fit Direct program and do not pay a fitness center directly. However, members are responsible for paying any fees associated with upgrading their fitness center standard membership directly to the fitness center. Any non-standard fitness center services that typically require an additional fee are not included.
- 12. Q: What are the features available on the Active&Fit Direct website?**
A: Active&Fit Direct-eligible members can register to use the website and access all of the features, including a fitness center search, activity tracking, and more.
- 13. Q: What is the Active&Fit Direct Connected!™ program?**
A: The Active&Fit Direct Connected! program is a tool that aggregates fitness center visits and activity from wearable fitness devices and apps so that enrolled members can track their activity goals online.
- 14. Q: After a member registers for the Active&Fit Direct website, what must the member do to use a wearable fitness device or app to track progress with the Active&Fit Direct Connected! program?**
A: Once the member has enrolled in the program, the member is provided with a custom marketplace that displays all of the wearable fitness devices and apps that are part of the program. The member selects one of these wearable fitness devices or apps, and is directed to the device or app website to give permission for data to be sent to the Active&Fit Direct program. The member is then directed back to www.ActiveandFitDirect.com. Once the device is linked to the Active&Fit Direct program, the member is able to track progress on the Active&Fit Direct website. Purchase of a wearable fitness device or app may be required and is not reimbursed by the Active&Fit Direct program (though there are free apps that can track members' progress as well).
- 15. Q: How does an Active&Fit Direct member cancel their membership?**
A: A member can cancel their membership after the minimum 3-month enrollment period on the Active&Fit Direct website. Member fees paid to the Active&Fit Direct program are refundable only in very limited circumstances. Members should refer to the Program and Website Terms and Conditions located on the Active&Fit Direct website for more information on canceling their membership and for restrictions on refunds.

