



Virgin Pulse 2.0 Upgrade—Frequently Asked Questions

Your Virgin Pulse program was upgraded to the new and improved 2.0 platform on January 4, 2017. Among the changes, HealthCash is now called PulseCash. This document answers some frequently asked question about the new program.

Q. Why did we change to a new platform?

A. Virgin Pulse phased out the old platform for all members. The new 2.0 platform is designed to address more than just physical activity. You can also track emotional, spiritual and financial health, so you have more ways to earn rewards.

Q. Can I access the old platform?

A. Virgin Pulse’s old platform is no longer available.

Q. How is the new platform different?

A. The new platform is more user friendly (including an improved mobile app), with features that emphasize more than just uploading steps.

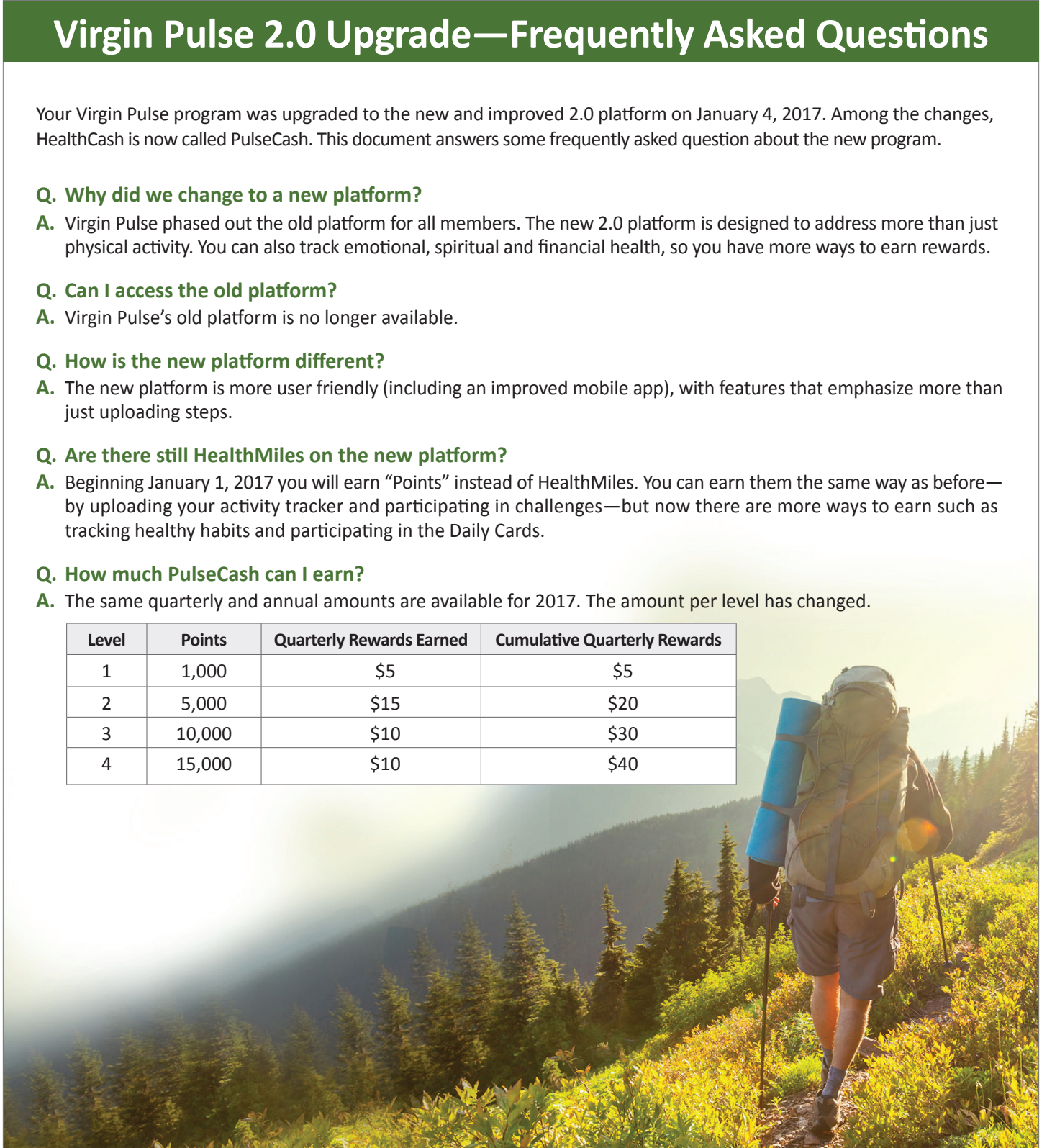
Q. Are there still HealthMiles on the new platform?

A. Beginning January 1, 2017 you will earn “Points” instead of HealthMiles. You can earn them the same way as before—by uploading your activity tracker and participating in challenges—but now there are more ways to earn such as tracking healthy habits and participating in the Daily Cards.

Q. How much PulseCash can I earn?

A. The same quarterly and annual amounts are available for 2017. The amount per level has changed.

Level	Points	Quarterly Rewards Earned	Cumulative Quarterly Rewards
1	1,000	\$5	\$5
2	5,000	\$15	\$20
3	10,000	\$10	\$30
4	15,000	\$10	\$40



Q. Why are the Points levels so much higher than the HealthMiles levels?

A. The levels are higher because there are a lot more ways to earn points. See chart below.

	Descriptions	Points	Frequency
ACTIVITY	Per 1,000 steps (up to 140 Points/day for 14,000 steps)	10	Daily
	15 or more active minutes	70	
	30 or more active minutes	120	
	45 or more active minutes	140	
	Take 7,000 steps 20 days in a month	400	Monthly
	Take 10,000 steps 20 days in a month	500	
MEASUREMENT	Enter your measurements (weight)	100	Monthly
SELF-TRACKING	1 entry (up to 30 Points/day)	10	Daily
	Achieve the promoted Healthy Habit for 5 of 7 days	200	Monthly
CARDS	Complete card (2/day—20 Points each)	40	Daily
CHALLENGES	Join challenges set up by your conference or employer	100	Quarterly
	Join a personal challenge	100	Monthly

Q. Can I use the same activity tracker?

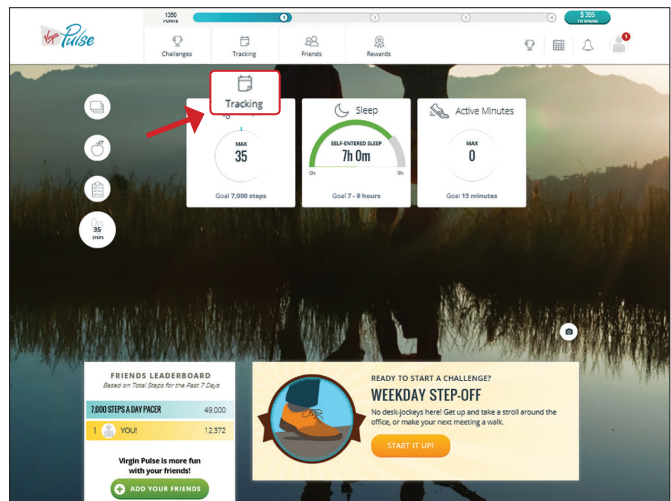
A. Yes, one of the great things about the version 2.0 platform is that there are more compatible trackers. Check out all the compatible devices on the **Devices and Apps** tab under your profile in the drop-down menu.

Q. How much of my steps history will be migrated to my account on the new 2.0 platform?

A. Virgin will bring over two years of steps history into the new platform.

Q. Where can I see my steps on the new platform?

A. On your homepage, scroll down. You can also expand the navigation bar, go to **Tracking** and then click on **Stats**. This is where you can access all of your activity and health data.



Q. What do I need to do to earn the incentive?

A. If you are already a member, you don't need to change a thing. If you're not yet enrolled in the Virgin Pulse program, go to wspath.org, click on **HealthFlex/WebMD** and enter your WebMD user **name and password**. Then select Join Virgin Pulse and follow the steps.

Then put on your activity tracker and start moving. Make sure to upload your steps at least a couple of times a week, and check your personal dashboard at least once a week. To complete all Levels each quarter, you should strive to walk 7,000 steps or more each day, engage with the Daily Cards and track your activity in your account.

Q. Will my accumulated HealthCash carry over to the new platform?

A. Yes, your HealthCash will be carried over, but will be called PulseCash on the new platform. You can redeem PulseCash the same way you redeemed HealthCash: by selecting a gift card, purchasing new activity gear from the store, and transferring cash to your bank account.

Q. Do I need to reconnect my activity tracker (Max, Fitbit, Misfit, etc.)?

A. No, you do not have to reconnect your activity tracker for the 2.0 platform.

Q. How do I log in to the new platform?

A. Use your current Virgin Pulse ID (or e-mail) and your password. You do not need to create a new account.

Q. Do I have to agree to new terms and conditions?

A. Yes, Virgin Pulse takes your privacy seriously, so you will need to agree to a new Membership Agreement, Privacy Policy, and Data Consent.

Q. What happened to the friends that I connected with on the previous platform?

A. The Social Connections will not carry over to the new platform. You will need to rebuild your network of friends. Add your friends and co-workers who are enrolled in the program. You will earn 250 points for the first five friend connection in the new platform.

Q. Will my mobile app work with version 2.0?

A. Your app will work as long as you have the latest update from the app store (iOS or Android). Just log out of the app and log back into the app to experience the new mobile platform.

Q. What if I have more questions?

A. Call Virgin Pulse at **1-800-830-4312** or visit the website at virginpulse.com.

