

Program Q&A

PROGRAM DESCRIPTION

Q: What's included in the Active&Fit Enterprise™ program?

A: The Active&Fit Enterprise program provides its members with fitness options and resources to empower them to get fit. Members can access fitness memberships through a robust network of participating fitness centers. They may also buy up into Premium locations.

Members can enjoy a variety of on-demand workout videos on the Active&Fit Enterprise website, a tailored workout plan, and activity tracking through the Connected! tool. Members may also view the quarterly newsletter, and exclusive articles and resources in the online resource library.

Q: What kinds of fitness centers take part in the program?

A: Options include:

- **Full Coed Fitness Centers**, which may offer exercise classes in addition to their standard membership with cardiovascular and resistance training equipment.
- **Gender-Specific Fitness Centers**, which offer a standard membership and the opportunity to work out with others of the same gender.
- **Fitness Studios**, which may include pools, yoga studios, and/or Pilates studios.
- **Premium Fitness Network Choices**, an expanded network of options, like full-service fitness centers and studios, and unique fitness experiences, such as rock climbing and martial arts. Fees vary, depending on the fitness location members choose.

PROGRAM MEMBERSHIP

Q: How do members join the program and get an Active&Fit Enterprise card?

A: Members go to **ActiveandFit.com** and click Check Eligibility to register to use the website and select a participating fitness center. Members who choose a fitness center should print a paper copy of their Active&Fit Enterprise card, or download it on their phone, and bring it to the fitness center they selected. Members enrolled in a Standard fitness center may add other participating Standard locations at no additional cost.

Q: How does the Premium Fitness Network buy-up option work?

A: Interested members can select from Premium locations offering more choices at a variety of price points. Fees vary depending on the location selected and are charged monthly to the member's credit card. Upon joining, members are charged for the current month, plus the next month's fee.

Q: Can members enroll in more than one fitness center?

A: Yes. Members can go to one or more participating fitness centers at a time. If members enroll into more than one Premium fitness center, they must pay fees for each individual location. Members can log in to the website or call for information on how their payments may change.

Q: Can new members keep using their current fitness center?

A: If the fitness center is part of the Active&Fit Enterprise network, then yes. Members can advise the fitness center to freeze their membership. After registering on the website, selecting a fitness center, and paying any applicable fee(s), they can print a paper copy of their Active&Fit Enterprise card, or download it on their phone, and bring it with them to their first visit. If the fitness center is not part of the network and members would like to use their Active&Fit Enterprise benefit, they will need to switch to a participating fitness center. Members should go to **ActiveandFit.com** for more information.

Q: How do members nominate a fitness center to be part of the Active&Fit Enterprise network?

A: Members can nominate a fitness center by going to the fitness center search at **ActiveandFit.com** or by calling Customer Service.

Q: If a member's fitness center leaves the network, how does the member find out?

A: Members will get a letter letting them know that the fitness center is leaving the network, 30 days in advance (when possible). This letter includes a listing of fitness centers closest to the member's address and shares information on how to select a new fitness location.

Q: What happens if a complaint is filed against a fitness center?

A: American Specialty Health Fitness, Inc., provider of the Active&Fit Enterprise program, will review complaints and follow up accordingly. Some methods of investigation are an inquiry letter, a site visit, or a secret shopper call.

Q: Do members ever have to pay a fitness center directly for Active&Fit Enterprise benefits?

A: No. However, members are responsible for paying any fees associated with upgrading their fitness center membership, or for using any nonstandard services or amenities that require separate, nonstandard fees.

WEBSITE FEATURES

Q: What resources can members find on the website?

A: Members have access to a variety of on-demand workout videos for all levels, including strength, yoga, cardio, and more. They can view exclusive articles on healthy eating, staying active, and other topics in the online resource library.

Q: How do members get custom Workout Plans?

A: By answering a few questions on the website, members will get a plan that includes a series of on-demand workout videos to help them start or stay with a workout routine.

Q: What is the Connected! tool?

A: The Connected! tool is available at **ActiveandFit.com**. The Connected! tool lets members track their activity from approved wearable fitness trackers and mobile apps (a full list is available online). Once registered on the website, members may select their tracker or app and give permission for data to be sent to the Active&Fit Enterprise program. Purchase of some compatible wearable fitness trackers or apps may be required to use the Connected! tool and aren't reimbursed by the Active&Fit Enterprise program. Members' use of the Connected! tool serves as their consent for American Specialty Health Fitness, Inc. (ASH Fitness) to receive information about their tracked activity.

Q: How do members leave the program?

A: Members must call Customer Service at 1.877.771.2746. Fees are nonrefundable.

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