



# VIRGIN PULSE TRANSITION FAQ

## **What is happening?**

We are excited to announce that SimplyWell® has joined forces with Virgin Pulse to bring you an improved wellbeing experience to help you build healthy habits, achieve your wellness goals, and improve your wellbeing. Your new Virgin Pulse program will bring you the largest, most comprehensive and fun wellbeing program in the world.

## **Will I need to sign up for the new Virgin Pulse program?**

While the wellbeing program is completely voluntary, those who choose to participate must register for the new Virgin Pulse platform.

## **When will this change take effect?**

Your new Virgin Pulse wellbeing program begins 1/1/20.

## **How do I sign up for the new program?**

Joining the new program is easy. You will receive an email from Virgin Pulse with all the information you need to get started on your new wellbeing program.

## **Will I still be able to access the old wellness platform?**

The SimplyWell Connect™ web platform and mobile app will no longer be available as of 12/31/19. We encourage you to log in before this date to view your historic data and rewards status (if applicable).

## **Will I be able to access my previous device activity and biometric data in the new platform?**

We will upload validated biometric data from a set historical timeframe. Your device history and any self-reported biometrics will not be transferred to the new platform.

## **Will I need to re-sync my fitness device/app to the new platform?**

Yes. Your new Virgin Pulse platform is compatible with some of the most popular health and wellness apps and devices available. We encourage you to sync your favorites with the new platform so you can track all your activity from one place.

## **Do I have to agree to the data consent, privacy policy, and membership agreement?**

You must agree to the data consent, privacy policy, and membership agreement in order to participate in your new Virgin Pulse program. Your privacy is a top priority and Virgin Pulse works tirelessly to properly safeguard and maintain the privacy of your Protected Health Information (PHI).



**Questions?** Give us a call at 888-848-3723.

