

ABOUT THE ACTIVE&FIT DIRECT™ PROGRAM

1. **Q: What's included in the Active&Fit Direct program?**

A: Your membership includes:

- A gym membership to your choice of 12,200+ standard gyms and/or 6,100+ premium exercise studios with 20% – 70% discounts on most.
- You can switch gyms or cancel anytime.
- Over 10,800 on-demand workout videos so you can work out at home or on the go.
- Once enrolled, you can enroll your spouse or domestic partner.¹
- A variety of workout classes available anytime on YouTube and Facebook.
- Activity tracking through the Active&Fit Direct Connected!™ tool, which aggregates data from over 250 wearable fitness trackers and apps.
- One-on-one well-being coaching on fitness, nutrition, stress, sleep, and more.
- Digital resources and classes.
- No long-term contracts.

2. **Q: How much does it cost?**

A: The Active&Fit Direct program offers a standard gym membership at \$28/month, and/or a premium membership with 20% – 70% discounts on most exercise studios.² Fees may vary based on fitness center selection. When you enroll, you'll pay the enrollment fee, and the monthly fees for the current and second month of enrollment plus any applicable taxes. Additional fees apply if enrolling your spouse or domestic partner.

3. **Q: Is there a minimum period when I enroll?**

A: Yes, there's a 2-month minimum enrollment period. After 2 months, participation is month-to-month.

4. **Q: What is the Active&Fit Direct program?**

A: The Active&Fit Direct program is a flexible, comprehensive low-cost fitness program offered through American Specialty Health Fitness Inc. It's one of America's fastest growing fitness programs. Our parent company, American Specialty Health Incorporated, was started in 1987 and provides a broad range of fitness and health care programs nationally. The Active&Fit Direct program's mission is to help you become more active without breaking the bank.

ELIGIBILITY

5. **Q: How do I know if I'm eligible to enroll?**

A: Contact your employer, association, or health plan to see if they participate in the Active&Fit Direct program. If they do, they'll direct you to a dedicated link with access to the Active&Fit Direct website. You won't be able to enroll without accessing Active&Fit Direct through your employer, association, or health plan.

6. **Q: Why isn't the Active&Fit Direct program offered to the public?**

A: The Active&Fit Direct program is a membership-type program and, therefore, isn't offered to the public. It's offered through hundreds of organizations including employer groups, associations, insurance companies, health plans, and others. Only eligible members may enroll.

ENROLLMENT

7. **Q: How can I enroll?**

A: Find the Active&Fit Direct section on your employer's, association's, or health plan's website. Look for a link to the Active&Fit Direct website where you can register and enroll into the program.

8. **Q: I'm on the Active&Fit Direct website but I can't seem to enroll. What do I do?**

A: First, make sure that you clicked the dedicated link on your employer's, association's, or health plan's website. This link cannot be copied and pasted, nor can it be typed into a web browser. The Active&Fit Direct program is available only through your employer, association, or health plan. It's not available to the public.

9. **Q: I'm enrolled! When can I start using the gym or studio I selected?**

A: Once enrolled, print your Active&Fit fitness card or save it to your phone and take it with you to the gym or studio.

18. **Q: How do I read my invoice?**

A: On the invoice, you may see one or more of the following descriptions. Not all items will appear on each invoice.

Active&Fit Direct Program. This represents features that are included with the Active&Fit Direct program such as on-demand workout videos, activity tracking, etc. There's no additional charge for these features.

Next Month's Fee. Fitness center memberships are billed one month in advance. This line shows the amount you're paying for next month. It includes applicable taxes.

Enrollment Fee. This line shows that you've paid the initial enrollment fee plus applicable taxes.

Current Month's Fee. This line shows the amount you're paying for the current month's membership. It includes applicable taxes.

WELL-BEING COACHING

25. **Q: What is well-being coaching?**

A: Well-being coaching offers personalized coaching over the phone to help you achieve your health goals, whatever they may be. Get matched with a professional well-being coach who'll provide education and training on topics such as fitness, nutrition, stress, and sleep. The program is customized to support you as an individual and help you set and reach goals at your own pace.

26. **Q: How can I participate in the coaching program?**

A: Once you enroll in the Active&Fit Direct program, you'll find the coaching program details on your dashboard. To schedule your initial 30-minute session, call the phone number on your dashboard.

DAILY WORKOUT CLASSES

27. **Q: Do I need to be enrolled in the Active&Fit Direct program to access the workout classes on YouTube and Facebook?**

A:

WEBSITE FEATURES

36. **Q: How do I find the added benefits like on-demand workout videos?**

A: Before you enroll, get started with 200 on-demand workouts at no cost! Click *Join Now* on your homepage to register and view them. Or enroll and get access to over 10,800 on-demand workout videos. Select *Workout Videos* to view the videos.

37. **Q: What is the Active&Fit Direct Connected!™ tool?**

A: Once you enroll, you can use the Active&Fit Direct Connected! tool to aggregate activity data from compatible wearable trackers and apps to sync and track activity online. It can even track your activity from your connected exercise equipment.

38. **Q:**

¹ Add a spouse/domestic partner to a primary membership for additional monthly fees. Spouses/domestic partners must be 18 years or older. Fees may vary based on fitness center selection.

² Plus an enrollment fee and applicable taxes for standard fitness centers. Costs for premium exercise studios exceed \$28/mo. and an enrollment fee will apply for each premium location selected, plus applicable taxes. Fees vary based on premium fitness studios selected.