

A Complete Fitness Program



The Active&Fit Enterprise™ program supports every unique member.



National Network of Fitness Centers

Access thousands of participating fitness centers for only \$10 per month. You also have access to Premium locations. These include fitness centers, studios, and unique fitness experiences, for a buy-up price.¹



Home Fitness Kits

For \$10 per benefit year, pick one kit from 11 options.²



On-Demand Workout Videos

Visit the Active&Fit Enterprise website to find workout videos for all fitness levels.



Workout Plans

Answer a few online questions about your fitness level and goals to get a custom exercise plan.



Fitness Tracking

Sync your wearable tracker or mobile app to the Connected! tool and track your activity.³

Go to ActiveandFit.com to get started today!

For questions, call us toll-free at 1.877.771.2746, Monday through Friday, 5 a.m. to 6 p.m. PST.

IMPORTANT! If you are enrolled in the Active&Fit Direct™ program, you must cancel your program enrollment before becoming a member of the Active&Fit Enterprise program. Please log in to ActiveandFitDirect.com to cancel your Active&Fit Direct program enrollment. If you have questions, call us toll-free at 1.844.646.2746, Monday through Friday, 5 a.m. to 6 p.m. PST.

¹Fees vary by Premium location. Please refer to the fitness center search on the Active&Fit Enterprise website.

²Home Fitness Kit promo codes cannot be used in combination with any other promotions on third-party vendor websites. Once selected, kits cannot be exchanged. Kits are subject to change.

³Purchase of some compatible wearable fitness trackers or apps may be required to use the Connected! tool and are not reimbursable by the Active&Fit Enterprise program. Your use of the Connected! tool serves as your consent for American Specialty Health Fitness, Inc. (ASH Fitness) to receive information about your tracked activity.

The Active&Fit Enterprise and Active&Fit Direct programs are provided by ASH Fitness, a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. Please talk with your doctor before you start or change your exercise routine. Persons shown are not Active&Fit Enterprise members. Active&Fit Enterprise, Active&Fit Direct, and the Active&Fit Enterprise logo are trademarks of ASH. Other names or logos may be trademarks of their respective owners. Nonstandard services at fitness centers that call for an added fee are not part of the Active&Fit Enterprise program. Fitness center participation may vary by location and is subject to change.

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 who like the flexibility of working out at home can choose one Home Fitness Kit per benefit year.

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 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, select a participating fitness center, and/or choose one Home Fitness Kit. To participate, members must pay any applicable nonrefundable member fee(s). 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 additional 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 will be charged for the current month, plus the next month's fee. Members who select a Premium location are also responsible for paying the Active&Fit Enterprise monthly member fees, in addition to their Premium Fitness Network monthly fee.

Q: If members select a fitness center with a monthly member fee, how does this work?

A: Upon joining, members will pay the current month's fee plus the next month's fee. Each following month, members will only be charged the monthly fee for the next month. For example, if a member joins in January, the member will be charged for the current month (January) and the next month (February). In February, the member will be charged for March.

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.

HOME FITNESS KITS

Q: What kinds of Home Fitness Kits can members choose?

A: Members can go to the Home Kits page on the website to explore the selection of available kits.

Members should follow the instructions on the Active&Fit Enterprise website to receive their promo code. Once they've redeemed the code online through a third-party vendor website, their kit will be mailed directly to them.* Shipping times for kits may vary.

Q: Do members have to pay an annual member fee for their Home Fitness Kit?

A: Yes, the nonrefundable annual member fee is \$10.

WEBSITE FEATURES

Q: What website resources are available to Active&Fit Enterprise members?

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 and resources on healthy eating, staying active, and other topics in the online library.

Q: How do members get personalized 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 continue an exercise 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 are not 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.

*Home Fitness Kit promo codes cannot be used in combination with any other promotions on third-party vendor websites. Once selected, kits cannot be exchanged. The promo code will expire at the end of your benefit year. Kits are subject to change.

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