

PACT FAQ for SilverSneakers® Customer Service

***Summary:** SilverSneakers PACT is a web based goal-setting and incentive program built on the belief that there is no single best how-to formula for putting your health first. SilverSneakers supports your efforts to find the best way to put your health first by rewarding commitments that range from visiting the gym to losing weight and eating healthier foods. With PACT Commitment Contracts you have the opportunity to set your goals, determine a framework to help you achieve them and be rewarded for your success.*

Start Date: Outreach began in January 2013

End date: Ongoing

Q1: What is PACT?

A1: PACT is a new web experience brought to you by SilverSneakers. PACT is designed to help you set and keep your fitness and other healthy promises to yourself. It allows you to set goals, create an accountability and support network, and earn great rewards for participating in the program and achieving your goals. All of this occurs in a completely safe and confidential environment.

Q2: How do I learn about PACT?

A2: PACT is being promoted through several channels ó direct mail, email, posters and flyers in SilverSneakers participating locations and at tradeshow.

Q3: Who's eligible for PACT?

A3: PACT is open to the general public.

Q4: What is my.silversneakers.com?

A4: This is a new web experience available to SilverSneakers members and non-members (the general public). This site will continue to evolve over the course of 2013 and eventually replace silversneakers.com/member (the current SilverSneakers member portal).

Q5: Do I need to register on my.silversneakers.com to access PACT?

A5: Yes, everyone will need to register on my.silversneakers.com to access PACT.

Q6: Does PACT cost anything to join?

A6: No. PACT is a **free** web experience available to the public.

Q7: Am I still eligible for SilverSneakers if I sign up for PACT?

A7: Absolutely. PACT was designed to *enhance* your SilverSneakers experience.

Q8: What is a Referee?

A8: A Referee is an individual or an organization that you select to monitor and verify the progress of your Commitment Contract (the goal you set). The Referee can be anyone you choose (over age 13) ó a friend, your spouse or even your boss. Every time you submit a report, your Referee receives an email asking him or her for confirmation of the report's accuracy. Your Referee may choose to take your word for it or ask you for proof that you kept your Commitment.

Q9: What is a Supporter?

A9: Your Supporters are people that you choose to motivate you by praising your good work or giving you a kick in the pants if you need it to keep going toward your goals.

Q10: What are points?

A10: Points are your reward for participating in the PACT program. You collect points in a variety of ways. For example, you earn points each time you create a Commitment Contract, anytime you invite a Referee and Supporters, for reporting your progress, and for succeeding. The points you earn can be redeemed in our rewards store for all kinds of amazing rewards and prizes.

Q11: How do I earn points?

A11: You can earn points in the following ways:

- By creating a Commitment Contract
- When a Referee accepts an invitation to join your Commitment Contract
- When a Supporter accepts an invitation to join your Commitment Contract
- For reporting on your Commitment Contract ó plus additional points if your report is "Successful":
 - Earn *additional* points for reporting "Successful" in 75 percent or more of your reporting periods.
 - Earn the *maximum* points for reporting "Successful" in 100 percent of your reporting periods.
- For posting an entry in your Commitment Journal
- By sharing your Commitment Contract progress by posting to Facebook or Twitter

Please note that, depending on the Commitment Contract, point values earned for the actions listed above may be different. Additionally, some actions, such as posting progress to Facebook and Twitter, may have a limit on the number of points you can earn. SilverSneakers members will earn points at a higher rate than non-SilverSneakers members.

Q12: What prizes may I redeem points for?

A12: You may redeem points for prizes such as gift cards; magazine subscriptions; exercise and healthy living items such as pedometers, yoga mats and golf products; and SilverSneakers branded T-shirts, sweatshirts and water bottles. Additionally, you may redeem points for entries to periodic sweepstakes for large prizes such as travel packages and electronics (for example, iPads, iPods, and TVs).

You'll find the complete prize listing pact.silversneakers.com.

Q13: If there are login problems with PACT or I have additional questions about the program, what do I do?

A13: Contact PACT directly online at <http://silversneakers.stickk.com/contact>, by phone at 1-855-284-7933 or by email at support@pact.silversneakers.com.

Q14: What if I have additional questions about the SilverSneakers Fitness Program in general?

A14: You can call 1-866-666-9891 or email silversneakerswebcontact@healthways.com.