

FREQUENTLY ASKED QUESTIONS

GETTING STARTED

What is Virgin Pulse?

Virgin Pulse is the world's largest comprehensive digital health activation and engagement company, helping people build and sustain healthy habits and behaviors. Virgin Pulse can help you make small, everyday changes to your wellbeing that are focused on the areas you want to improve the most. For eligible individuals, Wellness Reward Program participation is housed within the VP platform for a streamlined experience.

Who can use Virgin Pulse?

All full-time employees (regardless of benefits enrollment), seasonal employees enrolled in medical, and spouses enrolled in medical can create a Virgin Pulse account. Virgin Pulse is free to use, and you can even invite your friends to join at no cost.

How do I create a Virgin Pulse account?

You can create your account online or through the Virgin Pulse mobile app:

On the web: visit join.virginpulse.com/tridentseafoods, enter the information to create your account and set a password.

Mobile: visit the App Store or Google Play Store. Search for 'Virgin Pulse' and download the app. Select 'Create Account' and use 'Trident Seafoods' as the program sponsor. Follow the steps to set up your account.

Account creation tips:

- The name you use to create your account must exactly match your name in Dayforce. Examples:
 1. If you have a middle initial or middle name reflected in Dayforce, make sure to include this as part of your First Name when creating your Virgin Pulse account.
 2. If you have two last names or a hyphenated last name in Dayforce, make sure your Last Name exactly matches (including hyphenation) when creating your Virgin Pulse account.
- Spouses creating an account must use the employee's ID# + "S". (example: 123456S)

How do I connect my device?

Virgin Pulse supports a variety of tracking devices and apps to help you get credit for your activity and healthy habits. To connect, login to your Virgin Pulse mobile app, click 'More' > 'Devices and Apps' > choose your device or app and click 'Connect'. Connecting a device is optional but recommended for an enhanced experience. Members can also participate manually if not using a device or app.

WELLNESS REWARDS PROGRAM

Who can participate in the Rewards program?

Employees and spouses enrolled in a Trident medical plan can participate in the Wellness Rewards Program. Eligible employees can earn up to \$900 a year by completing an annual physical exam and Rewards activities, like workouts, additional preventive care screenings, and healthy habits. Visit the 'Rewards' page in your VP account to learn how to earn rewards. The program begins January 1, 2024, and runs on a calendar year.



How does the Rewards program work?

Employees and spouses enrolled in a Trident medical plan can participate. The program has two components:

1. Complete a **physical exam** to earn a \$500 contribution to your HRA or HSA. Physical exams must be completed between January 1, 2024 – December 1, 2024. *(Employees and spouses eligible).*
2. Complete **Rewards activities** like workouts, preventive care screenings, and learning opportunities to earn up to \$400 in Pulse Cash per year. *(Employees only eligible).*

What is Pulse Cash?

Points earned by completing Rewards activities are converted to Pulse Cash, which can be redeemed for gift cards, donated to charitable organizations, or used to purchase merchandise in the VP store. With each level achievement met, you earn \$100 in Pulse Cash.

	Level 1	Level 2	Level 3	Level 4
Points	7,000	25,000	40,000	60,000
Rewards	\$100	\$100	\$100	\$100

How do I redeem Pulse Cash?

When you earn Pulse Cash you can visit your 'Rewards' page to redeem. You'll have the option to visit the gift card redemption site, browse the Virgin Pulse store for merchandise, or donate the cash to a charitable organization. Note that all redemptions over \$25 are taxable and will be deducted from your earning statement.

Does Pulse Cash expire?

Pulse Cash does not expire and will rollover from year-to-year if not redeemed. Points earnings will reset to zero at the start of each year.

What forms do I need to participate in the Rewards program?

There are no forms involved in the new program. Individuals will verify completion of an annual physical exam in the Virgin Pulse platform. To verify completion, simply provide the date of your physical exam, your physician's information, and upload documentation as proof of completion. Acceptable documentation can be a visit summary, a MyChart screenshot, or other paperwork containing the date of your exam and physician's contact information. Once verified, your incentive will be on its way within 4 weeks.

How do I submit my spouse's physical exam attestation?

Spouses must create their Virgin Pulse account and follow the same steps to verify their physical exam through their own account. Employees cannot submit documentation on behalf of their spouse. Once submitted, the incentive will be contributed to the employee's HSA or HRA within 4 weeks.

What is the deadline for participation?

The deadline to complete and submit verification of a physical exam is **December 1, 2024**. Rewards activities can be completed on an ongoing basis.



PROGRAM

Does the new Virgin Pulse platform impact my medical coverage?

Virgin Pulse is a free wellbeing platform that is replacing Wellworks For You. It has no impact on your medical coverage or enrollment. All full-time employees are eligible to enroll in and use Virgin Pulse.

Is health coaching available?

Unlimited, free telephonic health coaching is available to all Virgin Pulse users. Virgin Pulse health coaches offer a safe, judgment-free space to support you with your health goals. Conversations are completely confidential and protected by HIPAA--no information is shared with Trident or other individuals. Coaching is available for a range of wellness topics; you are not limited to discussing just one topic at a time. Connect with the same health coach to continue your conversations and establish accountability on your journey. An interpreter can be conferenced into the call for language assistance if needed. Log into your VP account and hover over 'Health' then click on 'Coaching' to get started.

Coaching Hours:

- Monday – Thursday: 5am PST / 8am EST – 8pm PST / 11pm EST
- Friday: 5am PST / 8am EST – 4pm PST / 7pm EST
- Saturday: 6am PST / 9am EST – 12pm PST / 3pm EST

Is my information private?

Trident Seafoods does not have visibility into individualized medical information and does not collect medical data from your Virgin Pulse account. Any reporting that Trident receives is anonymized and aggregated per HIPAA laws. To view the full Virgin Pulse Privacy Policy, login to your account using the web platform and click on 'Wellness Program Member Privacy Notice' at the footer of the page.

Who can I reach out to with program questions and/or feedback?

Your feedback and questions are always welcome and will help us continuously improve the experiences that emerge from the wellness program. Please reach out to **wellness@tridentseafoods.com** and we will assist you as soon as possible.

TROUBLESHOOTING

How can I get tech support?

You can visit **support.virginpulse.com** for self-service articles and tutorials answering common tech questions. Live chat is also available Monday - Friday from 2am - 9pm EST.

Get support over the phone by calling 888-671-9395 Monday - Friday from 8am - 9pm EST, or you can send an email to support@virginpulse.com and a Member Services Agent will get back to you as soon as possible.

I am trying to enroll, but received an error message that my information doesn't match the Virgin Pulse records.

The information you enter to create an account must exactly match your employee information in DayForce. For example, some employees have a middle initial or middle name listed alongside their first name and will need to include that when enrolling with Virgin Pulse. (ex. John A Smith will use "John A" when entering their first name). If you are still running into trouble, reach out to Virgin Pulse tech support.

