Your Wellbeing Partner, Now and Beyond

Holistic Wellbeing Challenge

- Will we be able to set custom team lists? Will we ever be able to custom assign people to teams?

    o **Response**: We can upload a custom list of members to be invited to join the challenge (aka list upload option). We cannot dictate which team a member must be part of. Allowing the member some choice in how they participate in the challenge is key – Autonomy encourages intrinsic motivation. We do not plan to allow custom assigned teams at this point.

- When can we expect more challenge types?

    o **Response**: We are continuously evaluating data and feedback to determine challenge opportunities! There are no immediate plans for another new challenge *type*. We plan to sense and respond to Holistic Challenge feedback and look at the most impactful potential enhancements. Stay tuned for future updates.

    o Note that our Challenge content (aka 'templates', like the 'Amazing Architecture' Destination Challenge) is reviewed throughout the year and new content options are released periodically. Clients are informed of updates as part of our ongoing product releases.

- Regarding the Holistic Wellbeing Challenge, is this available now?

    o **Response**: Yes! You can connect with your Client Success Team to discuss how to request this new challenge be configured. Registration for Holistic Wellbeing Challenges opens in July.

- Are there rewards built for the Holistic Wellbeing Challenge?

    o **Response**: Rewards are being built now. We are focusing on three rewards that have been found to have the greatest impact on engagement based on our other challenge types. More information coming soon.

Journeys, Media Library, Videos

- Will you ever implement pre- post-tests to your videos or Journeys to determine if learning is actually taking place?

    - **Response**: Our primary goal is member engagement – to see members return to our platform again and again. Post-test or other evaluations about the member's learning is under consideration but not yet on the roadmap.

- Is the education content targeted to that member or is it the same for every level for everyone?

    - **Response**: Content is targeted based on what we know about the member as they interact with healthy habits, challenges, journeys and daily cards on the platform.

- I want to make sure I understand - Will headspace meditations be on the application now?

    - **Response**: Our focus is on making it easier for members to find partner solutions. We are exploring standard ways partners could integrate into the platform. We're considering ways in which partner content could be surfaced in the member experience, for example, a recommended action or next best content.

Rewards

- Like a daily card, I think a journey step should be rewardable.

    - **Response**: Journey steps are rewardable actions today.

- Love to see more points awarded for sleep and nutrition within the platform, rather than employees having to sync with an app (typically having to pay a fee for it).

    - **Response**: We are open to exploring ideas, in addition to the ability today for members to get rewarded for various content-based actions.

Reporting, Metrics

- Is it on the roadmap for the capability to see video view counts in our admin portal?

    - **Response**: We are exploring adding more details about what members are doing on the platform, but that is not yet well defined on our roadmap.

- Will we be able to award points for viewing videos in the digital library?

    o **Response**: This feature exists today for videos though it's up to the member which video they are going to watch.

What's Next Feature

- Will the employer be able to add to the what's next category? or is that created by Personify Health?

    o **Response** This feature is still in design. We will explore variations, but our current concept is to have this triggered by events and other rules you've set at the sponsor level (e.g., Challenge start dates, events, preventive care priorities, etc.).

Rebrand & New Experience

- Do you anticipate any site outages as you are merging HealthComp and Virgin Pulse on the backend and amplifying some of these enhancements coming?

    o **Response:** We do not anticipate any site outages. We're very strategic with our merger plan and expect to continue business as usual.

- Will we be able to get into the enhanced platform ahead of the deployment so our participants can get acclimated and be prepared to educate?

    o **Response:** For those clients who will receive the new brand updates, we can share images in advance.

MS Teams Integration

- Is the Open Virgin Pulse link SSO or user/pass?

    o **Response:** When the user opens Virgin Pulse in their browser, their current authorization will allow them to access. SSO or user/pass depends on existing security configuration.