COMMUNICATIONS OVERVIEW

Virgin Pulse

Communications

Be everywhere. Be unexpected.

High-impact, user-centric communications inspire your members to take action, adopt healthy habits, and thrive.

Contents

Introduction

Communications Overview Channels & Tactics Client Resource Center Client Admin Portal Communications Lifecycle 02

03

04

05

06

07

08

09

10

11

12

13

14

15

16

Pre-Launch Communications

Teaser Campaign Leadership Toolkit Wellbeing Champions Toolkit

Launch Communications

Enrollment - Automated Emails Enrollment - Offline Assets Onboarding - Automated Emails Onboarding - Feature Sheets & Guides

Ongoing Engagement 17 Member-Driven Messages 18 Challenge Communications 19 Promoted Healthy Habit Challenges 20 Standard Team Challenges 21 22 **Custom Communications** Consultative & Collaborative Support 23 Making it Your Own 24 **Custom Communications Catalogue** 25 **Custom Communications Appendix** 26 **Team**Challenges 27 So 28 Jou 29

Social Support
Journeys
Surveys
Nutrition
Sleep
Live Coaching
Onsite Events & Initiatives
Certified Partner Communications
Translations

30

31 32

33

34

35 36

Communications Overview

Strategic messaging, tools, and support to drive engagement and success

Virgin Pulse empowers clients with a suite of mobile, digital, and offline communications that help create a high-touch member experience. Automated platform communications, on-demand member marketing assets, and self-serve communications tools make it easy to connect with your entire members throughout the year.

The Virgin Pulse Health Plan Client Success team is in place to support your organizational goals. Your Client Success Manager (CSM) will collaborate with you throughout your partnership to develop an annual communications strategy that layers your unique brand messaging and key announcements on top of our comprehensive, automated platform communications.

Member-Driven Messages

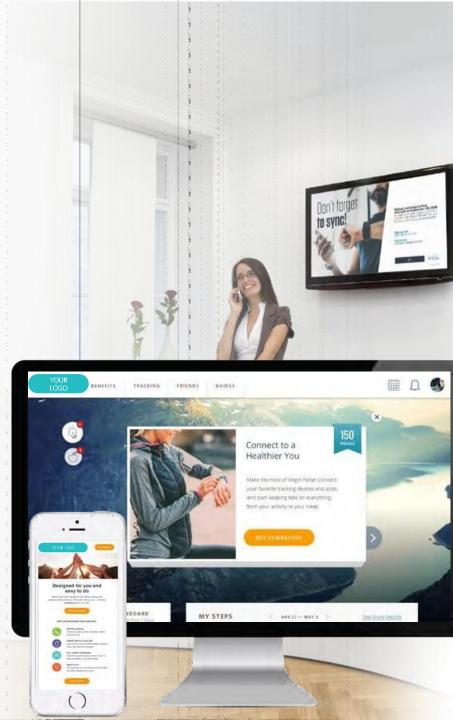
Virgin Pulse platform communications are designed to spark interest and inspire action with a friendly and supportive voice. Throughout the year, members receive timely messages and proactive reminders based on their interests, platform activity, and program milestones. These system-generated emails, push notifications, and site popups create a personalized, meaningful experience.

On-Demand Engagement

Program administrators have access to the Client Resource Center, a digital library where they can download ready-touse member marketing assets like posters and user guides. Administrators can also manage the events calendar and connect with your entire population, or specific population segments, with self-serve tools from the Client Admin Portal.

Custom Communications

Your Annual Communications Strategy is designed to amplify engagement and support your unique program design. Each client receives a flexible Annual Service Credit that can be applied toward the design and delivery of custom communication assets and unique campaigns. Your CSM will be there with support and guidance to make sure your communications are effective, and provide insights for future planning.



Communication **Channels & Tactics**

Multi-channel engagement

A variety of delivery tactics and member marketing assets enable you to reach your members online and offline.



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Programs

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Site Popup - Desktop

COMPANY NAME

Street Address City, State Zip Code

Ð

Tracking

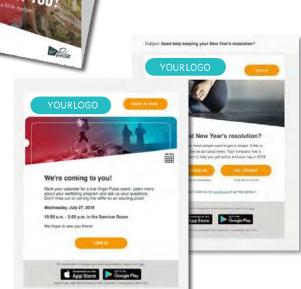
Set Your Interests

Want to see tips and tricks for daily inpiration? Set

your interests and get personalized Daily Tips on a variety of wellness topics, cooked up just for you.

88

Offline Asset - Digital Display



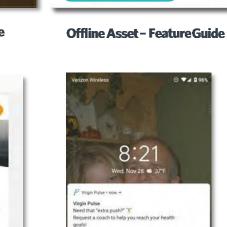
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HELP US GROW Take the VP Engagement

Survey by February 28.

CHECK YOUR INBOX

GHALLENGES





- track calories -

HEALTHY,

EASY **RECIPES**

(that the whole family will love.)

Get sharted finites' wirgh-pulses comprise Kompulate

Pulse

⊖ ▼4 0 96%

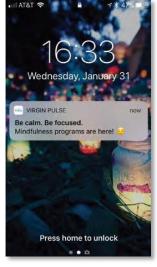


Connect your favorite

Virgin Pulse's health and wellbeing program works with the best fitness. tracking devices and mobile apps in the market. Take a look at the brands

we've partnered with to help you be successful and have fun getting healthier! BE + fitbit SWATCH MAISEIT GARMIN POLAR TUT Con't have a Max Buzz fitness Macker? No prolifers for Mode, or Yolar Mousi trackers — right in the Virgin Pulse ap Nove the Virgin Pulse app? Isad I today from the App Store or or Group's Play App Store Google Play He Pulse

Offline Asset - Poster



Push Notification - Android Push Notification - iPhone

Emails

Client Resource Center

Communication tools & support

Program administrators have access to the Client Resource Center, a digital library with ready-to-use member marketing assets, like posters and user guides, that can be downloaded any time.

The Resource Center also provides training videos and guides on services in the Client AdminPortal:

- Event calendar
- Survey Tool
- Challenges
- Analytics, and more.



Connect your favorite

devices & apps What works with Virgin Pulse

irgin Pulse's health and wellbeing program works with the best fitnes

g devices and mobile apps in the market. Take a look at the brands artnered with to help you be successful and have fun getting healthic

WATCH MHISEIT GARMIN POLAR TOT

App Store

+ Pulse

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+ Pulse

Admin Portal Guides ~ Member Marketing ~ Release Notes Client Resources

CALENDAR EVENTS

Drive attendance and awareness



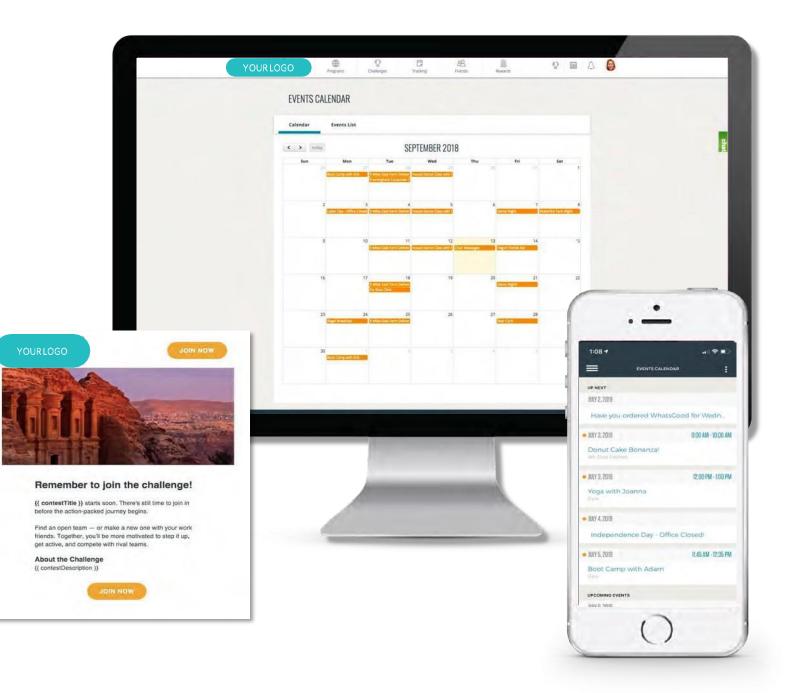


Client Admin Portal

Promote company benefits, events & challenges

Program Admins can manage the Events Calendar through the Client Admin Portal. Set dates for events and announcements for members to discover, RSVP and add to their calendar. Admins can set promotions to specific audiences by location.

Challenges and accompanying standard email communications can also be configured in the Admin Portal.



Communications Lifecycle



Create anticipation and excitement ahead of your Launch date with inspiring digital and offline assets. Posters, postcards, emails and announcements to drive awareness and introduce the program to your employees and members.



Spark interest throughout the year by promoting new initiatives, organizational and community events, and the program areas that are most meaningful to your membership. Your CSM will help align your Annual Communications Strategy to your overall goals and collaborate with you to leverage your Annual Service Credit. Connecting with members from day one.



Launch

Accelerate adoption with attention-grabbing, multitouch enrollment campaigns and helpful user guides. Members are guided through onboarding milestones with automated reminders and prompts.

Ongoing Engagement

Connect with members where they are on their journey with our best practice, system generated member marketing communication and promotional materials. With your Client Success partnership, we help deliver on a strategic and high touch member experience on mobile, web, and email.

Pre-Launch Communications

Teaser Campaign

Leadership Toolkit

Wellbeing Champions Toolkit

Teaser Campaign

020. All Rights Reserved

© Virgin Pulse

Build excitement ahead of your LaunchDate

Inspiring digital and offline assets to introduce the program.

Company step challenges • Healthy living tips • Tons of rewards **GET READY** Virgin Pulse is coming soon!



Coming to <COMPANY NAME> on <DATE> Build healthy habits, have fun with coworkers, and experience the lifelong rewards of better wellbeing.

To sign up, look for an email from Virgin Pulse

Fulse

Leadership Toolkit

Leverage your leadership's support

Announce your Launch Date with strategic messaging from your organization's leadership to demonstrate executive-level support.

Presentation scripts, letters, and an executive wellbeing brochure can be sent out a few weeks prior to your Launch Date.

Best Practice Tip: Include these letters in onboarding material for new hires throughout the year.

Leadership Toolkit	I Mathor Dath Series Series Junk		
Email #1: Announcing the wellbeing program to employees	■ Track		
Suggested Entail Outline: • Amounce the company is starting a wellbeing program including: • Webing program metail • Start table • Emphasize that this program has then customized to your population	Cocill Mainwig/Afferman X As part of our continued influstive to consistently improve commune		
Elightight workplace weltheing benefits to employees Remind employees the importance of investing in their own health Encourage them to become a part of this program Conclude letting them know more details will be sent shortly and that provide come legitlack	between leaders and employee, we have created the attached <u>leaders</u> <u>Toolds</u> . The could was designed to provide you with a trifecto of communications collareral to use with your stakeholders. From anal 14 and scripts to recommended presentation guidelines, we've created th samples to assist you in making your program more successful and eng across your entire workforce. As you'll see in the toolkit, we've covered different cycles in the progra announcing the wellbeing program to your employees to celebrating th successes. Simply copy the templates provided and highly your your release information into the highlighted areas to acidy create a castomized an your sociafice. As audimed, your Clean Successfor Manager will provide any sporting details included regarding your program.		
	your workforce. As autimed, your Client Success Manager will provid		

Yours in Health,



Wellbeing Champions Toolkit

Harness the power of grassroots communication

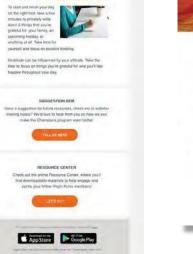
Wellbeing Champions are trusted and familiar sources of inspiration and information - they can improve program engagement enormously. Champions Recruitment communications help establish your network with posters, digital displays and email invitations.

Champions have access to the Champions Toolkit, where they can learn about the program, share ideas with other Champions, and download collateral to share with coworkers.

Virgin Pulse will check in with monthly emails to Champions for continued support.



Subject. Hey NAME, excluing updates this month:





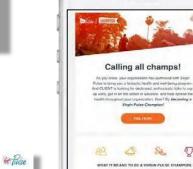


WHAT IT MEANS TO BE A **VIRGIN PULSE CHAMPION**

Needed Leader. Supporter: Advocate. You don't have to be a fitness fanatic! We're looking for regular people who have a passion for motivating and inspiring others, and will rally around the common goal of a healthier organization. Are you up for it?

Virgin Pulse champions inspire, excite and encourage Champions are our on site experts and the driving force for increased participation and improved health in the workplace.

> **Apply Today** www.surveylink.com



Leader, Support, Advocate We're looking for regular people

have a passion for motivating and the common goal of a healthier organization

ARE YOU UP FOR IT? Surveylink.com

COMPANY LOGO

nampions are chosen for their entitusiasm and commitment to physical activity and heal on selfectively communicate with calleagues and support the spirit of the Virgin Pulse enjoy motivating & leading others, and rally around the common goal of an overall heal

is serve as program advocates in the workplace and en where we as program damaganess in the win space of the biocharage same is to get inform I and multiple people, lifting colleagues know where to join, how to participate and whi uses act as go-to experts for basic questions about participating in the program and i that will encourage follow members to get active and stay active.

ons play a key role in making the program a success. The feedback

improve the Virgin Pulse member experience at each worksite and reduce frustrations its. We've found that when a strong team of Virgin Pulse Champions is in place there is an

ucs. So, encourage your colleagues to make the world their workout and together let's

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program a hit!

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water Supporter Advocate. You don't have to be a time static! We're looking for regular people who have a senal or motivating and inspiring others, and will rafy around the ration. Are you up for it

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Champions are the on-sile experts and driven laves in appet transfering that in the protectry and improved teach to well-being for the CLIENT community. As a Vegin Plane impion, you get to preview the program phend of you lingues and enjoy that incredible series of satisfazion the comes with helping to improve people's lives

line to become a Champion is DAY, DATE, YEAF io, go ahead and click to learn more and sign up local



Launch Communications

Enrollment: Automated Emails

Enrollment: Offline Assets

Onboarding: Automated Emails

Onboarding: Feature Sheets & Guides

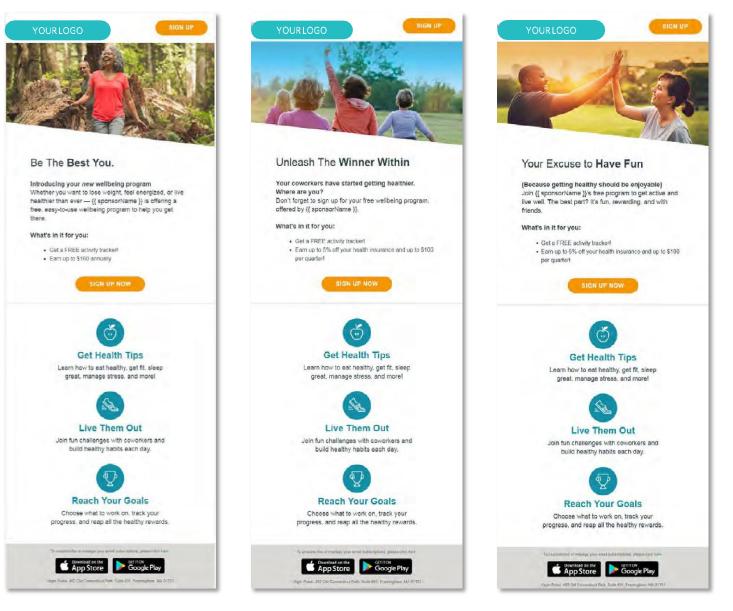
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Enrollment Communications

Automated email campaign

A 3-touch, automated email campaign starts with an introductory enrollment email sent to members on their first day of eligibility. Reminder emails are sent on 3 and 5 days after the original email if they haven't completed enrollment by that time.

Enrollment emails include your logo, unique program URL, and bullet points containing program-specific details. Embedded links to download the mobile app enable easy enrollment from a smartphone.



Day 1 - Enrollment email

Day 4 - First enrollment reminder

Day 10 - Second enrollment reminder

Enrollment emails sent to eligible members (mobile view)

Enrollment Communications

Offline marketing assets

Create excitement around the office and reach members with postcards, posters, and digital displays that correspond to the enrollment email campaign.

Enrollment communications include your logo and unique program URL. These can be downloaded directly from the Client Resource Center.

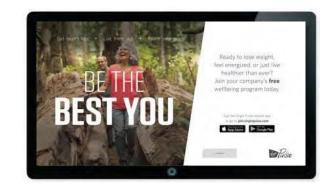


















Postcards

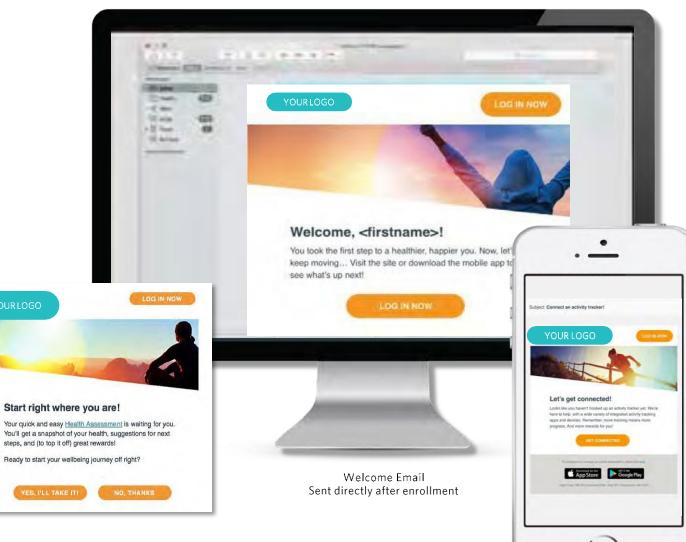
Posters

Onboarding Communications

Automated emails & site popups

After signing up, members receive a welcome email. When they log in to the site for the first time, they can set their interests, connect a device, and select their communication preferences.

If they miss a step, they'll receive automated reminder emails to ensure their experience is optimized for success.



HRA Reminder Sent Day 5 after enrollment

> Device Connection Reminder Sent Days 10, 15, 25 after enrolment, until device is connected

Onboarding Communications

Feature sheets & guides

Show members what's available to them through the program with simple how-to guides on actionable program features. Guides are available as a PDF for print or digital distribution any time, and areconfigured with your logo and program URL. These can also be downloaded any time from the Client Resource Center.

Best Practice Tip: Include guides with other onboarding materials for new members.

wellbeing program	browse Virgin Pulse's	Contrast.		
weitering program	16 2 2 -	- 12 13 - 49 F		- 174-1
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MOBLE APP

TEAM CHALLENGES

Ongoing Engagement

Member-Driven Messages

Challenge Communications

Promoted Healthy Habit Challenges

Standard Team Challenges

Member-Driven Messages

Timely messages and automated reminders delivered throughout the year

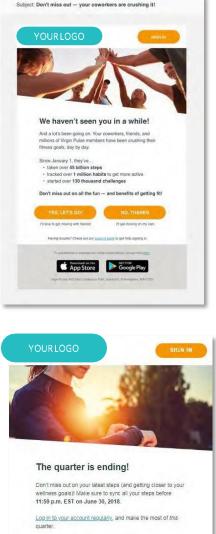
Seasonal Push Notifications Notes of encouragement aligned to a seasonal holiday or theme

Administrative Messages Password resets, security updates, and more

Quarterly Emails Enrollment and re-engagement reminders sent to eligible employees; Member Satisfaction Survey; Sync steps reminder

New Members Automated enrollment campaign is activated when new members are added to your eligibility file

Champions Check-in Monthly Email sent to Champions network with tips and strategies

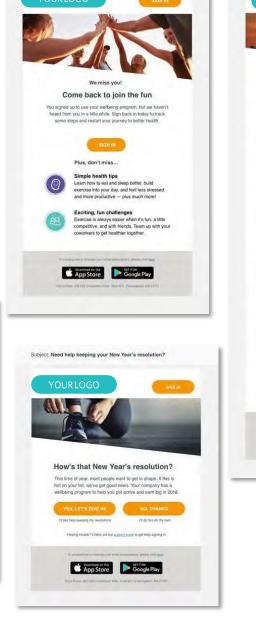


Need help? Visit our support page

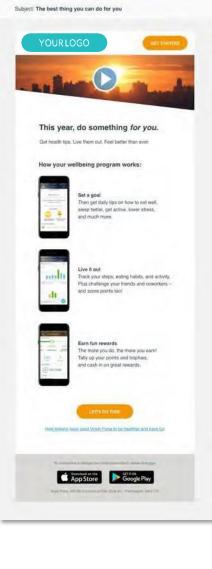
App Store Google Play

cticut Path, Suite E01, Framingham, MA

Virgin Pulse, 492 Old Com



Subject: Don't miss out - new tips and challenges!



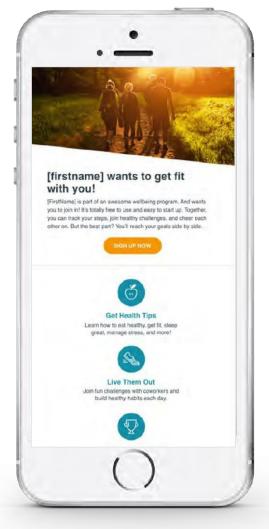
Challenge Communications

Automated emails & offline assets encourage participation

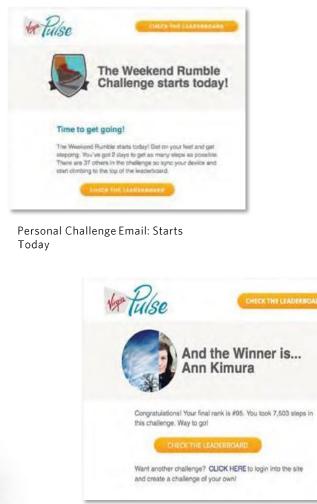
Personal Challenges Initiated by any member

Monthly Promoted Healthy Habit Challenge Deployed by Virgin Pulse

Standard Challenges Deployed by Virgin Pulse or through the Client Admin Portal



Personal Challenge Email: Invitation

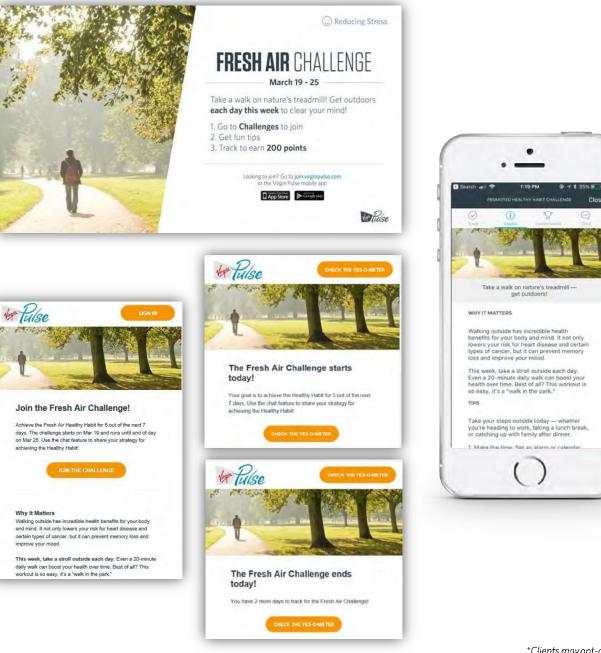


Personal Challenge Email: Winner Announcement

Promoted Healthy Habit Challenges

Encourage members to focus on anew healthy habit each month

Virgin Pulse runs monthly Promoted Healthy Habit Challenges to take the work off your plate*. Each Promoted Healthy Habit Challenge runs for 1 week of the month. Digital and offline promotional assets are available on the Client Resource Center, and members will receive automated email invitations and reminders to track the habit for 7 days.



Standard Challenges

Foster friendly competition any time

Configure and deploy Challenges for your entire population, or to specific population segments.

Choose a theme from our extensive Challenge library, with the option to include a unique challenge name, edit the rules, and change the image. Virgin Pulse will launch an automated, multi-touch email campaign based on the selected dates and eligible participants.

Promotional posters and digital displays are available to download from the Client Resource Center.

ChallengeAnnouncement



 Oo to the farm challings page 1
 Join a team challings page 1
 Join a team (they'l be happy to have you)
 Or make your own team (tead the way, Captein)
 Make sure your activity tracker is connected to get credit for all your hard-earned steps About the Challenge Challenge Hules

ChallengeReminder



Remember to join the challenge! ((covtestTitle)) starts soon. There's still time to join in before the action-packed journey begins. Find an open team - or make a new one with your work friends. Together, you'll be more motivated to step it up. pet active, and compete with rival learns. About the Challenge



Challenge Welcome



Welcome to Test Destination! Your team has walked 123456 steps to get here. Check out the challenge map to explore the area. itsum dolor sit amer consecteur adjoiscing elit. Mauris vei ultrices libero centes and est trialique liquia vestibulum solicitudin.

This is the final destiination. You beat the challenge

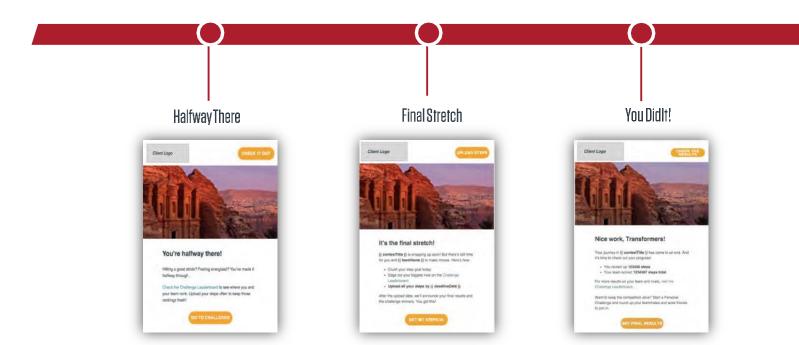




It's go time, Transformers! if conteelTitle () is starting and the competition it uting up

Are you ready to go? · Make sure your activity tracker is connected to g Blart racking up steps and upload them often
 Post in the Chall to tally your tearmated
 Create the Challes and upload toemnated

rankings enember, every step counts. Reep uploading your activity to neve your learn ahead



Custom Communications

Consultative & Collaborative Support

Making it Your Own

Custom Communications Catalogue

Consultative & Collaborative Support

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Annual Strategy

During implementation, you'll collaborate with your Client Success Manager to develop a 12-month overview of all program milestones, events, planned initiatives and key dates. You'll work together to identify opportunities to support your unique program goals and objectives with custom communications.

Program Alignment



Your dedicated Health Plan CSM will maintain your communications calendar throughout the year, providing insights and guidance that help shape future decisions and planning. You'll work in partnership to ensure your custom communications are effective, engaging, and driving your overall program strategy forward.

Execution



Delivering the right message at the right time is critical to member engagement. Your CSM will be there to ensure custom deliverables reflect your unique messaging effectively, and help you pinpoint the best combination of communication tactics and channels.

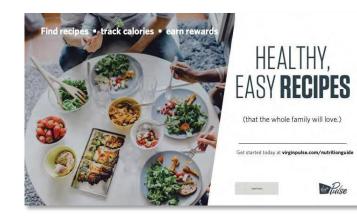
Making it Your Own

Flexible Annual Service Credit

Create a seamless extension of your brand and values with custom communications. Each year, your flexible annual service credit can be applied toward any additional, nonstandard program communications and campaigns*. Choose a template from the communications catalogue, or work with your CSM to build unique layouts and designs.

Some examples may include:

- Copy changes and rewrites to standard communications;
- Translations or localization of content
- Custom imagery and layout changes; or
- Development of non-standard, client-specific marketing and communication collaterals







Low Customization

- Layout, images, fonts and header from Virgin Pulse Communications Catalogue
- Configurable URL
- Configurable client logo
- Configurable bullet points

Medium Customization

- Configurable URL and client logo
- Configurable image, sourced from Virgin Pulse Image Library
- Font type and font color changes
- Configurable content changes
- Standard layout from Virgin Pulse Communications Catalogue

High Customization

- Custom photography and graphic design
- Custom layout, image size and additionalcopy
- Custom colors and fonts

*The number of professional service hours required determines how much of your credit is applied towards each project. Annual credit cannot be rolled over or used toward any other professional service.

Custom Communications Catalogue

Available campaigns and design templates

Once you've identified your communications strategy, your dedicated Health Plan CSM will guide you through the design and delivery of custom communications. Virgin Pulse has an extensive library of pre-designed assets and campaigns to highlight a variety of organizational initiatives, including:

- Rewards & incentives
- Biometric health
 screenings
- Third party program partners
- Holidays & special events
- Health coaching
- Administrative messaging







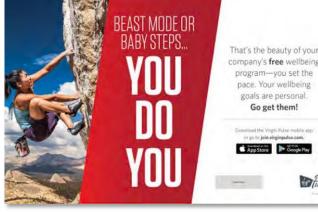












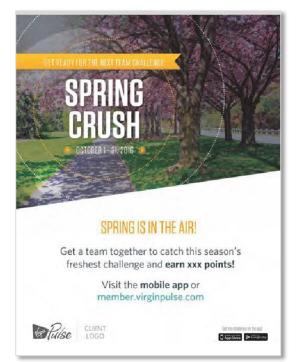
Custom Communications Appendix

Work with your dedicated Health Plan CSM to develop one-time reminders or strategic campaigns that drive awareness around program features, events and organizational initiatives.

Virgin Pulse Challenges











Social Support





Check and our new sacial prouph? In property to first like initiality constructs in play sociole, plan opp class, learn to first, and do share far activities - in an allater or work. The sity 3 the time! Dark see the right group far you? Try stating one today?

- in the second





Social Groups

Friends & Family

Virgin Pulse Journeys



WHAT JOURNEY ARE YOU ON? Get on the path to better health with our new digital coaching tool. Introducing Journeys*, digital coaching that works

Want to get a better night's sleep? To exercise more? Better manage stress? Now you can use Journeys to make simple, everyday changes to your health, one step at a time. Get a boost of motivation, read evidence-based tips — and start experiencing real results.

> Sign into the Virgin Pulse app or website today. Looking to join? Go to join.virginpulse.com or the Virgin Pulse mobile app

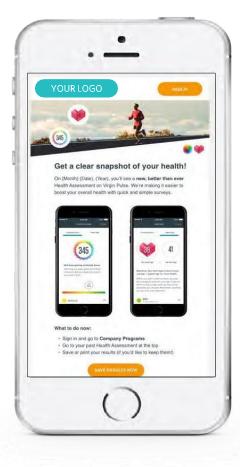
App Store

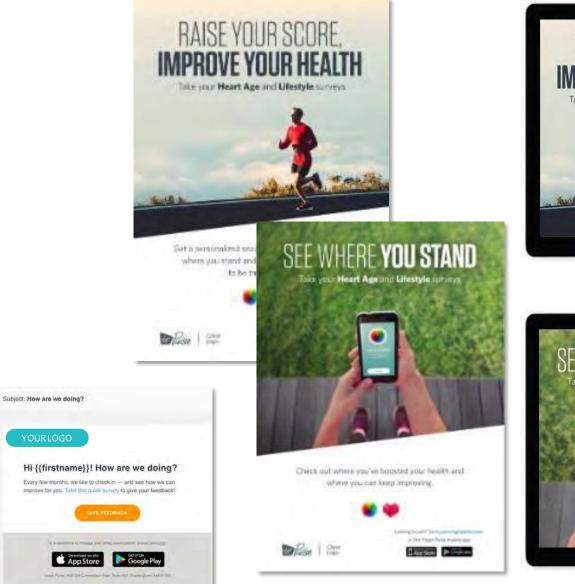
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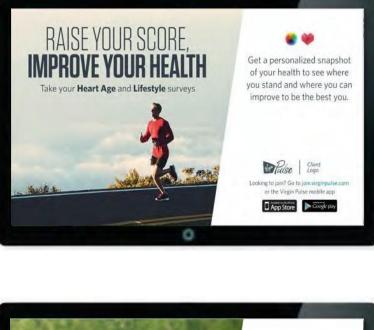


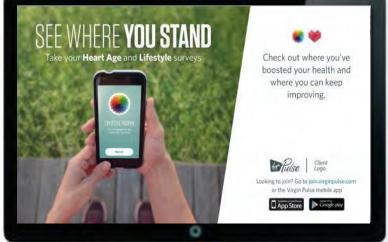


Virgin Pulse Surveys







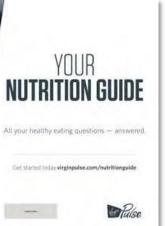


Virgin Pulse Nutrition Guide







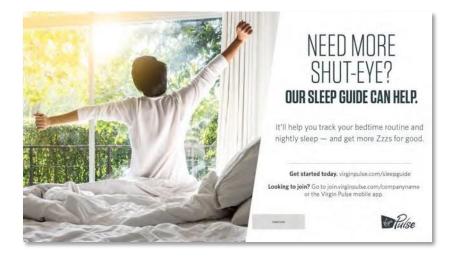




Virgin Pulse Sleep Guide









Virgin Pulse Live Coaching







CHANGE YOUR LIFE WITH A PHONE CALL

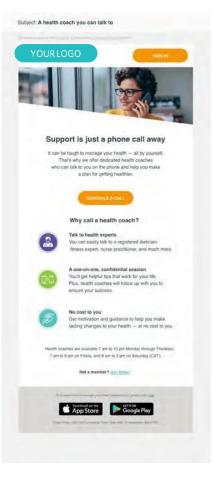
Whether you're looking to improve your eating habits, sleep better, or manage a health issue, like diabetes — our health coaches are here for you. And, they're only a phone call away.

Schedule a call to:

- Talk to an expert healthcare professional.
- Get a confidential, one-on-one session to discuss your goals.
- Hear motivation and guidance all at no cost to you.

Schedule a call today by visiting <INSERT URL>!

Pulse



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Events & Company Initiatives

What's Your Story?

Pulse

hare your life-changing healthy habits and inspire others to do the same. Your story can make a difference.



YOURLOGO BIOH IN NOW

What's your story?

Calling all members! Send us your story about the healthy changes you're making in your life - big, small, for you, for others. Whatever you do, and however you do it, we'd love to know!

Maybe you dropped a few pounds or lowered your blood pressure? Influenced coworkers to create healthy habits? Have extra energy at the end of the day? Tell us!

Submit your story by May 3, 2018. Include a photo (please!) by emailing lifechangers@virginpulse.com. You may be selected to inspire other members!

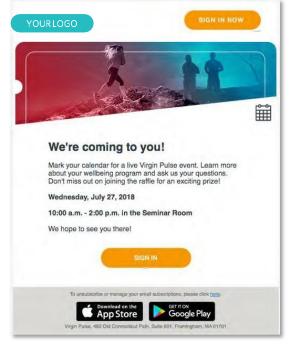
SUBMIT STOR

To unsubscribe or manage your email aubtorptions, please click terms.



Make yourself a priority. A better you is just a few steps away.

Sign up to Virgin Pulse today! Go to virginpulse.com or download the app from the App Store or Google Play



Virgin Pulse Certified Partners









Good health starts here

Access to your key health statistics
 Plus, new rewards on Virgin Pulse!

charge of your health.

· Easy scheduling

Any health or wellness goal starts with knowing where

you're at. Schedule a screening appointment today to take

· Convenient appointments with experienced professionals

App Store Google Play

Start Virgin Pulse's **mindfulness programs** today. You'll get instant access to guided video and audio sessions to power down, power up and power forward.

Looking to join? Go to join.virginpulse.com or the Virgin Pulse mobile app

App Store

Mindfulness and Resiliency Training Whil



You've got a new program! Machiness training from Whit Lyan the trains of involutions, yop, and existing involves of the costs of the range and involves and interaction of the research wyther, anyother factor for their event your Programs of Piller style, angest factor for their event your Programs of Piller style, angest





Benefits Navigation Jellyvision ALEX

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Translations





Retos de pasos de la empresa Retos personales de bienestar onsejos para una vida saludable

Llegando a <COMPANY NAME> el <DATE >

Para registraria, busca un correo erectróreos de Viegie Palse.

Virgin Pulse llega pró

