



# Live Well and MyWellbeing (Personify Health) Frequently Asked Questions



## Live Well

### Q: What is Live Well?

A: You give so much to Assurant every day to help us be successful. Your wellbeing resources under the Live Well program are just one of the ways we give back to you. Focusing on your wellbeing and making yourself a priority will help you do your best and be at your best for the people and things you care about. To learn more and see our global wellbeing resource, visit [Live Well](#) on Connect.

If you are a U.S. employee, there many wellbeing programs summarized on [MyAssurantBenefits.com](#).

### Q: How does Assurant support me as a whole person?

A: It's important to remember that wellbeing isn't just about your physical or mental health. We support you as a whole person. And, no matter your background, who you are, where you're from, where you are in life or what you need, we have resources to support you. Through our four pillars (Physical, Emotional, Financial, and Social), we help you live well in several different areas of your life. All four pillars are an important part of your wellbeing and will support your needs and priorities as they shift over time.

### Q: How do you define the four wellbeing pillars?

A: See definitions below.

- **Physical:** Your body and physical environment. We help you build good habits and take care of your body so you can feel and function at your best.
- **Emotional:** Your mind and balance. We help you strengthen your mental health—whether that's working through some of life's most difficult challenges or building routines and resilience to help you show up at your best.
- **Financial:** Your money: your current financial obligations and preparedness for your financial future. No matter your financial status, we help you improve your circumstances today, make informed choices and set yourself up well for the future.



- **Social:** Your involvement with other people and your communities around you. We help you build connections and strengthen relationships, in and outside of work—so you can have a network of support and help others.

## MyWellbeing

### Q: What is MyWellbeing?

A: MyWellbeing powered by Personify Health (formerly Virgin Pulse) is a wellbeing platform (and app!) that gives you an array of wellbeing resources right at your fingertips, available 24/7. In **MyWellbeing (Personify Health)**, you get a personalized and secure experience (in your preferred language) based on your wellbeing goals. No matter what you want to focus on, there are tools, daily tips, and challenges to keep you engaged and accountable as you build positive habits.

### Q: Is MyWellbeing (Personify Health) the same as Virgin Pulse?

A: Yes, Virgin Pulse changed its name to Personify Health. We decided to update how we reference the platform experience. MyWellbeing, reminds you to make yourself a priority and be at your best for the people and things you care about.

### Q: Is Live Well the same as MyWellbeing?

A: No, MyWellbeing is one piece of the overall Live Well program.

### Q: Who is eligible for MyWellbeing (Personify Health)?

A: All Assurant employees who work 20+ hours are eligible for the MyWellbeing (Personify Health) program. Contactors and interns are not eligible for the program. Employees can invite their spouse/domestic partner and up to 10 family and friends to join the program.

### Q: How is MyWellbeing (Personify Health) different from other wellbeing resources?

A: MyWellbeing (Personify Health) is a platform and app you can use on the go. It helps you make small changes and build good habits to reach your wellbeing goals. Like other apps, it's simple and convenient. Unlike most other apps, it can help you with a wide variety of wellbeing goals (not just physical or mental). And because you can complete challenges, earn rewards and cheer on friends and family, MyWellbeing (Personify Health) helps you stay on track and have fun along the way.

### Q: How does the MyWellbeing (Personify Health) program work?

A: The program is structured as a points-based game with 4 levels each quarter. You have many ways to earn points based on what is important to your wellbeing, including tracking your physical activity, participating in activity challenges, educating yourself about healthy living and much more (you can check out all of the ways to earn by logging in to MyWellbeing (Personify Health) and going to Rewards > How to Earn).

### Q: Do I have to pay to participate in the MyWellbeing (Personify Health) program?

A: No, The MyWellbeing (Personify Health) program/app is free.

### Q: How do I know my information is secure on the Personify Health site?

A: The Personify Health platform has strong data and system security measures in place, and Assurant has taken steps to ensure compliance and data integrity.

### Q: Is my health information confidential, and how is it shared with Assurant?

A: Your health information is kept completely confidential and not shared with Assurant in any identifiable format. The only information Assurant sees is compiled, anonymous data to monitor the



overall participation rate and success of the program. Individuals who will receive your personally identifiable information are health coaches and other representatives from Personify Health to provide you with services through the wellbeing program.

## Registering & Enrolling

### Q: When can I register for the program?

A: You can register year-round as there is no deadline to enroll. If you are an employee, you can register for the program.

### Q: How do I register for the program?

A: Please click the link <https://join.personifyhealth.com/assurant> to register. Please note that you can register from your work or home computer.

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**Identify** Enter your preferred first name, last name, LAN ID and date of birth. Choose your country/region and click Submit. (Don't remember your LAN ID? Ask ERIN or visit MyHR.)

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**Agree** Review and agree to terms and conditions.

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**Create** Create your account. Add your email, make a password and give us some additional details to customize your experience.

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**Finish** You're all set. Your account is ready. Click **Take Me There** on your screen to sign in.

### Q: How do I log in to my account after registering?

After registering, you can simply go to <http://login.personifyhealth.com> to login to your profile. You can also use the Personify Health app! Assurant employees will be able to login via single sign-on ([SSO](#)) and won't need to provide login credentials as long as they are on the Assurant network.

### Q: I visited the enrollment page and am seeing a "name not found" error - what does this mean?

A: **Are you a new employee?** It's possible you have not yet been made eligible for the program. Typically, this can take a week after starting employment at Assurant.

**Not a new employee and still having trouble?** Make sure you are using your "preferred first and last name" as it appears in MyHR. You can [start a chat with ERIN](#) and type "What is my preferred name in MyHR?" and follow the prompts. If you still are experiencing issues, please [send an e-mail](#) to the Personify Health member services team.

### Q: Can I use MyWellbeing (Personify Health) in my preferred language?

A: Yes. MyWellbeing is powered by Personify Health. The Personify Health platform is available in 20+ languages. Make sure your preferred language is set in MyHR, which will tell us which language to use. You can also set your preferred language in your profile within the platform.

### Q: Can I download the Personify Health app on my smartphone?

A: Yes. MyWellbeing is powered by Personify Health. The Personify Health app is available on both Apple and Android smartphones. It can be downloaded to your personal smartphone through the Apple App Store or Google Play. You will use the same login username and password for your desktop, home computer and smartphone. [Click here](#) to get all the details on enrolling with the Personify Health mobile app.



**Q: Can MyWellbeing (Personify Health) sync with other apps?**

A: Yes, MyWellbeing is powered by Personify Health. The Personify Health app tracks different activities in one place. You can link other wellbeing apps, like Apple Health, Headspace, or a sleep tracker, to see all your stats and earn points for the things you are already doing.

**Q: How can I link MyWellbeing (Personify Health) to my Headspace app?**

A: Click [here](#) to navigate to the Headspace. Click on the Benefits card on **MyWellbeing (Personify Health)**. Click on “Headspace App” and click on the “Start Now” button. If you have an existing Headspace account, click on “Yes, I have an existing account” and if you don’t, click on “No, create a new account” and follow the prompts to complete the process.

**Q: What is an activity challenge?**

A: On **MyWellbeing (Personify Health)**, you’ll find individual and team activities that you can participate in based on your interests and earn rewards for the ones you complete. To make it most relevant to you, upon registration, you’ll pick one focus area such as losing weight, sleeping more, saving money, etc., but you can participate in any challenges you’d like.

**Q: Where can I see my steps on the site?**

A: On the homepage, scroll down and there they are! Also, expand the navigation bar, go to see “Stats”. This is where you can access all your device activity and biometric stats.

**Q: Do I need a Fitbit or other activity tracker to participate?**

A: No, you have numerous options. You can use your smartphone to track your activity or use one of numerous devices and apps that are compatible with **MyWellbeing (Personify Health)**. Check out the website under “Devices & Apps” for a comprehensive list of fitness devices and apps that are compatible. You can link as many devices and apps as you wish. The points you earn will be based on the device or app recording the highest activity.

**Q: If I have multiple devices connected to my account, how does MyWellbeing (Personify Health) reward for my activity?**

A: If you are using two devices you will be rewarded for either the device that gives you the highest number of points -or- the device you upload first if both devices would have resulted in the same number of point rewards. You will see the steps/activity from both devices on the “Stats” page on **MyWellbeing (Personify Health)**.

**Q: How do I request an accommodation?**

A: Not sure if you can fully participate in this program because of a disability or medical condition? You may be eligible for alternative ways to participate. For more information, check out the [Personify Health Support Page](#) or [send an e-mail](#).

**Q: What is a Health Check Assessment?**

A: The Health Check Assessment is a series of questions to give you a comprehensive view of your wellbeing. Answering these questions will help you understand more about yourself so you can explore different ways to improve your health and wellbeing. Your answers are completely confidential and will not be shared with Assurant.

**Q: If I cannot complete my Health Check Assessment during one session, can I log back in to finish?**

A: Yes. You’ll be able to start your Health Check Assessment where you left off.



**Q: What happens to the MyWellbeing (Personify Health) account if I leave Assurant?**

A: Your account will close 30 days after you leave.

## Points & Rewards

**Q: How do I track my progress in the program?**

A: See your progress on the levels graph on the homepage. Click on “Rewards” under the Rewards tab in the navigation bar click “My Earnings” to see your Program Rewards.

**Q: How do I know what activities I can earn points for?**

A: Go to the Rewards Drop down and click on “How to Earn”. This page lists all the ways that you could earn points.

**Q: How do you know if my points have been rewarded?**

A: The “Monthly Statement” is found under the Rewards tab. On the Monthly Statement, you will find a daily summary of your rewards.

**Q: What are the rewards offered?**

A: Employees (U.S.) have the chance to earn up to \$50 per quarter/\$200 during a full calendar year of Rewards Cash for completing wellbeing activities. Employees outside of U.S. have a chance to earn up to 500 Rewards Credits per quarter/ 2000 Rewards Credits during a full calendar year. Spouses/Domestic Partners, friends and family are NOT eligible for rewards.

**Q: Are the rewards taxable?**

A: All rewards earned under the wellbeing program are considered taxable compensation. The value of your rewards as they are earned will be added to your taxable wages as [imputed income](#). U.S. employees will see the code “WELLBEING” on their paychecks. Learn more about [imputed income](#).

**Q: Can I use my Rewards Cash and personal funds to purchase items from the Personify Health Store?**

A: Yes. However, please note that Assurant assumes no responsibility or liability for or in connection with any items purchased with reward points (Rewards Cash/Rewards Credit) or with personal funds through the Personify Health Store.

## Tools & Activities

**Q: What tools and activities are available to help me adopt and maintain healthy habits?**

A:

- Goal Setting - personalized goal setting path allows you to target specific, personal wellbeing improvements.
- Nutrition Guide - a personalized nutrition plan tailored to you. Provides practical guidance and a framework to adopt healthy eating habits with tracking tools, recipes and meal planning, nutrition resources and tips, reminders and rewards.
- Sleep Guide - a personalized sleep plan tailored to your sleep goals. Provides practical guidance and a framework to adopt healthy sleep habits (e.g., pre-bedtime routines, sleep environment, quieting the mind, etc.) with sleep tracking tools, resources and tips, reminders, and rewards.



- Daily Tip Cards - daily “learn and explore” cards in all well-being categories that create mindset of success, control, and momentum. You may personalize topics you wish to see.

**Q: What tools are available to help create a social community that will help me reach my wellbeing goals and develop healthy habits?**

- Friends (see details on how to add friends below) - **connect with other employees in the Company and up to 10 friends outside of Assurant.**
- Groups - **join and create groups based on interests.**
- Personal Challenges - **challenge friends to one, two and five-day step challenges.**
- Healthy Habit Challenges - challenge friends to track healthy habits for 7 days.
- Friends Leaderboard - ongoing steps challenge with friends, including rolling 7-day leaderboard.

**Q: Are there things I should try to do every day?**

A: While you do not have to do anything every day, we would suggest you complete these 3 things:

- Track your steps - You can do this with any device that integrates with the MyWellbeing (Personify Health) site (i.e., FitBit, MisFit, JawBone, etc.). You can even use the MyWellbeing (Personify Health) app to track your steps! For a full list of devices, click “More” and click “Devices & Apps”.
- Read your two Daily Cards - These are found on the home page of the MyWellbeing (Personify Health) site and app. After you review your cards, try to put some of the suggestions on the cards into action. If you do, you’ll take incremental small steps towards better health habits.
- Track your Healthy Habits - You have over 125 different activity trackers from which to choose. You can track up to 20 at a time to help move your personal health journey to the next level!

## Friends & Family

**Q: How do I add Friends and what is the Friend’s Leaderboard?**

A:

- Under “Social” in the top navigation menu, go to the “Friends” drop down.
- Under “Build Your Support Group”, click on the “Add Friends” button.
- Then choose between your suggested Friends and Find by name.
- The Friends Leaderboard on your homepage shows you and your friends your 7-day step total.

**Q: Can my family and friends outside of Assurant participate? If so, how do I invite them?**

A: Under “Social” in the top navigation menu, go to the “Friends” drop down, and follow these steps:

- Under “Build Your Support Group”, click on the “Invite Friends” button.
- Click the “Friends & Family” tab.
- You may choose up to 10 friends and family to participate in the program.
- Enter their full name and email and an invite will be sent to them.

Invited friend or family member will receive an auto-generated email from you to be in your network.

**\*\*Unlike employees, friends and family outside of Assurant will not be able to:**

- Participate in corporate or featured challenges.
- Add friends themselves.
- Earn points or rewards (i.e., Reward Cash, Reward Credits).
- Access the employee’s Program page.
- Access the sleep and nutrition guides.



## Support

**Q: Where can I go for more information or help?**

A: You can contact Personify Health by [email](#) or live chat with customer service (via your home computer) or go to [support.personifyhealth.com](https://support.personifyhealth.com). Within the Personify Health site, you can select “Contact Us” at the bottom of the page and click on “[Support Page](#)” in the box that pops up, or click on the “Chat” tab located on the right side to live chat with a Personify Health representative (via home computer). Those located within the U.S. can also call Personify Health via their U.S. customer service line 866-852-6898 or go to [support.personifyhealth.com](https://support.personifyhealth.com).

**Q: What are the [Personify Health Support](#) hours?**

A: [Webchat](#) and [email](#) are covered Monday through Friday from 2am - 9pm EST. The general turnaround time for email is 48 hours on weekdays. Phone coverage is offered to those within the U.S. Monday - Friday from 8am - 9pm EST.

**Q: Who should I contact if I have payroll-related questions regarding wellbeing rewards?**

A: All rewards earned under the wellbeing program are considered taxable compensation. The value of your rewards as they are earned will be added to your taxable wages as [imputed income](#). U.S. employees will see the code “WELLBEING” on their paychecks. Learn more about [imputed income](#).

*If you still have questions, begin a chat with [ERIN](#) – our Employee Resource and Information Network – you can type “Request assistance” within ERIN to receive a response from a People Organization Representative.*