



# Frequently Asked Questions



## 1. What is Ginger coaching?

Ginger offers on-demand emotional support for your life challenges through live coach chat and clinically-validated in-app content and exercises—all from the privacy of your smartphone.

## 2. Why is my employer offering Ginger?

Your employer is committed to providing you and your loved ones with access to high-quality emotional support. With Ginger, there's less friction in accessing help; it's easy to use and available 24/7. Ginger delivers the right level of support, at the right time, through the convenience of an app.

## 3. Who is eligible to access Ginger?

Employees and their dependents<sup>1</sup> have access to our comprehensive coaching support and clinically-validated in-app content and exercises.

## 4. How do I get access to Ginger?

Signing up for the Ginger app is easy! Here's how:

1. Download the [Ginger Emotional Support](#) app
2. Visit [try.ginger.io/gingerbjservices](https://try.ginger.io/gingerbjservices) to get your unique code
3. Chat with your coach within seconds or schedule a session for later

*Unique codes for you and your dependents<sup>1</sup> will be sent to you via email to your work email address.*

## 5. How much does Ginger cost?

There's no cost to you and your dependents<sup>1</sup> to access our comprehensive coaching support, available 24/7, 365 days a year, and our clinically-validated in-app content and exercises.

## 6. Is Ginger delivered in languages other than English?

Currently, emotional support through the Ginger app is only available in English. In the future, Ginger may be available in other languages. Stay tuned.



## 7. How is Ginger coaching delivered?

Coaching takes place via text-chat through the Ginger Emotional Support app. Phone calls and video conferences with a coach are not available. At Ginger, we want to provide you with a discreet and secure way to contact your coach, regardless of where (or with whom) you are.

## 8. Do I get the same coach every time?

Ginger members have more than just one coach so that you can still access support, even when your lead coach is not available. If you are talking with a different coach, you don't have to start from the beginning. Your team of coaches work collaboratively, communicate with each other, and know what's going on with you, so they can pick up the conversation from where you left off.

## 9. Can I request a specific coach?

Ginger is committed to delivering culturally responsive care. To better support our member's needs, coaches are trained to work with a broad group of individuals, and they come from very diverse backgrounds themselves. If you ever feel the need to get support from a different coach, please reach out to member support through the app.

## 10. Are Ginger coaches robots?

Not at all. Ginger coaches are real live humans, each thoughtfully vetted to provide high-quality support for our members. Our coaches are a sharp group of individuals who have graduate degrees in psychology-related fields and/or a coaching certification. They have excellent writing skills and can convey warmth through text-chat messages, so you feel supported and welcomed.

## 11. What can Ginger coaching help me with?

Coaches provide day-to-day support and guidance and help you develop the skills you need to overcome a barrier or achieve a goal. Coaches are there to listen and provide support for when you feel stressed, anxious, or just want someone to talk to. They can help you navigate work-related issues, create a personal growth plan, build a routine to get a better night's sleep, or just keep you accountable so you can achieve your goal.

## 12. Can I work with a coach if I already have a therapist and/or psychiatrist?

Absolutely. Coaching is an excellent complement to what you're already working on with your therapist or psychiatrist outside of Ginger. Coaches can support you between appointments and assist you with any challenges that may arise before your next visit. They can check-in regularly with you, help you track successes, and provide resources and tips to facilitate progress.

## 13. Will my employer or people I work with know that I'm using Ginger?

Ginger does not share individual-level service usage or other private data with employers. Ginger provides reports that are aggregated and anonymized to preserve the privacy of their members. Ginger protects confidential and personal information in accordance with international law, as described in our [Privacy Policy](#) and [Terms of Use](#).

#### 14. Why do I have to use my work email address to receive a code?

Your work email address is required to confirm you can access Ginger as part of your company benefits. Upon creating your login in the Ginger app, you may use the email address of your choice. You can also unsubscribe from Ginger communications at any time, by using the unsubscribe button located at the bottom of our emails.

#### 15. What happens when I leave my employer?

If you'd like to continue working with your coach, you can sign up for a Ginger membership out-of-pocket. Contact Member Support through the app or email [help@ginger.io](mailto:help@ginger.io) to set up your paid membership.

#### 16. Who can I reach out to if I have any questions?

Our Member Support Team is available to answer any questions you may have. Reach out to them through the app or email [help@ginger.io](mailto:help@ginger.io) and one of our representatives will be in touch with you within 24 hours. Ginger operation hours are Monday through Friday from 5:00 AM (PT) to 8:00 PM (PT), Saturday and Sunday from 7:00 AM (PT) to 7:00 PM (PT). The times are listed both in local and U.S. time zones, as well as Pacific Time (PT).

<sup>1</sup>Due to the legal and clinical complexities of providing care to minors, Ginger is only available to individuals age 18 and above at this time.