



## Virgin Pulse FAQs

### 1 Why is BJ offering Virgin Pulse?

BJ partnered with Virgin Pulse to provide team members and eligible family members a fun, free health and well-being program. This program encourages participants to lead an active, healthy lifestyle by allowing them to engage in personal and company challenges and by offering healthy living tips.

### 2 Can contractors participate in Virgin Pulse?

At this time, you must be a full-time BJ employee in the U.S. or Canada to participate in Virgin Pulse.

### 3 Can my spouse participate in Virgin Pulse?

Yes, your spouse or domestic partner is eligible to participate in the Virgin Pulse program. For more detailed information, see the [Virgin Pulse Overview Brochure](#).

### 4 How do I enroll my spouse /domestic partner in Virgin Pulse?

Follow the instructions detailed in the job aid, [How to Invite a Spouse or Domestic Partner](#).

### 5 Do my spouse and I have to be enrolled in BJ's medical benefits to participate?

You and your spouse or domestic partner do not have to be enrolled in BJ's medical benefits to participate in the Virgin Pulse program. However, you must be a full-time BJ employee for you and your spouse or domestic partner to be eligible.

### 6 How do I enroll in Virgin Pulse?

Follow the instructions detailed in the [Virgin Pulse Overview Brochure](#) on BJ's intranet, The Source.

### 7 How do I get the free Max Buzz fitness tracking device?

Follow the instructions detailed in the job aid, [How to Obtain a Free Max Buzz Fitness Tracking Device](#).

### 8 Can I use my own fit tracker?

Yes, other fitness tracking devices such as Fitbit and Garmin are compatible with Virgin Pulse. For a full list of compatible devices and fitness applications or for instructions on how to connect your device, see the [Compatible Fitness Tracking Devices](#) resource on BJ intranet, The Source.

### 9 What mobile apps are compatible with Virgin Pulse?

Virgin Pulse is compatible with several devices and apps, including Fitbit, Garmin, Apple Watch, MyFitnessPal and Strava. For a complete list, visit the **Devices & Apps** page on the Virgin Pulse app or at [virginpulse.com/bjservices](http://virginpulse.com/bjservices).



## 10 Are there rewards for participating in Virgin Pulse?

Yes, eligible participants can earn rewards by accumulating points for making good health and well-being choices during each quarterly program challenge.

## 11 How do I earn rewards?

Points are used to reward participation in the Virgin Pulse program. You can earn points for tracking physical activity, healthy habits, diet and sleep, learning daily tips, participating in challenges, completing [Journeys®](#) and staying tobacco free. These points will continue to add up, and push you through the levels in your program, so you can earn more rewards.

To see how to earn points and what rewards you can earn each quarter, see the [Virgin Pulse Rewards Canada](#) or [Virgin Pulse Rewards U.S.](#) resources on BJ's intranet, The Source.

## 12 Are the rewards taxed or tax deductible?

Virgin Pulse rewards are considered taxable income, and BJ Services does not offer additional tax assistance.

## 13 Will my earned points or rewards expire?

BJ's Virgin Pulse program is set up in quarterly challenges. You can accumulate as many points as you can during each quarter to earn rewards. Accrued points reset each quarter, but the value of the rewards earned stays in your account until redeemed or thirty days after your employment terminates, whichever comes first.

## 14 Can I invite my family or friends to join Virgin Pulse?

As a Virgin Pulse member, you can invite up to 10 close family members or friends (from outside of your company) to join and support you in the program for free. Your invitees can create challenges, compare stats, track their healthy habits, and more. Please note, your invitees are unable to participate in company challenges or any HR programs. Additionally, they are not eligible to receive company sponsored rewards. (Invitees must be 16 years or older.)

## 15 Can I connect with other Virgin Pulse members?

Yes, and you can earn up to 250 points for inviting five friends! Simply connect with BJ employees, spouses and domestic partners across the organization in the U.S. and Canada, or [invite friends](#) participating in Virgin Pulse at other companies. After signing in, click on **Friends** to Add or Confirm new friends. You can connect with an unlimited number of friends within the BJ network and up to 10 friends outside of the BJ network.

Another great way to connect, is by joining a social group. Browse for a group that interests you or start your own. To learn more about social groups, see the [Social Groups](#) resource on BJ's intranet, The Source.

## 16 Can I compete with other Virgin Pulse members?

Absolutely! That's what makes this program so much fun. Challenge any Virgin Pulse member at any time, create a personal challenge or participate in a corporate challenge.



### 17 What is BJ going to do with my personal information?

As with other personal information collected by Human Resources, your information will always remain confidential. Your privacy is our top priority.

### 18 What is Virgin Pulse going to do with my personal information?

In 2017, Virgin Pulse implemented requirements as set out in the General Data Protection Regulation (GDPR) across the entire organization, so all its clients and members around the globe would benefit from the same strong privacy rights and best practices. For more information about the GDPR and Virgin Pulse's privacy policy, see the [Protecting Your Privacy](#) resource on BJ's intranet, The Source.

### 19 Who do I call with questions or help with technical issues?

You can contact **Virgin Pulse Member Services** at **1-888-671-9395, Monday through Friday, between 7 a.m. – 8 p.m. Central** or email [support@virginpulse.com](mailto:support@virginpulse.com).

You can also check out the online [Knowledge Base](#) of articles, questions and help topics, or [live chat](#) with a representative **Monday through Friday, between from 1 – 8 p.m. Central**.