



Important Updates

August 23, 2019

Dear Client,

We appreciate and thank you for being part of the Active&Fit Direct™ program! We are pleased to announce new enhancements that will go live November 1, 2019 as well as we need to inform you of a revision to the current program design for the Active&Fit Direct program. The following topics are important to share with you at this time.

- **The Need to Eliminate Public Access to Active&Fit Direct Family Memberships**
Recently, Active&Fit Direct created the means for enrolled Active&Fit Direct members to invite family members to enroll and has supported promotional campaigns to highlight and encourage the use of this feature. Unfortunately, it has become very evident that the family member invitations are being widely distributed to other individuals that are not family members. Clearly, this needs to be addressed. The feature to add family members will be re-designed to provide more protections to ensure the value of the Active&Fit Direct Program as well as assuring our participating fitness centers that the program is not available to the general public.

Until these additional protections to prevent access to the Active&Fit Direct program by anyone other than your eligible members and their family are implemented, we will be temporarily suspending the Invite Family feature and related promotions or emails. Development of a better process to support this feature is underway and will be reintroduced in the future.

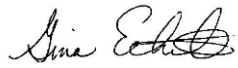
In addition, phone-based enrollments will no longer be accommodated as we cannot verify whether the person calling is eligible for the program.

- **New Product Features** – We are excited to also introduce the following new features to the Active&Fit Direct program that will go live November 1, 2019.
 - **800+ Online On-Demand Exercise Videos:** Online access to 800+ on-demand workout videos which allow members the freedom to participate in a fitness class or perform fitness exercises at home or on-the-go.
 - **Access to member-only product discounts such as Fitbit® and Garmin®:** Through a monthly emailed newsletter, members will receive up to 55% off and free shipping and handling with a direct link to the manufacturers' websites.

The best part is, these enhancements are being offered at no additional charge.
Your employees/members will continue to pay only \$25/month!

Thank you again for being an important part of the Active&Fit Direct program's success! We will continue to notify you of important enhancements, network updates, and other news related to the Active&Fit Direct program as it develops.

Sincerely,

A handwritten signature in black ink, appearing to read "Gina Echito". The signature is fluid and cursive, with a large initial "G" and "E".

Gina Echito
Sr. Vice President, Fitness Operations
American Specialty Health Fitness