

## Frequently Asked Questions

### **Q. How long does the program last?**

**A.** You can lose 10, 20, 30 pounds or more with Real Appeal quickly as we show you the small steps that lead to lasting weight loss. The program starts with Phase One which lasts 16 weeks. If you love the way you look and want to lock-in the body you love, or keep losing weight, you can choose to participate in Phases Two and Three which also last 16 weeks each. Depending on your individual goals and needs, you can choose to move on or opt out of the program at any time. No matter what, Real Appeal provides personal support for a full 52 weeks. So, you have access to help at any time. We want to give you everything you need to take the weight off – and keep it off – for good.

### **Q. What are the qualifications to participate?**

**A.** All employees, spouses/domestic partners and dependents 18 and older with UnitedHealthcare insurance and a BMI of 23 or greater are eligible to participate in Real Appeal.

### **Q. What if I leave the company? Can I still participate?**

**A.** If your new employer has elected to cover the program, you may still be eligible to participate. Real Appeal is working on a self-payment option in the near future.

### **Q. What if I want to leave the program?**

**A.** Real Appeal is a voluntary program and you may withdraw from the program at any time.

### **Q. Can my friend/neighbor also participate?**

**A.** If your friend or neighbor is covered by an employer or insurance plan that has elected to cover Real Appeal he/she may be eligible to participate. Real Appeal is also working on a self-payment option in the near future.

### **Q. Can I join later?**

**A.** You may join at any time, as long as your employer still offers the program. There are new classes starting each week.

### **Q. Am I required to download a program to my computer or app my phone in order to participate?**

**A.** Real Appeal is optimized for mobile devices, so participants can do it anywhere, anytime. You can participate from your computer, iPhone, iPad or Android device. If you are participating from your computer, there is a one-time download of a program (API) to your computer. If you are participating via your iPhone, iPad or Android device, you will need to download the Real Appeal app from the App Store or Google Play. The App is available at no cost to you.

### **Q. To participate, do I need to have a camera so my coach can see me or do I just need to be able to view the video?**

**A.** No, if you have a camera, we encourage you to use it, but you do not need a camera to participate. You will need to be able to see the coach and the video.



**Q. Does my information get shared with my employer?**

**A.** Real Appeal does not share individual information about you with your employer. If your employer has chosen to provide an incentive for your participation, Real Appeal will send minimally necessary information to your incentive program to ensure you receive credit and only with your consent.

**Q. When will I receive my success kit?**

**A.** You will receive your success kit after your first group session.

**Q. If I don't complete the Real Appeal program, will I have to return my success kit?**

**A.** As a standard, Real Appeal will not request return of your success kit if you do not complete the program. Program participation will ensure you receive the maximum benefit from the tools you received in your kit.

**Q. I was told I cannot participate for a medical reason, why not?**

**A.** Real Appeal follows medical guidelines and has outlined a few exceptions for enrollment into the program. If you fall in any of the following categories, Real Appeal is not recommended and is potentially unsafe.

- Younger than 18 years of age
- Body Mass Index < 23 kg/m<sup>2</sup>
- Pregnant
- Nursing an Infant (possible when baby is eating)
- Anorexia or Bulimia Nervosa (Presence or recent history)
- Severe liver, heart, kidney, neurologic, psychiatric or any severe chronic or acute illness

**Q. I recently had a baby; can I participate in the program?**

**A.** If you recently had a baby or are currently nursing an infant, coordinate with your physician to determine the best time to start participating.

**Q. I have scheduled a personalization call or one-on-one with my coach and need to reschedule, how do I do that?**

**A.** Log into <https://member.realappeal.com> with your username and password that you initially used to sign up. On the top right hand corner it will say "Change" (if more than 5 minutes before session start) or "Reschedule" (if session was missed). Click the button and follow the instructions.

**Q. I'm having trouble logging in and experiencing technical difficulties, what should I do?**

**A.** Contact the Real Appeal technical team by emailing [help@realappeal.com](mailto:help@realappeal.com) or calling 1-844-344-REAL (7325).

**Q. I'm trying to sync my activity from my Fitbit or Jawbone device to the platform, but it's not populating. How can I fix this?**

**A.** If your device has been registered the data should be reflected within the Real Appeal application within 24 hours after the time of entry. Check your Profile Settings to confirm if the device is registered. The button next to the tracker device should say "Unregister." "Unregister" means the device has been set up correctly. If you are still experiencing issues, contact the Real Appeal technical team by emailing [help@realappeal.com](mailto:help@realappeal.com) or calling 1-844-344-REAL (7325).



**Q. If I decide to register my Fitbit or Jawbone fitness device with Real Appeal, what information will be exchanged?**

**A.** By registering your device, you are authorizing the following:

From Fitbit to Real Appeal

- Exercise burned calories (Flex™, One™, Zip™, Charge, Charge HR, Surge)
- Daily steps (Flex™, One™, Zip™, Charge, Charge HR, Surge)
- Hours of sleep (Flex™, One™, Charge, Charge HR, Surge)
- Body weight and body fat percentage (Aria™ WiFi Smart Scale)
- Body measurements (neck, bicep, chest, waist, hips, thighs, calf)

From Jawbone to Real Appeal

- Steps taken
- Calories burned
- Sleep hours

