

NSM FitBucks Rewards - Frequently Asked Questions

ENROLLMENT

How do I enroll?

Set up your account by selecting the *Create an Account* button on your rewards landing page: www.fitbucksrewards.com/NSM. Fill in all of the required fields to complete your registration. Once this is complete, you will be able to submit your request for reward, also referred to as a reimbursement.

Where can I find my employee ID number?

This is your UltiPro employee ID number. To locate your ID number, navigate to the **Menu** tab in UltiPro, then click **Myself** and scroll down to **Employee Summary**. On the Employee Summary page, your Employee number will be located on the left as shown in the screenshots below.

The first screenshot shows the UltiPro navigation menu. The 'MENU' tab is selected, and the 'MYSELF' tab is highlighted. Under the 'MYSELF' tab, the 'Employee Summary' option is highlighted. The second screenshot shows the 'Employee Summary' page for Nell E Reed. The 'Employee number' field is highlighted, and an arrow points to the value '1000'.

When can I enroll? Is there a limited window or can my enrollment occur at any time?

You are able to enroll in this program at any time, but please remember that there are participation requirements that must be met to qualify to receive the reward reimbursement. For the other activities which may require proof of completion, you may submit screenshots, confirmation emails, or an attestation of participation as proof that you took part in the program.



I'm a new employee. When can I participate?

You are eligible to participate as soon as you are hired and added to the file of eligible NSM employees. Please allow up to 30 days for your name and information to be added to the eligibility file.

What is the maximum reward reimbursement?

The maximum reward reimbursement, as of May 1, 2019, is \$75 per quarter, or \$300 annually.

What is eligible for reward reimbursement?

Gym membership fees, group fitness classes, weight management program, financial education and planning programs, and health coaching programs are eligible for this program.

I'm already a member of a gym. Am I eligible to participate?

Regardless of whether you have just joined a gym or if you have been a member for years, you are eligible to participate.

My gym is not an approved fitness center. Can I add my gym to the approved list?

After you have created your account and elect to start a submission, you will be able to search the list of gyms already in the system. If you still do not see your fitness center, select "Add Your Gym" to fill in your gym's contact information, and continue with the reward reimbursement submission process. Adding your fitness center this way will not cause your reward submission to be rejected although NSM reserves the right to ensure the validity of the gym.

PROCESS

Where do I submit my information for reward reimbursement?

All supporting documentation for your request can be uploaded through your reward reimbursement account on www.fitbucksrewards.com/NSM.

What documentation is needed to process my reward reimbursement?

You will be asked to track your activity or participation. For example, if you are seeking reward reimbursement for a gym membership, you may be asked to provide documentation that shows your number of visits. For other programs, proof will be accepted in the form of screenshots, confirmation emails or attestation of participation.

What formats are acceptable when submitting the required documentation for reward?

Supporting documentation can be uploaded in JPEG, GIF, TIFF, or PDF formats and should not exceed 500KB.

How can I confirm that my request has been processed?

Once you log into your account, you will be able to view your submission and the current status.

How can I obtain a copy of the form that I submitted?

Should you need a copy of your form, please print the document submission screen for your records.

How will I receive my reward reimbursement?

Your reward reimbursement will be issued through an ACH (direct deposit) or on a reloadable card. Please note that there is a \$.60 transaction fee for ACH deposits and a 3% transaction fee on reloadable rewards cards. In addition, there is a \$4 fee if a new card needs to be issued. All fees are the responsibility of the employee and will be automatically applied to your approved requests.

Is there anything that might cause delays in receiving my reward reimbursement?

Providing incorrect or incomplete account information, not meeting requirements, and incorrect or incomplete documentation are some factors that could lead to delays or not receiving a reward reimbursement altogether.

If proof of activity is required, what must I do at my gym to ensure that my request is processed?

Your gym should be able to provide you with a list of dates in which you visited their facility. Once you obtain a list from your gym, submit the form through your reward account to process your reward reimbursement request. You may also use GlobalFit's mobile check-in feature by visiting your account homepage on your mobile device and clicking Check In. You will then be able to search for your gym and check in based on your location. *Please note that you may have to activate location services on your device prior to using the check-in feature.

How do I access GlobalFit's mobile check-in feature?

To check in at a fitness center on GlobalFit's registered participating gym list, you may either go directly to the website on your phone's browser or you could save it as a bookmark on your home screen so that you simply have to click that to access your account

www.fitbucksrewards.com/NSM.