



# TotalRewards

## My Health and Well-being Frequently Asked Questions

### GENERAL INFORMATION

#### Why is the Well-being Program an engagement-based incentive?

We believe caring for our team members requires a holistic approach to well-being – caring for the whole person. The first step in this approach is to have our team members engage with their primary care provider. We want to offer our team members more opportunities to engage in and be rewarded for health and well-being activities. We recognize everyone is on their own journey!

#### Why are we saying well-being versus wellness?

Wellness tends to focus only on physical health, such as getting fit, losing weight, improving physical indicators and disease management.

Well-being is a holistic approach to support our team members' overall health, which includes other areas beyond just physical health.

#### Why are the biometric screenings being done exclusively at Primary Care Providers (PCP) offices?

Regardless of where a team member is in their well-being journey, we believe their primary care physician should be their first and main point of contact for managing their care. Primary care physicians are the gatekeepers to health and well-being.

#### How does Healthy Lives work within the Well-being Program?

Healthy Lives will remain our partner in supporting your overall health and well-being. Once your annual wellness and screening visit with your PCP is complete, you can schedule a visit with a Healthy Lives Health Coach to earn points toward your physical well-being rewards. A health coach will review your wellness visit and screening results, create a personal plan to help you reach your health and well-being goals, and assist you in earning rewards under the program.

#### How much can I earn under the program?

Each point you earn for participating in the wellness activities equals \$1 in rewards. The maximum annual reward remains \$550. Annual rewards are prorated based on employment status: full-time 100%, part-time 50% and PRN 25%. To receive the reward, the team member must be actively employed on the date of the monthly reward payment.

**NOTE: Primary Care Provider (PCP) includes one of the following: primary care physician, nurse practitioner or physician assistant (family practitioner, internal medicine specialist, geriatrician, pediatrician or general practitioner).**





## ELIGIBILITY AND OTHER REQUIREMENTS

### Who is eligible to participate in the well-being program?

Any active full-time, part-time or PRN employee can participate in the program.

Contract or temporary team members are eligible to participate in many health and well-being activities but are not eligible to earn rewards for redemption due to federal law.

### Are there any requirements to participate and earn rewards under the program?

Yes, you must complete the online Know Your Number Assessment on the Healthy Lives Portal and your annual PCP wellness visit with lab work (fasting glucose and lipid panel) and biometrics (height, weight and waist measurement) to be eligible for redeeming earned rewards.

### Can I participate in activities without completing the PCP wellness visit or Know Your Number Assessment?

Yes, you can still participate in any approved activity to earn points. However, those points will not be eligible for redemption until you complete the PCP wellness visit lab work (fasting glucose and lipid panel), and Know Your Number Assessment.

### What happens to my earned points if I don't complete the required steps before the end of the calendar year?

Any points earned will not be available for redemption until the two required steps are completed: Know Your Number Assessment, PCP wellness visit, including biometrics and lab work. At the end of each calendar year, any points earned but not eligible for redemption are zeroed out.

## HOW TO EARN POINTS

### What do I have to do to earn points?

Under each category is a list of activities/goals to complete during the program year, December 16, 2025, through December 15, 2026. As an example, let's look at the "Physical" Category:

#### Physical Well-being – maximum of 150 points:

- Complete your Know Your Number Assessment and then schedule and complete your annual wellness visit and lab work (fasting glucose and lipid panel), which will include your biometric screening (height, weight, and waist measurement), with your Primary Care Provider = 30 points.**  
These tasks are required to unlock and redeem your earned points.
- Participate in a Healthy Lives Coaching Session to go over the results of your wellness visit and biometric screening (50 points)
- Schedule and complete a Musculoskeletal Evaluation (25 points)
- Schedule any preventive Wellness/ Cancer screenings that may be due (10 points for each exam). Examples:
  - Breast Cancer Screening (Mammogram) (10 points)
  - Cervical Cancer Screening (10 points)
  - Colorectal Cancer Screening (10 points)

Complete Annual Employee Health Service requirements (10 points each).

Participate in Healthy Lives Programs (50 points for a minimum of 12 sessions participation). Examples:

- Go Healthy! Diabetes Prevention Program, Pregnancy Program, Tobacco Cessation Program or Kinesics coaching.

Track and log various activities. Examples:

- Log your daily exercise via the app or portal. Each day is worth 1 point for a maximum of 30 points.
- Track your water consumption. Each day of hitting the recommended daily water goal (1 point per day for a maximum of 30 points).

Each category has different activities/challenges/goals, each with a point value assigned that you can track via the Healthy Lives Portal.

## How do I satisfy the required annual wellness visit if my PCP is not one of the employed FMOL Health providers?

Go to the Total Rewards page on TeamLink or the Healthy Lives Portal and download a Physician Biometric Screening Results form available in the My Health Forms & Documents. Have your PCP complete the Physician Biometric Screening Form, then return it to Healthy Lives via fax to (225) 765-9576 or email [healthylives@fmolhs.org](mailto:healthylives@fmolhs.org).

## Do you have to redeem your points each month or can you save them until the end of year and redeem them all at once?

Once your approved rewards have been updated on our Awardco site, you are not required to redeem your rewards each month. Your awarded points will roll over each month and each year, so you can save them up to redeem them on something big or redeem them as you earn them. The choice is yours.

## How do I document my participation in activities that require self-attestation?

Log into the Healthy Lives Portal or mobile app. Locate the activity completed in the appropriate well-being category, enter the required information, and click on "Confirm Your Participation" and date completed.

## If my participation does not require self-attestation, how will Healthy Lives validate that I completed the activity?

Some activities that you complete are automatically reported to Healthy Lives through file uploads from EPIC/My Chart or directly from a vendor who hosted an activity. Please refer to the wellness guide located on our Total Rewards website under the My Health and Well-being page.

## What is the deadline for me to self-attest and upload any required documentation to receive earned points for that month?

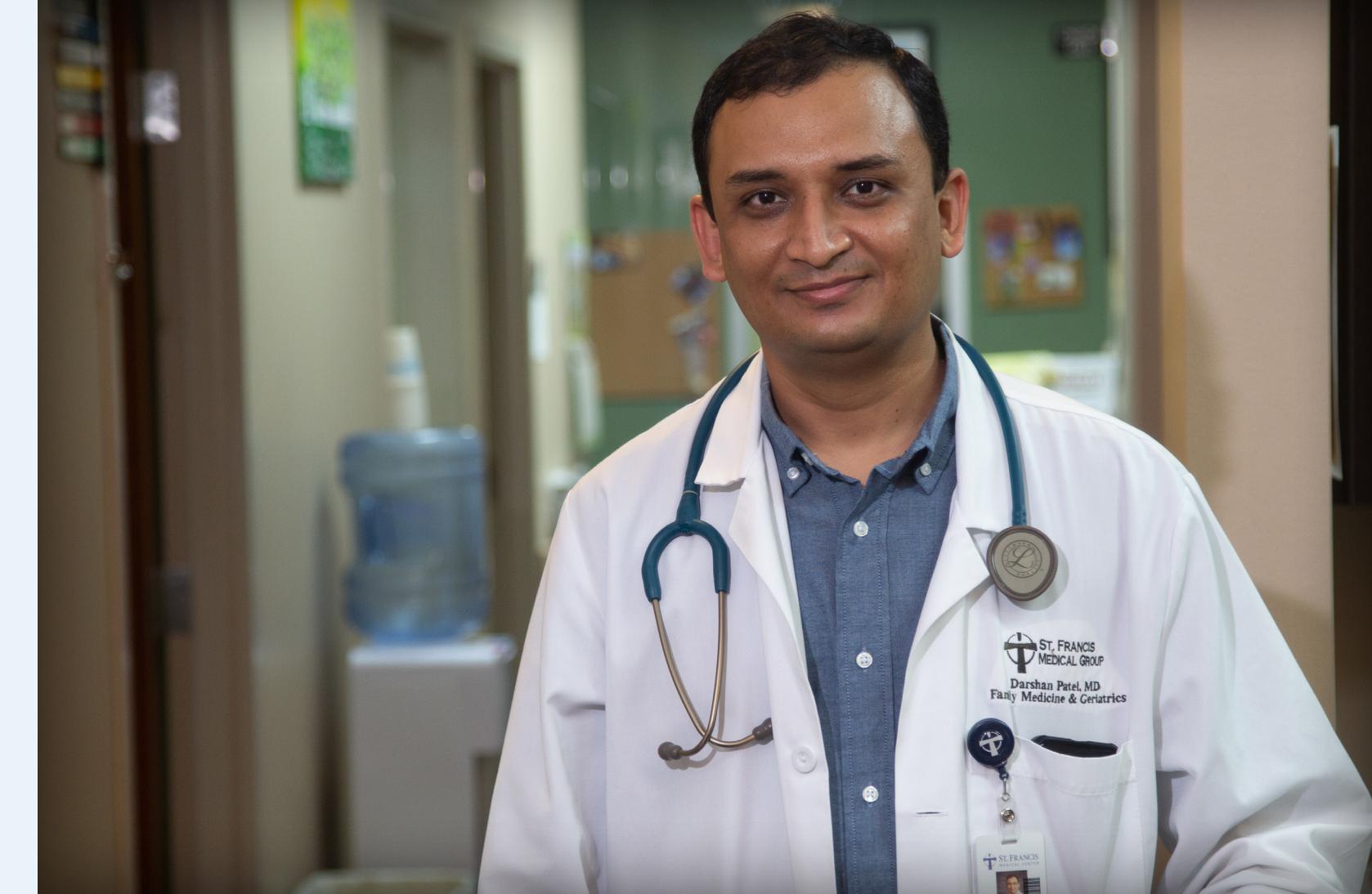
You must submit documentation that you completed an activity by the last day of the month. Any activities completed and logged by the last day of the quarter will be available for redemption on the 15th of the following month.

## How will my PCP know that I am completing my Annual Wellness visit (which should include my biometric screening)?

- If you have an FMOL Health provider: When securing an appointment and at your visit, let your provider know you need a Healthy Lives biometric screening.
- If you have a non-FMOL Health provider: Please print a Physician Biometric Screening Results form available in the My Program, Forms & Documents on the Healthy Lives portal/app or Healthy Lives TeamLink page or contact Healthy Lives at [healthylives@fmolhs.org](mailto:healthylives@fmolhs.org). Submit the form to the Healthy Lives portal after your appointment.
- If you don't have a PCP and would like assistance in locating one, email Healthy Lives at [healthylives@fmolhs.org](mailto:healthylives@fmolhs.org) or call us at 1 (855) I AM HEALTHY (426-4325).

## Is my spouse eligible to participate in the Healthy Lives Coaching Programs?

While spouses are not eligible for the Total Rewards Health and Well-being program, spouses who are enrolled in the FMOL Health Medical Plan are eligible to complete a biometric screening with their PCP and participate in all Healthy Lives Coaching Programs.



## What must be done before my PCP wellness visit?

Complete your Know Your Number Assessment no more than 90 days before your PCP visit.

- If you have already logged into your account on the Wellworks For You mobile app or web-based portal (HealthyLives.org), enter your FMOL Health email address and password to complete your questionnaire.
- If this is your first time using the Wellworks For You mobile app or web-based portal, download the Wellworks For You app from the App Store or Google Play. Search 'Wellworks For You.' Enter your FMOL Health email address and date of birth (MMDDYYYY) as your temporary password, then click "Login".

## How do I know if Healthy Lives received results from my PCP wellness visit?

Log into the Wellworks For You mobile app or web-based portal and go to "My Next Steps." If your PCP visit and Know Your Number Assessment have been unlocked and the button shows completed, Healthy Lives has received your screening results. The completed buttons are required to earn and redeem points under the Total Rewards Health and Well-being Program.



## HEALTH AND WELL-BEING ACTIVITIES

### What are the approved activities?

The approved wellness activities focus on five categories of well-being: physical, social/emotional/spiritual, financial, professional and community. Each category has a maximum point value to support engagement in all the areas of well-being. Listed below are the categories with the maximum point value available within that category:

- Physical Well-being – maximum of 150 points
- Social/Emotional/Spiritual Well-being – maximum of 100 points
- Financial Well-being – maximum of 100 points
- Professional Well-being – maximum of 100 points
- Community Well-being – maximum of 100 points

A catalog of these approved activities is available for your review on our Total Rewards website under My Health and Well-being at [fmolhs.org/total-rewards/my-health-and-wellbeing](http://fmolhs.org/total-rewards/my-health-and-wellbeing). The catalog will list each activity along with its associated point value and how to document your participation in the activity.

### What if I recently completed my PCP visit in the prior year?

You will receive credit for any PCP wellness visit completed during the program year, which runs from December 16 of the prior year to December 15 of the current year. Only one PCP wellness visit is required per program year. You must also complete your Know Your Number Assessment during the program year to be eligible for redeeming points.

### Can I get credit for receiving my flu vaccines?

Credit for an annual flu shot will only be given during the recommended timeframe (September 1 - March 31 for healthcare workers).

## VOLUNTEER ACTIVITY GUIDELINES

### What is volunteering?

Volunteering is an individual or group freely giving time and labor for community service. Volunteer service is unpaid and involves help that is given to someone or others without any expectation in return. It should be completed on your own time and not during your regular working hours. If you receive compensation for the volunteer activity, it is not an eligible activity under our Health and Well-being program.

### What are some acceptable examples of volunteering?

We invite you to consider volunteering for the reason that feeds your spirit. We have suggested the following for your consideration as we strive to present a diverse and vibrant volunteer list that is reflective of our Catholic identity. With many volunteer activities, the time commitment typically involves a minimum of 30 minutes.

Examples:

- Salvation Army volunteer
- Food Bank and homeless shelter volunteer
- Work the phones during FMOL Health | Our Lady of the Lake Children's Hospital radio-a-thon
- Volunteer in the church nursery or teach/ assist with Sunday school/religious education at a local church
- Clean up the community after a natural disaster; disaster relief assistance
- Coach a recreational sports team
- Babysit at a school for parent-teacher conference day or at a church for Parents Night Out.
- Special Olympics volunteer
- Participate in a neighborhood clean-up
- Volunteer at your local animal shelter, caring for the animals

- Assisting a disabled or elderly neighbor with yard work, picking up groceries, meds, etc.
- Tutoring students in subjects such as foreign languages, math and science
- Be a translator if you speak another language or know sign language.
- Mentor and help students (other than those children to whom you are the guardian) with homework
- Reading to children, organizing books, assisting with technical issues on the computer at your local library
- Volunteer as a companionship buddy or run bingo games for retirement homes and long-term care facilities
- Assist with a health fair in the community
- Volunteer for St. Vincent de Paul
- Work as a Catholic Charities Community agency volunteer
- United Way community agency volunteer
- Children's Coalition volunteer
- Homeless Coalition volunteer
- Habitat for Humanity volunteer
- American Red Cross volunteer
- Volunteer at the local Community Center or Boys & Girls Club during events



## REDEMPTION OF POINTS EARNED

### If I completed the required steps and earned points by participating in approved well-being activities, when can I redeem my points?

After Healthy Lives validates earned points, your points will be converted into rewards equaling \$1 per point. Your rewards will be available for you to redeem at Awardco on the 15th of each month based on points earned during the prior month.

### Who do I contact if my points aren't showing?

Contact Healthy Lives at

- URL: [HealthyLives.org](http://HealthyLives.org)
- Phone: 1 (855) I AM HEALTHY (426-4325)
- Email: [healthylives@fmolhs.org](mailto:healthylives@fmolhs.org)
- Fax: (225) 765-9576

### How do I redeem my earned points?

Log into the Healthy Lives Portal. Click on the Wellness Links tile and select Awardco to access the website. Once on their website, go to "Spend Points" and select how you want to redeem your points. The choice is yours!

### What are my choices for the redemption of my points?

The following options are available to redeem earned points:

- Amazon items
- Entertainment tickets
- Travel
- Prepaid gift cards
- E-gift cards
- Cash-out on a paycheck

### Do I have to pay taxes on my redeemed points?

Yes. Redeemed rewards are considered taxable income, subject to both federal and state taxes, and as such are included on your paycheck for W2 purposes.

## MUSCULOSKELETAL HEALTH EVALUATION (POWERED BY KINESICS)

### What is a Musculoskeletal (MSK) Health evaluation?

An MSK evaluation is a series of range of motion measurements used to identify joint and muscle restrictions that can cause pain or limitations with movement and overall function. An MSK technician will guide you through a series of simple movements and measure joint angles with a digital measurement device. It shouldn't hurt, but if you feel any pain or discomfort with a movement, you can tell the technician, and they will not proceed with that measurement.

### How can I prepare for my evaluation?

We recommend not stretching or performing strenuous activities before arriving for your appointment. You can remain clothed in your work attire if it's a shirt and pants – no dresses or skirts, please.

It's best to wear non-restrictive clothing and remove any outerwear (blazers, jackets) before your evaluation to ensure you have a full range of motion to capture accurate measurements.

You will be asked to remove your shoes for a portion of the evaluation.

### How long does it take to complete the MSK evaluation?

The MSK assessment can take up to 15 minutes and includes a brief review of your results with your evaluator in the Kinesics app.

### How do I log in to view my results?

After completing your MSK evaluation, Kinesics will send an invitation to the email address provided during your evaluation. Please check your spam or junk folder if you do not see the email. Click on the link in the email to log in to your account. Once logged in, verify your demographic information, confirm your participation, and set your password.

From the MyKinesics Dashboard, you can view your results, participate in activities, and view your program stretches.

### How can I reset my password?

Go to [fmolapp.mykinesics.com/login](http://fmolapp.mykinesics.com/login), click on "Forgot Password?" located under "Login", enter your email address, and click on "Send Email Link."

### Where can I get my MSK Evaluation?

You can get an MSK Evaluation on-site in each of our markets. For more information on market locations and screening times, contact Healthy Lives at (855) 426-4325 or email [HealthyLives@fmolhs.org](mailto:HealthyLives@fmolhs.org).

## HEALTHY LIVES PORTAL AND MOBILE APP

### How do I access the Healthy Lives Portal?

Healthy Lives website ([healthylives.org](http://healthylives.org))

### How do I access the Healthy Lives mobile app?

The app is searchable on the Apple App Store or Google Play Store by searching for "Wellworks For You." The app is free to download, and there are no in-app purchases.

### Are there any devices that are not supported?

The app works on iPhones running iOS 13.0 or higher and Android phones running Android 9.0 or higher.

### How do I set up an account?

All FMOL Health team members have been pre-registered through the mobile app or on the portal's desktop website. On the desktop version login screen, enter your FMOL Health email address for the username, Date of Birth (MMDDYYYY) for your temporary password, and click on "Login." On the mobile app, after downloading it, click "Sign In" and follow the same process for the desktop version. If you have already logged in to the website version, you can use the same information there to log into the mobile version.

### What information do I need to set up an account?

You will be prompted to complete your Profile Setup and review the Program Enrollment Consent.

### Can I connect my health tracker/software to the Wellworks For You Well-being app?

Wellworks For You offers two ways to sync your wearable device or mobile application to your personal Wellness account – via the Wellness Portal or the Wellworks For You mobile app. The full list of compatible apps is listed on the Device/App Connect page in the portal.

## AWARDCO REDEMPTION SITE

### How do I log in to Awardco website?

Before you log in for the first time, you will need to have the Welcome Email sent to you from Awardco available as it contains your login information as well as the web address. There are two ways to access the Awardco Site:

- Login to the Healthy Lives InHealth App or Portal and click on **Redeem Points**. This will take you to the Awardco site where you will either sign in with SSO if logging in from an FMOL Health device or enter username and password if using another device.
- Go to TeamTalk and click on the Awardco shortcut at the top of the home page. This will take you to the Awardco site where you will either sign in with SSO if you are using an FMOL Health device or enter your username and password if using a different device.

**Note:** If you are unable to locate your welcome email, please contact Healthy Lives.

### How do I add or change my profile picture?

- Log in to your account.
- Once you've logged in, click on **My Account** under your name, on the right-hand side of the page.
- On your profile page, next to your current picture, click **Change Picture**.
  - Note: If you haven't added a picture yet, your current picture will be your initials.
- Choose the file you want to use as your photo and click **Open**. Your new picture will be displayed for your account.



### Can I purchase additional points?

- If the item you are hoping to redeem requires more points than you currently have, the best solution is to purchase a gift card with points and pay the difference for whatever item you're hoping to buy directly from a retailer. Awardco is unable to sell additional points due to tax reporting requirements.
- If you need help locating a specific item, please contact the Awardco support team for assistance.

### How to Reset your Password?

- Navigate to our company Awardco website – [fmolhs.awardco.com](http://fmolhs.awardco.com).
- Select forgot password
- Enter your email address and select submit
- Open the email from no-reply@fmolhs.awardco.com and click the reset link.

### What is a Virtual Prepaid Rewards Card?

A Virtual Prepaid Rewards Card is a 16-digit card account that can be used digitally for electronic shopping. The redeeming user can start shopping online, over the phone, or add the card to a favorite retailer or other mobile app, wherever debit cards are accepted.

**Note:** A Virtual Prepaid Rewards Card **cannot** be used in a physical store unless it is converted to a physical gift card. This process is explained below. Virtual cards can take 2-3 business days from the time the order is processed to arrive in the inbox of their recipient.

### When does the Virtual Prepaid Rewards Card expire?

Awardco will send the user a link to activate the card once points are redeemed for the card. The link will expire four months after its creation. After the card has been activated, the card has a seven-month usage period after which it will expire and any remaining value will be forfeited.

### Can a Virtual Prepaid Rewards card be converted to a Physical Prepaid Rewards card?

Yes. When the user receives the activation link for their virtual gift card in their email inbox, they will click the link and be taken to a page that will ask the user to select their desired card format. Standard delivery to receive the Physical Prepaid Rewards Card is 5-7 business days but may take up to three weeks. It will be shipped in a plain white envelope.

**Note:** For orders outside of the U.S., delivery times vary.

### How is the Virtual Prepaid Rewards Card activated?

- The user should redeem points for the gift card at the time they plan to use it to avoid losing their points if the card expires before use.
- In order to access the gift card code, the user must first click through the link in the Prepaid Card Reward email they will receive. If they have not received this email within three days of placing their order, the user may contact [support@awardco.com](mailto:support@awardco.com) for assistance.
- Following the redemption link contained in the order confirmation email, the user will be brought to Prepaid Digital Solutions' website.
- Here the user will select between keeping the gift card as a Virtual Prepaid Card or transferring it to a Physical Prepaid Card.
- The Virtual Prepaid Card option offers instant delivery and retention of the full value of the award. This virtual card cannot be used in stores or where virtual payment processing is not available. This option is used online or can be added as a payment option to apps.
- The Physical Prepaid card option is delivered in 7-10 business days. This card may be used online or in person.

### Are there any other steps if I choose the Virtual Prepaid Card?

- Yes. When the Virtual Prepaid Card option is selected, the user will be taken to the Review and Confirm page where they will be asked to enter their physical address. This information is required to assign a functioning billing address to the virtual card. In some cases, a billing address will be required in the check-out process for an online retailer. The address entered here will operate as the billing address that should be entered in the billing address field when required.
- Once the address is entered for the Virtual Prepaid Card, a product terms page will appear that requires agreement before the user will be taken to the page displaying the card details.
- Once the user agrees to the terms, they will be taken to a final screen where the card details will be displayed. At this point, an access code will be emailed to the email account originally entered when the order was placed. This code will let the user access the site at a later date so there will be no need to write down the card information. At the bottom of the page, the user will be given the choice to "Secure Payment." Securing payment is not necessary and is simply an option made available by Prepaid Digital Solutions to create an account with their site in order to store the card details. Storing a card inside an account allows the user to access the card details without entering the access code that is sent in the final confirmation email. Creating an account may also be a good option for users who will have multiple cards to track as they will be able to access the details for multiple cards in one place instead of being required to search for the cards individually using the access codes.
- Once the "Secure Payment" option is chosen, the user will create an account by determining their own username and password that will be used in the future to access the card details through the [prepaiddigitalsolutions.com](http://prepaiddigitalsolutions.com) site.

## Are there any other steps if I choose the Virtual Prepaid Card?

- Yes. If the user would like to receive a Physical Prepaid Card, after clicking on the activation link in the email containing the initial confirmation, they will be taken to the same selection page displayed above. The associated fees and SLAs for the physical option will be displayed under the Physical Visa Card option.
- Once the Physical Prepaid Card option is selected, the user will be asked to enter personal information and an address that will function as a billing address. All listed fields are required.
- Once the address is entered for the Physical Prepaid Card, a product terms page will appear that requires agreement before the user will be taken to the page confirming the placement of their request for a physical card.
- Once the product terms have been agreed to, the user will be taken to a page that communicates the expected delivery time for the card and lists the current balance. At this point, the transference fee will have been removed from the card balance. The same option to secure payment is made available at this point but having selected a physical card, it may not be as necessary to create an account to store the card details as those details are not available online.
- Should a user with a physical card elect to create an account, the balance will be displayed once the user logs into the Prepaid Digital Solutions account.

## How do I contact the card vendor's Customer Service?

For the user's security, once the prepaid card is activated through either the virtual or physical options, Awardco Support is no longer able to contact the card vendor on the user's behalf.

Any issues with the card service or delivery of the physical card option will need to be handled by the user contacting the vendor directly.

While Awardco Support can no longer initiate the service request with the card vendor on the user's behalf, the user may copy [support@awardco.com](mailto:support@awardco.com) on the email chain created with the vendor so that Awardco can remain apprised of the situation and provide assistance in requesting help from the vendor.

The card vendor's Customer Service team can be reached through the Contact Us link on [prepaiddigitalsolutions.com](http://prepaiddigitalsolutions.com) or by email and phone.

## How do I spend points on Amazon?

- Sign into the Awardco platform.
- Hover your mouse over **Spend Points**
- In the drop-down menu, select **Amazon**
- Search for your desired items
- Add these items to your **cart**
- Select **Checkout** to begin finalizing your order

**Note:** Note that fluctuations in item availability may cause order delays and/or cancellations. Should this happen, our support team will be proactive in reaching out in a timely manner via email. Points will be returned for all canceled items. As always, if you require any assistance when placing your order, please contact the Awardco Support team by emailing [support@awardco.com](mailto:support@awardco.com) or by clicking the blue **Support** button in the bottom right corner of every page in the platform.

## How to I track my order of a physical item through Amazon?

- **Log in to your company's Awardco website**
- Click your name in the top right corner of the screen
- Select "Orders" from the dropdown menu
- Locate the Tracking field under your order
- Navigate to the appropriate shipping website (e.g. for UPS, Google "UPS Tracking")
- Input tracking number

**Note:** The tracking information will be displayed once the order is processed. While most orders will process immediately, some orders may be pulled for manual review and may take several business days to transition to processed. When an item is shipped by Amazon Logistics, you will be unable to track this information on your own. To track an order that is being shipped via Amazon Logistics, contact the Awardco support team. Remember to check your inbox's spam folder for the card before contacting the team.

## How to I track my order of a Amazon e-Gift Card?

- **Log in to your company's Awardco website**
- Click your name in the top right corner of the screen
- Select "Orders" from the dropdown menu
- Locate and click the "Show Claim Code" text under the value of the card

**Note:** With orders placed for the Amazon eGift Card option, fulfillment to your email address should be immediate but there are cases where the fulfillment of the order can take several days. If you do not receive your Amazon eGift Card via email, you may check this orders page to see if a claim code has been generated for the card. In the screenshot below, you can see that "Show Claim Code" text has been affixed to the order details, just below the card's value. Click this text to reveal the gift card code and input this code into your personal Amazon account. If your order says processed, but no claim code is visible, you may contact the Awardco support team for additional information about your order. Remember to check your inbox's spam folder for the card before contacting the team.

## How do I track my order of other e-Gift card and Prepaid Virtual card?

- **Log in to your company's Awardco website**
- Click your name in the top right corner of the screen
- Select "Orders" from the dropdown menu
- If the order says **Processed** under the order's date, contact the Awardco support team for additional status information

**Note:** While tracking information is not shown in your order details for these items, you may contact the Awardco support team for more information on the status of your order. Keep in mind, depending on the card ordered and your location, it may take up to 15 business days for these cards to be fulfilled. If the order status shows Processed and you have not received the card, contact the Awardco support team. Remember to check your inbox's spam folder for the card before contacting the team.

## How do I return, cancel or refund an Amazon order?

To initiate a return, order cancellation or replacement, you will then need to send in a **support ticket** to our support team. This allows our team to contact Amazon on your behalf.

In your support ticket, you will need to include:

- Your name, as it appears in your account, and the name of your organization
- When you placed your order
- The exact item(s) you need to replace/cancel/return
- The reason you need to replace/cancel/return the item(s)  
*e.g. the item was damaged, not what you expected, wrong size, etc.*
- State whether you want to return the item(s) for a refund or if you want to receive a replacement
  - If Amazon approves the return, you will likely be required to return the item to an Amazon warehouse.
  - If Amazon requires the return of the original item, the Awardco support team will send you a return label via email. Use the return label to ship the item back to Amazon.
  - Once Amazon receives the returned item, your point refund or your replacement will be sent to you.
  - If you have not received your point refund or replacement item seven business days after the day you send the item back to Amazon, please reach out to our support team again.

## How do I contact the Awardco support team?

There are three ways to contact the Awardco support team who is available 24-hours on weekdays except for recognized holidays:

- Chat – Contact Awardco support by clicking the blue “Chat” button in the bottom right corner of this page or at the bottom of any page in your company’s Awardco platform. The Chat bot will attempt to solve the inquiry; the user will be redirected to a support representative if needed.
- Email – Create a support ticket automatically by emailing [support@awardco.com](mailto:support@awardco.com). Be sure to include as much detail as you can including your full name, company name, and a detailed outline of the issue you’re experiencing.
- Phone – You can contact the Awardco support team by phone at US: (800) 320-0893

If you terminate employment with FMOL Health and have points in your Awardco account, you must redeem your available points prior to your termination date. Once Awardco is updated with your termination date, your account will be deactivated.