Wellness Devices and Apps

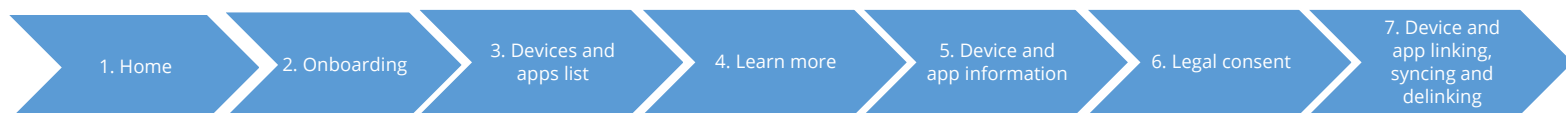## Feature Guide

Vitality®

![Vitality logo]

Wellness Devices and Apps Feature Guide

Wellness devices and apps allow the user to link their device or mobile app to Vitality and sync workout data to keep track of their health and fitness.

The high-level Wellness devices and apps mobile experience is defined below:

| 1. Home | 2. Onboarding | 3. Devices and apps list | 4. Learn more | 5. Device and app information | 6. Legal consent | 7. Device and app linking, syncing and delinking |

1. Home

The Wellness devices and apps card appears on the home screen under 'Improve your health', as a call to action and the entry point for the user into the Wellness Devices and Apps journey. Users will view the same home screen card regardless of whether or not they have linked any devices or apps.

2. On-boarding

The Wellness devices and apps onboarding screen appears if the users has not linked any devices or apps and tapped on the home screen card. The onboarding screen explains to users how the activity tracking journey works. This comprises of three components:

- Link a device or app
- Track activity
- Earn Vitality points

3. Device and apps list

The Wellness devices and apps list screens provides the user with a list of devices and apps that are available to link. Once the user has linked a device or app, the device or app's name moves to a "Linked" section displaying all linked devices or apps and the last date and time the device or app was synced with Vitality.

The list of devices and apps will be different per market and are specified in the carrier's Vitality product specification document.

4. Learn more

This page provides more information to the user about why it is beneficial to link a device or app and use it to track their activities from a wellness and Vitality perspective.

5. Device and app information

The device information page provides the user with all information regarding the specific device, including if the device has been linked or not, last sync date, how to earn points using that device, how to link, delink or sync that device, etc.

5.1. How to earn points

Before linking a device or app, the user can view which physical activities qualify for Vitality points from that device or app.

The content on this screen varies based on the data received from the device or app, e.g. some devices award only step points whilst others award step, heart rate, speed, calories, etc. The list of eligible activities are defined per local market according to their carrier's Vitality product specification document, e.g., some markets only allow steps and heart rate data regardless of the other activities provided by the device or app. As a standard, only activities that have been submitted as verified by a device or app is included in the product offering.

For the users of Apple Watch, Vitality creates Active energy as an activity unique to this device. This activity is based on the number of active calories burned during the day while wearing the Apple Watch. If a local market's product Vitality specification included Active energy as a points earning activity, it will only display for the users who have an Apple Watch linked to Health app and have agreed to share their Active energy, steps and weight data during the app linking process.

When the member taps on a physical activity category on the device information screen, they will be able to view the detailed qualifying activities within that category, for example there could be three different steps bands, and the corresponding Vitality points the user can earn for each activity.

5.2. Steps to link

The steps to complete the linking of a device or app are outlined on this page. The steps are different depending on the device or app that the user is linking.

5.3. About devices and apps

These screens provide more detailed information about the device or app to the user.

6. Legal Consent

6.1. Data sharing agreement

The carrier may choose to have data sharing/privacy agreements switched on at a feature level.

If data sharing is switched on for wellness devices and apps, the user will be prompted to agree to share data with the carrier Vitality programme when linking a device or app. This is legally binding content and must be defined by the carrier's legal department.

7. Device and app linking, syncing and delinking

7.1. Linking a device or app

If the user has not yet linked a device, they will be able to tap on Link Now on the device information screen to start this process. The steps to link is different for each device and app. The member will be directed from the Vitality app to the device or app's permission screens and will be required to complete the process on the manufacturer's website or app.

- 3rd party (direct integrations): Authentication is usually done via oAuth whereby a user is required to enter in their account credentials and agree to the manufacturer collecting the user's data and sharing it with Vitality.
- App-to-app: Users provide permissions to the Vitality app to access information about the user. This is usually done within the Vitality app, by a user selecting (individually) the permissions that they would like to share with the Vitality app

Once the linking of the device or app to Vitality has been completed, the Vitality app will display a pop-up message to the user indicating that the linking was successful. If the linking was not successful, the member will also be notified.

7.2. Syncing app to app

The user will be able to view the date and time of their last device or app sync on the device information screen.

Once the syncing of the device or app to Vitality has been completed, the date and time of the last sync will update. If the syncing was not successful, the user will be notified with a pop-up and will be able to retry the syncing.

The user will only be able to force a sync for apps where Vitality implemented an app to app integration, i.e., Health app, Samsung S Health and iHealth.

All other syncing with Vitality will happen automatically. Note that members are still required to sync their physical devices with their device app or on the device website – that part of the process is not controlled by Vitality.

7.3. Delinking a device or app

If the user previously linked a device or app, they will be able to tap on Delink on the device information screen to start this process. Before delinking, the user will be asked to confirm that they want to delink the device or app.

Note that for app-to-app integrations the apps are not completely delinked – the user is only removing permissions for the sharing of data with Vitality.

Once the delinking of the device or app to Vitality has been completed, the Vitality app will display a pop-up message to the user indicating that the delinking was successful. If the delinking was not successful, the member will also be notified.