



Program Q&A

Q What is included in the Silver&Fit® Healthy Aging and Exercise program?

A The Silver&Fit program provides its members with fitness options and healthy aging resources to empower them to get fit. Members can access fitness memberships through a robust network of participating fitness centers and select YMCAs.

Members can view exclusive articles and videos and join live virtual classes and events in the Well-Being Club. They can enjoy thousands of on-demand workout videos on the Silver&Fit website, personalized Workout Plans, and activity tracking through the Silver&Fit Connected!™ tool. Members may also view The Silver Slate® quarterly newsletter at SilverandFit.com.

Q What kinds of fitness centers take part in the program?

A Options include:

- **Full Coed Fitness Centers**, which offer Silver&Fit-endorsed exercise classes in addition to their standard membership with cardiovascular and resistance training equipment.
- **Gender-Specific Fitness Centers**, which offer a standard membership and the opportunity to work out with others of the same gender.
- **Fitness Studios**, which may include pools, yoga studios, and/or Pilates studios.

Q How do members join the program and get a Silver&Fit card?

A Members go to **SilverandFit.com** and click Check Eligibility to register and select participating fitness centers or select YMCAs. Members who choose a fitness center should print a paper copy of the Silver&Fit card, or download it on their phone, and bring it to the fitness center or YMCA locations they selected. If members prefer to speak with a Customer Service agent, they may call toll-free 1-877-427-4788 (TTY/TDD: 711).

Q Can members enroll in more than one fitness center or YMCA?

A Yes, members can go to one or more participating fitness centers at a time.

Q Can new members keep using their current fitness center or YMCA?

A If the fitness center or YMCA is part of the Silver&Fit network, then yes. Members can advise the fitness center or YMCA to freeze their membership. After registering on the website and selecting a fitness center, they can print a paper copy of the Silver&Fit card, or download it on their phone, and bring it with them to their first visit. If the fitness center or YMCA is not a part of the network and members would like to use their Silver&Fit benefit, they will need to switch to a participating fitness center or YMCA. Members should go to **SilverandFit.com** for more information.

Q How do members nominate a fitness center or YMCA?

A Members can nominate a fitness center or YMCA by going to the fitness center search at **SilverandFit.com** or by calling Silver&Fit Customer Service.

Q If a member's fitness center or YMCA leaves the network, how does the member find out?

A Members will get a letter letting them know that the fitness center is leaving the network, 30 days in advance (when possible). This letter includes a listing of up to 10 fitness centers or YMCAs closest to the member's address and shares information on how to select a new fitness location.

Q What happens if a complaint is filed against a fitness center or YMCA?

A American Specialty Health Fitness, Inc., provider of the Silver&Fit program, will review complaints and follow up accordingly. Some methods of investigation are an inquiry letter, a site visit, or a secret shopper call.

Q Do members ever have to pay a fitness center or YMCA directly for Silver&Fit benefits?

A No. However, members are responsible for paying any fees associated with upgrading their fitness center or YMCA membership, or for using any non-standard services or amenities that require separate, non-standard fees.

Q How do members get personalized Workout Plans?

A By answering a few questions on the Silver&Fit website, members will get a custom exercise plan that focuses on goals like getting stronger, improving heart health, reducing fall risks, staying fit during recovery, and chronic condition management.

Q What is the Well-Being Club?

A Through the Silver&Fit website, the Well-Being Club offers a personalized experience based on members' interests in topics such as physical activity, nutrition, mind and mood, self-care, and brain health. The Well-Being Club offers digital resources, live virtual classes and events, and ways for members to connect with the larger Silver&Fit community.

Q What is the Silver&Fit Connected! tool?

A The Silver&Fit Connected! tool is available at ***SilverandFit.com***. The Connected! tool lets members track their activity from approved wearable fitness trackers and mobile apps (a full list is available online). To get started, members need to pair their tracker with the Silver&Fit Connected! tool. Purchase of some compatible wearable fitness trackers or apps may be required to use the Connected! tool and are not reimbursable by the Silver&Fit program. Members' use of the Connected! tool serves as their consent for American Specialty Health Fitness, Inc. (ASH Fitness) to receive information about their tracked activity.

Q How do members leave the program?

A Members must call Customer Service at 1-877-427-4788 (TTY/TDD: 711).

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