



Frequently Asked Questions

1. How do I connect my device? What devices can I connect?

Download the Be Well App. Review the [Getting Started Guide](#) for more information. BeWell is compatible with Apple Health, FitBit, Garmin and many others.

2. How can I track my activity if I do not have a device connected?

Within Bravo!, go to the Wellness tab. From your home dashboard, click “Add New Entry”, choose the date for your entry, enter your total steps (or choose the activity you completed, and it will be converted to steps), and click “Save”. *Tip: Notice the other wellness activities you can track in the left-hand column!*

A screenshot of the Be Well app interface. At the top, there's a navigation bar with tabs: 'Wall', 'My Wall', 'My Awards', 'Directory', 'Wellness' (highlighted with a red circle), and 'Recognition'. Below this is a home dashboard with various icons. A modal titled 'Add New Entry For Today' is open, showing a date selector set to 'Feb 21, 2025' (circled in red). The modal has a left sidebar with a list of wellness activities: 'Activities', 'Photo', 'Journal Entry', 'Nutrition', 'Weight', 'Sleep', 'Mindfulness', 'Water', 'Mood', and 'Heart'. The main area of the modal shows a 'Steps' input field with the value '0' (indicated by a red arrow). Below it is a section titled 'Convert an Activity To Steps' with a 'Select Activity' dropdown, 'for 15 units', and a 'CONVERT' button (indicated by a red arrow). At the bottom right of the modal is a 'SAVE' button (circled in red) and a 'Reset' link.

3. I have connected a device that is tracking my steps – do I need to add an entry for other types of activities (spin class, yoga, weightlifting, etc.)?

To get the full value of points for your activity, you can log it in Be Well and it is converted to a number of steps. Otherwise, you will only get points for steps tracked by your device.

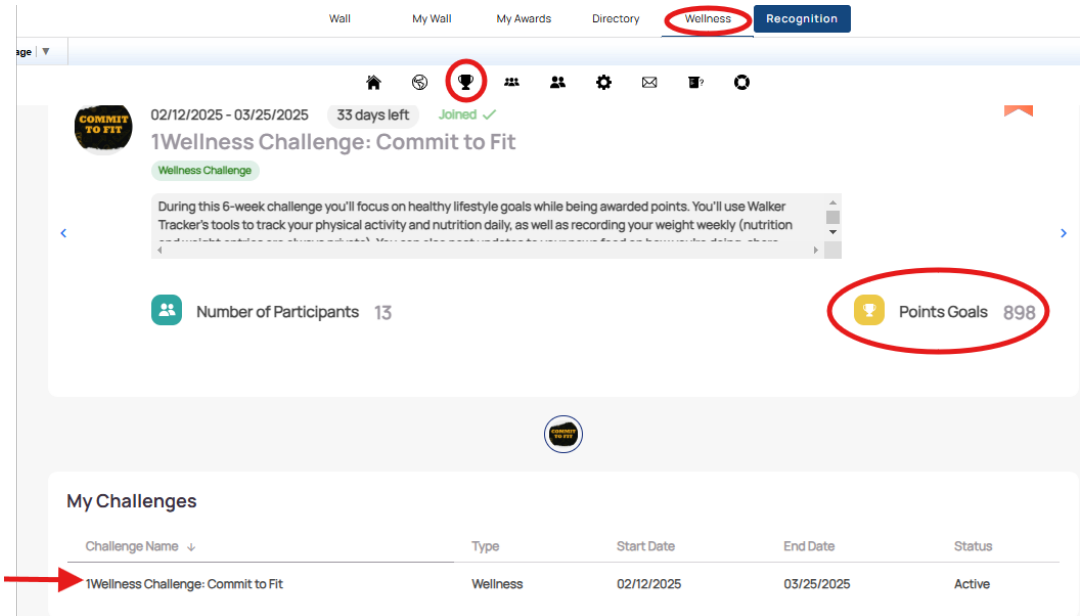
4. What is the difference between challenge points and Bravo! points?

Earn challenge points by completing tasks within the challenge. Reach the goal amount of challenge points in the challenge to complete it! Those who complete the challenge will be entered to win Bravo! points. Bravo! points can be redeemed for prizes within Bravo!.

5. How can I see what the challenge point goal amount is and my progress towards it?

Within Bravo!, go to the Wellness tab. Click the trophy for challenges. If you're currently

in a challenge the details will appear at the top of your screen, including the Points Goal. To see your progress, click on the challenge under "My Challenges".



6. I posted a photo in my profile but do not see it listed in the discussion board, what did I miss?

Your settings must be updated to public to be viewable by others and count towards the challenge point goal.

7. Which associates are eligible to participate in Be Well?

All associates in the US, Canada, UK, and Germany.

8. Does Neighborly still have the Fit for Life program or does Be Well replace it?

In 2025, we discontinued the Fit for Life Program and replaced it with a more robust program, Be Well.

9. Why is Neighborly offering a wellness program, what's in it for me?

Neighborly cares about your health and wellbeing. We are excited to help our associates live longer and healthier lives by building healthy habits through the BeWell program.

10. Will Neighborly have access to my health information as part of participation?

No, Neighborly will not have access to your health information as part of participation in the BeWell program. Your biometric information such as weight will always be private. The only information provided to Neighborly is the names of the associates who have enrolled in the challenge as well as those who have met the challenge goal.