



## YMCA + Peerfit Partnership: FAQs

YMCA + Peerfit: Frequently Asked Questions	
<b>What is the reimbursement level, based on a minimum number of swipes or one flat monthly rate?</b>	
	Peerfit will reimburse \$50.00 per membership utilized. The first month of purchase is prorated based on the purchase date. As long as the member visits the facility at least once within a calendar month, we will reimburse for the active membership.
<b>How do Ys enroll or opt out of the Peerfit network? Are there any fees associated with opting in?</b>	
	There are no fees associated with our partnership! Simply reach out to us at <a href="mailto:studios@peerfit.com">studios@peerfit.com</a> if you are interested in joining or opting out of the network and an account manager from our Wellness Solutions team will be in touch with next steps.
<b>How does submission work for payment - submission portal, etc?</b>	
	Please visit <a href="https://www.peerfitmove.com/reimbursement">https://www.peerfitmove.com/reimbursement</a> to understand how you can easily track and report your Peerfit visitor usage to be reimbursed for the month.
<b>Can Ys set up different “purchase” options for Peerfit users other than membership? I.e. personal training, small group training, etc.?</b>	
	We can set-up different offerings at your facility as single session offerings. Please mention this to your Peerfit Partnerships Manager or email <a href="mailto:support@peerfit.com">support@peerfit.com</a> and we'll work with you to add this to your offerings presented through Peerfit.
<b>Will the monthly reimbursement also cover virtual classes for those who aren't ready to be back in a facility?</b>	
	Yes, we will consider any virtual activity when reconciling utilization. Please ensure that you've input any virtual activity on your Peerfit User Visit Template.

**Would this agreement require exclusivity, which would terminate other 3rd party arrangements?**

No, this agreement does not require exclusivity.

**How does this work for families? Does the reimbursement cover children if they are covered on the insurance plan? Or is this for adults only?**

At this time, dependents are not covered. However, it is possible that an employer has extended the benefit to their employees and their spouses. If this is the case, each user will have their own registered account and will be able to purchase memberships / day passes individually. No one membership should ever support the activity of two or more members.

**Will you be providing this arrangement with other gyms/clubs in our service area?**

Peerfit partners with gyms / clubs / studios across the nation. You can easily reference our list of facilities on the network in your area by visiting: <https://peerfit.com/explore> and typing in your city within the search bar.

**Can people use wellness credits to swipe in at multiple facilities and fitness providers over the course of a month?**

Peerfit users are given an allotment of credits per month that they can spend at any facility on our network. If their credit allotment allows, they may be able to purchase a membership at one facility and use their remaining credits to reserve classes at other facilities nearby.

**Can Ys see reports as to where the monthly swipes are happening?**

We don't currently have a partner portal, however, since Peerfit users with memberships will be entered into your operating system, you should be able to generate a report to check in on member activity as you would any of your regular members.

**Is it the same rate whether they are a senior or an adult?**

Correct, same rate regardless of age. We will reimburse \$50.00 per membership utilized. The first month of purchase is prorated based on purchase date.

**These points are based on a monthly membership?**

Peerfit will charge the user 20 credits for a monthly membership at any YMCA facility. Users do not see dollars or cents, simply credits. Users also have the option to use credits towards single session offerings, for example Day Passes. If you are interested in offering more than a monthly membership with Peerfit, please connect with your Wellness Partnerships Manager.

**How do users earn credits each month? How standardized is the process for people earning wellness credits through their employer? Is it based on their plan?**

Credits are allocated to users through their health plan or employer on the 1st of each month. Their allotments are set up by their employer or health plan and aren't particularly "earned." Users have the calendar month to spend their credits at fitness facilities on the network before their credits expire at month end. Credit allotments can vary based on the plan set up by the employer or carrier.

**Would the Peerfit member need to exchange their credits each month for YMCA membership for us to be reimbursed or is it set up as a recurring credit exchange monthly (i.e. would we need to solicit the same people each month asking them to exchange credits in their account)?**

All initial transactions (a membership purchase or a single session reservation) run directly through Peerfit. This way we are able to deduct the credits from the user's account, charge the employer or health insurance plan, and validate a membership purchase with the fitness facility. As long as the member is active under their account, Peerfit will handle credit deduction. YMCA facilities will not be responsible for credit exchange.

**Do we need to monitor whether or not the membership is active? What if a user doesn't have credits, loses eligibility, or explicitly cancels? How do we know when to terminate a membership? Are there any policies around terminating members who are not using/scanning in?**

Peerfit will provide the facility partner with a Member Status Report at the beginning of each month. This report will communicate which members are still active vs. inactive. All inactive memberships should be cancelled immediately. The facility partner is not responsible for verifying a user's credit allotment or eligibility. We suggest redirecting users to reach out to [support@peerfit.com](mailto:support@peerfit.com) if they have any questions surrounding this.

**Is there a portal to check if they are eligible or are we getting a report to let us know someone signed up with you with intent to join us?**

Peerfit will notify the partner when a user has purchased a membership through Peerfit your facility. The facility will not be responsible for verifying eligibility. Please note, only an eligible, registered member can purchase a membership and the facility will be provided with a membership purchase receipt. If a user has questions about their eligibility or how to purchase a membership, please redirect them to [support@peerfit.com](mailto:support@peerfit.com).

**Can someone join at any point during the month or is it only at the beginning of the month? When you say prorated does that mean the \$50.00 payment is prorated or just their point?**

Peerfit users can choose to purchase a membership at your facility at any point during the month. We will prorate the \$50.00 membership based on the purchase date and will reimburse for the number of active days.