

Apple Watch® from Aetna program

Frequently asked questions (FAQs)

For contracts effective April 1, 2018

Q: Who is eligible for the program?

A: Any employee and, if applicable, their enrolled spouse, who is also an Aetna Funding AdvantageSM medical plan member has the opportunity to purchase an Apple Watch through this program.

Q: I waived medical coverage but elected dental or vision only. Am I eligible?

A: This benefit is for Aetna Funding Advantage medical plan-enrolling customers only at this time.

Q: I waived medical coverage. Am I eligible?

A: This benefit is for Aetna Funding Advantage medical plan-enrolling customers only at this time.

Q: My broker handled my enrollment. Am I eligible for a subsidized Apple Watch?

A: Yes, but you must purchase your Apple Watch within the Springboard Marketplace® benefits system. You will be sent an email with further instructions to log in within seven business days.

Q: When an Aetna Funding Advantage group moves to the Springboard Marketplace benefits system, will they receive the Apple Watch offer?

A: Yes, the offer will reside on the member's home page when they go in to shop and enroll.

Q: What is this program about?

A: Your health insurance carrier, Aetna, is offering a significant subsidy on a new Apple Watch to Aetna medical members and spouses enrolled within the Aetna Funding Advantage.

Q: What is the purpose of this program?

A: Aetna wants to help you and your enrolled spouse stay active and mindful throughout your day. With the Apple Watch from Aetna, you can access many wellness programs and apps that are accessible, fun and simple to use.

Q: How do I order an Apple Watch for a subsidized rate?

A: You must purchase the Apple Watch through the Springboard Marketplace to receive the subsidy. You cannot receive the subsidy if you order directly from Apple. The Apple Watch can only be purchased on the Springboard Marketplace by the member. If a broker or general agent completes enrollment, the Apple Watch offer instructions will be sent to the member's registered email address within seven business days.

Q: How much is the subsidy?

A: Aetna, our medical coverage provider, offers a \$224 subsidy for you as the enrolled employee and a \$199 subsidy for your enrolled spouse.

Q: How many watches can I buy?

A: This offer is limited to one Apple Watch for you as an employee and one for your spouse. You and your spouse must be Aetna Funding Advantage plan members to qualify.

Q: Are all employees required to purchase an Apple Watch?

A: No. This program is entirely voluntary.

Q: I have a Small Group Affordable Care Act (ACA)-compliant plan. Am I eligible?

A: This benefit is for Aetna Funding Advantage Small Group customers only at this time.

Q: Can my spouse, who is also an employee and Aetna Funding Advantage plan member, purchase an Apple Watch for a subsidized rate?

A: Yes, your enrolled spouse is eligible to purchase an Apple Watch for as low as \$50.

Q: I previously purchased Apple Watch for myself. Is my spouse eligible at my next renewal?

A: Yes, if your spouse is enrolled in an Aetna Funding Advantage medical plan.

FAQs (continued)

Q: Is my domestic partner covered?

A: Yes, if your domestic partner is enrolled in an Aetna Funding Advantage medical plan.

Q: Can I purchase more than one Apple Watch?

A: The \$224 subsidy offer is limited to one order per enrolled employee. The \$199 subsidy is limited to one order per enrolled spouse. You may purchase additional Apple Watch devices through the site using your personal credit card; however, these will not be subsidized.

Q: Can I use my health savings account (HSA) or flexible spending account (FSA) funds (if applicable) to pay for my Apple Watch?

A: No, the watch is not a qualifying HSA or FSA expense.

Q: Can I use an Apple gift card to pay for my portion of the watch?

A: No, for this special promotion through Aetna, you are not permitted to use Apple gift cards.

Q: Will I have to pay tax or shipping fees?

A: You will have to pay sales tax, but there is no shipping and handling cost.

Q: How quickly will I receive my Apple Watch?

A: If you ordered Watch Series 1 GPS or Series 3, you'll receive it within four to seven business days after the date you ordered it. If you ordered Watch Series 3 Cellular, it will arrive in four to five weeks. Please note that there may be a longer wait time for the more popular models. While you're shopping, you'll be notified of any delays that may occur.

Q: Do I need an iPhone® to use an Apple Watch?

A: To use Apple Watch Series 3 (GPS + Cellular), you will need an iPhone 6 or later with iOS 11 or later. To use Apple Watch Series 3 (GPS), you will need an iPhone 5s or later with iOS 11 or later. To use Apple Watch Series 1, you'll need an iPhone 5s or later with iOS 11 or later. You can update your iOS software at support.apple.com/en-us/HT204204.

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Q: Who can I contact with questions about my Apple Watch?

A: For Apple Watch program-specific questions:
Email: aetnawatch@bridge2solutions.com
Phone: **1-888-211-8714**

For device-specific questions (setup, warranty, etc.), contact Apple for support and service at **1-800-275-2273**.

Q: Does the Apple Watch offer expire?

A: Yes. Enrolled employees and spouses are eligible for the Apple Watch offer within 90 days of their coverage effective date. If their group terminates coverage within those 90 days, they are eligible up until the date their group submits notice of termination.

Changing or canceling your order

Q: How do I make changes to or cancel my Apple Watch order?

A: For issues with your Apple Watch order, send an email to aetnawatch@bridge2solutions.com or call **1-888-211-8714** for assistance. Once canceled, you may place a new order if desired. Please note that the cancellation may take five to ten business days to be reflected in your benefits statement.

Shipping and returns

Q: How can I track my Apple Watch order?

A: Shortly after you complete your purchase, you will receive a confirmation email from Bridge2 Solutions, Apple's technology partner. The email will include shipping and tracking information.

Q: If I'm not satisfied, how do I return my Apple Watch?

A: To return your Apple Watch, send an email to aetnawatch@bridge2solutions.com or call **1-888-211-8714** for assistance.

