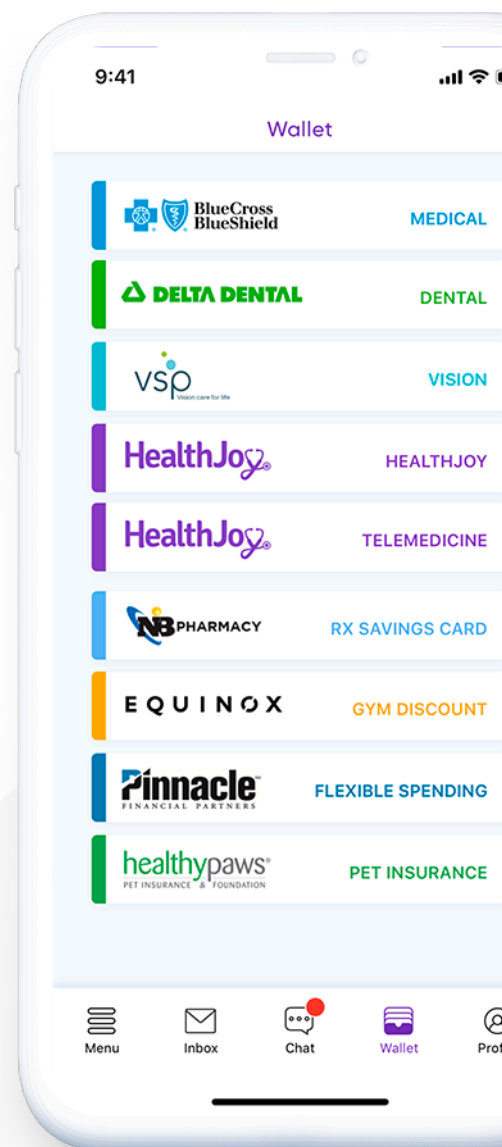




HEALTHJOY 2.0

A Whole New Look. A Next Level Experience.

This month, we are debuting the completely updated HealthJoy 2.0. Our app is now easier than ever to use, with the same access to on-demand healthcare, concierge support, and simplified benefits you love.



HERE'S WHAT'S NEW

HealthJoy is easier, smarter and more beautiful

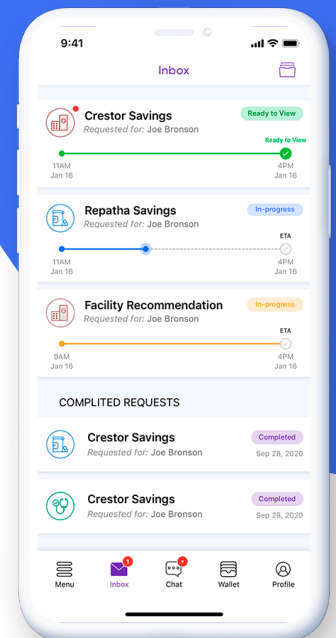
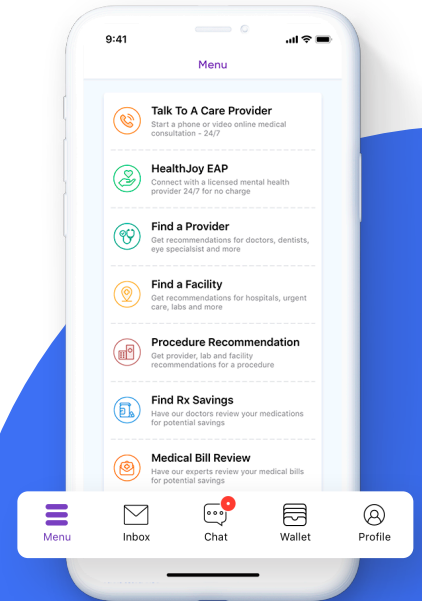
We've been working on the all-new version of HealthJoy for the last two years. You'll experience a completely new design that's airy, easier to read and feels magical. Behind the scenes, we've improved the hidden plumbing that makes everything work better. These improvements might not be easy to see, but will allow us to deliver our service faster and in a more personalized way. All these changes lay the foundation for further improvements in 2020 and beyond. Our roadmap is packed with exciting improvements we wish we could share— but we don't want to spoil the surprise.

We've made it easier to get around

The new app includes a bottom navigation bar that makes it easier to find everything you're looking for in a snap. You can now jump from the middle of a chat to check out your benefits wallet without missing a beat. We've also heard loud and clear from our members that you want one-click access to our menu for immediate access to all our services. You'll love our new navigation menu bar.

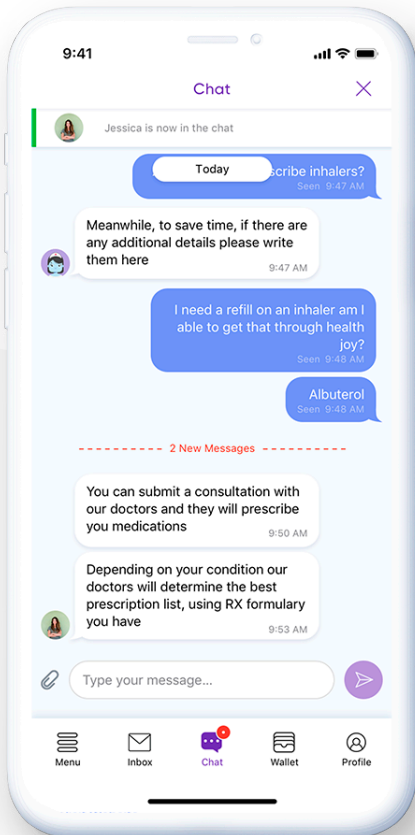
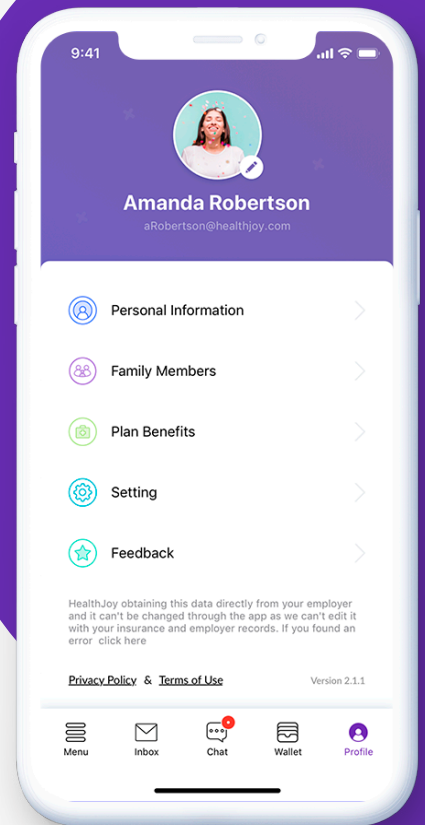
A more transparent Inbox

When you submit a member service request, you will see more information as our concierge team works to complete your request. You'll see the name of the person for whom the service request was made and an estimated time of delivery. When you tap an "in-progress" card, you'll see details about the status of your request. New card actions will allow you to cancel or archive your request.



A more personal profile

Your new and improved profile can be updated for a more personal experience. We've made it possible to add a photo (handy in chats!), change your contact email, and leave us your direct feedback. You can also see family member data from within your profile. We've enhanced security so you can enable a passcode or Face ID lock and feel extra confident with the safety of your personal data.



A reimagined chat experience

If you've used our live chat before, you'll notice HealthJoy 2.0 chat experience is quite an upgrade. We've added new features to make our chats more transparent. You'll always see the name and photo of the HCC with whom you're chatting. You'll also see a timer indicating how long it takes the HCC to join you in chat. Finally, we've made it possible to upload files from iCloud, Dropbox, Google Drive, locally from your device, and add photos from your gallery.