



BENEFITS

WalkingSpree Program Frequently Asked Questions (FAQ)



What is WalkingSpree, and how does it work?

WalkingSpree is a corporate walking program that uses the technology of a USB pedometer to track your steps walked, aerobic steps walked, calories burned, fat grams burned, and distance walked. With **WalkingSpree**, you get a free pedometer, an online wellness platform, and fun tools to keep you motivated. The program also provides you with access to your own private web page where you can upload all of this data from your pedometer, as well as track other activities such as biking, swimming, gardening and even house cleaning!

When WalkingSpree pedometer is plugged into your computer, your stats are automatically uploaded to the WalkingSpree site.

If I participate in WalkingSpree, will any of my personal information be shared?

WalkingSpree will not share any personal information with outside vendors and complies with all HIPAA Privacy regulations, by not sharing protected health information to CNO and other employees. However, for instance, sharing your screen name and number of steps walked is not protected information and will be shared as part of the program. For more information please refer to WalkingSpree's [Privacy Policy](#).

Do I have to pay anything to participate in WalkingSpree?

No. CNO pays the cost for your initial pedometer as well as your membership fees. In addition to all associates, any adult dependents (age 18 and older) who are enrolled in a CNO Care Options medical plan may also participate in WalkingSpree at no cost.

Is my spouse or adult dependent eligible to join WalkingSpree through CNO?

Yes, your spouse and your adult dependents may join the WalkingSpree program. CNO will cover the cost of the initial pedometer and membership fees for any spouse or adult dependent who's enrolled in a CNO Care Options medical plan.

If your spouse or adult dependent is not enrolled in a CNO Care Options medical, they may still participate in WalkingSpree, but you will be required to pay for their pedometer and membership. If you'd like to purchase a membership for a spouse or adult dependent, please send an email to foryourhealth@cnoinc.com.

Will I receive CNO wellness incentives for participating in WalkingSpree?

Yes. If you're enrolled in a CNO Care Options medical plan, you're eligible to receive CNO wellness incentives each quarter in which you meet the following active participation requirements for the WalkingSpree program:

- Log at least 7,000 steps per day (or the equivalent to 7,000 steps for other eligible physical activity) for 60 days in a calendar quarter.

If your spouse is enrolled in a CNO Care Options medical plan and participates in the WalkingSpree program, he or she can also earn CNO wellness incentives. Please see CNO's Wellness incentives menu for more information.

If my adult dependent participates in WalkingSpree, can he or she earn CNO wellness incentives?

No, only associates and spouses who are enrolled in a CNO Care Options medical plan may earn CNO wellness incentives for participating in the WalkingSpree program. Please see CNO's Wellness incentives menu for more information about incentives.



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How do I register for WalkingSpree?

Go to www.walkingspree.com/register/conseco and complete the online registration. When you register, please provide the mailing address to which you'd like your pedometer shipped (in your contact information). You must complete separate registrations for each person joining the program.

You'll receive your pedometer and membership registration instructions within one week after submitting your online registration form.

Can I download my pedometer data on any computer?

When you receive your pedometer, you'll also receive instructions for registering it on the WalkingSpree website. When you complete this registration, you'll also download the WalkingSpree software on to your computer. From this point forward, you'll only be able to use the computer on which you completed your registration or another computer that has the WalkingSpree software installed on it to upload data from your pedometer. However, you may use any computer to log in to the WalkingSpree program and you're your data, chat with your walking buddies, and see CNO's walking stats.

Is the WalkingSpree software compatible with all computers?

The WalkingSpree software is compatible with all Windows 98, 2000, Vista, and 7. Mac Intel (Lion, Snow Leopard, or 10.6), and it is backward compatible with the older 10.5 Intel (Leopard) operating system. It is not compatible with the Tiger operating environment, PowerMac (10.4 or lower).

If I participate in non-pedometer activity (such as swimming or Yoga), can I still earn my CNO wellness incentives for physical activity?

Yes. You may enter other eligible non-pedometer activity into your WalkingSpree account. WalkingSpree will convert this activity into steps, where 30 minutes of eligible non-pedometer activity equals 3,000 steps. To earn your incentive, you must still log 7,000 steps (in actual steps, non-pedometer activity, or a combination of the two) per day for at least 60 days in a calendar quarter.

How can I get the most from my WalkingSpree pedometer?

Here are some tips:

- Wear it from the time you get up until you go to sleep at night.
- Don't lose it! Use the lanyard and small tooth clip. Even with the provided belt clip, it is recommended that you attach the lanyard and use the small toothed clip to attach it to anything you are wearing.
- Always place it in the upright position and keep it as secure as possible.
- Upload your steps at least once a week to stay motivated!
- Be creative! Take the stairs, not the elevator. Park at the far end of the parking lot. Waltz around the kitchen. Compete with the kids to see how many fast steps you can do during a television commercial.
- **Remember, your pedometer isn't waterproof** (nor covered under warranty for water exposure). So, don't flush it down the toilet, stick it in your socks/bra/bike shorts without a using a Ziploc bag (especially during intense workouts), put it through the washer/dryer, or swim with it. If your pedometer is exposed to moisture, try removing the battery (to prevent corrosion) and place the pedometer in a bag of rice to draw out the moisture. Then, see if it works after a day or two.



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- Replace your battery (it will only last 5-7 months). A flashing symbol that looks like an infinity symbol (not the BI symbol when you have reached 41 days of history) will start blinking, but once it does, it won't last much longer. It uses a CR2032 battery, which can be found in most drug stores. But be very careful replacing the battery, as the battery prongs should not be moved.

If I lose or break my pedometer, how can I get a new one?

If you lose or break your pedometer and you wish to continue your membership in the WalkingSpree program, you're responsible for replacing your pedometer. You can purchase a pedometer by logging into your WalkingSpree account and clicking on the Store option. The price of a new pedometer is \$35, plus \$5 for the shipping (total of \$40). It may take approximately 3-5 business days to receive your new pedometer. Contact WalkingSpree Customer Support at 1-877-789-9255 for assistance.

If my pedometer isn't working, what should I do?

First, contact WalkingSpree Support by phone at 1-877-789-9255, or go to the [Support website](#) to troubleshoot the issue. If your pedometer is determined to be defective under warranty, WalkingSpree Customer Support will provide you with a form to complete so that you can obtain a new pedometer free-of-charge. Take your completed form to [Kami Reuter](#) to obtain your new pedometer.

If your pedometer is no longer under warranty, but you've had it longer than 18 months, please contact [Kami Reuter](#). You may obtain a new pedometer at no charge. To qualify for a new pedometer, you must send the pedometer to [Kami Reuter](#) with all of its parts.

If your pedometer has been determined to be defective outside of the warranty, (it has been dropped, immersed in liquid, and so forth), you can purchase a new pedometer online at the WalkingSpree Store, or by calling WalkingSpree Customer Support at 1-877-789-9255. The price of a new pedometer is \$35, plus \$5 for the shipping (total of \$40). It may take approximately 3-5 business days to receive your new pedometer.

Can I quit WalkingSpree?

Enrollment in the WalkingSpree program is voluntary. You may opt out at any time. Additionally, if you do not record any activity in the program for 90 days, your membership will be automatically inactivated.

If I have questions about my pedometer or the WalkingSpree program, who should I contact?

Please direct all technical questions about the WalkingSpree program to support@walkingspree.com, or (877) 789-WALK.