



FREQUENTLY ASKED QUESTIONS

Will members need to enter a credit card?

Yes. In order to setup their own individual MOSSA MOVE account, they will need to enter credit card information. Because of the longer lead time of the 60 days free, we will be notifying subscribers via email around the 55 day mark that they will be charged \$7.99 if they decide to keep their MOSSA MOVE subscription. (This requirement has been waived when using the free eight MOSSA MOVE clips which can be found here: <https://www.mossamove.net/browse>).

Where can my members go to learn more about MOSSA MOVE?

To learn more about the service, your members can go to www.mossamove.net. From this page, they can view all of the workouts available through the service. However, they will not be able to get to the 60 day offer. The 60 day offer is only available through a special URL through one of our MOSSA MOVE Affiliates.

How can members cancel?

Subscribers can cancel at any time. When logged into their account, they can go to My Account >> Manage Subscriptions >> Cancel Subscription.

Can we just set up one account?

Each individual needs their own account.

How long will the 60 day offer last?

The 60 day timeline will start depending on when the member signs up for the service. If someone starts their account today, they will have access to all of the workouts for 60 days starting today. If they start their subscription a week from today, it will be 60 days from that day.

We will leave this special gateway open for a period of time so that you can continue to promote it to your members. At some point in the future (we aren't sure when, at this point), we will alert all of our MOSSA MOVE Affiliates and let them know, the last day for one of your members to start a free 60 day offer is on a specific date in the future. After that specific date, the 60 day option gateway will close, and any member not already registered for MOSSA MOVE will only be able to access the site through our standard 14 day free trial.

Will you be notifying members that the 60 days are about to expire?

Yes. We have been able to work with our service provider, to configure the system to let people know that the 60 day offer is close to expiring. If they are opted into receiving our emails, they will receive a notification around the 55 day mark reminding them that they will be charged \$7.99 in order to continue to access all of the workouts on MOSSA MOVE.

Are the workouts on MOSSA MOVE the same as the live MOSSA workouts?

The 30-minute workouts on MOSSA MOVE are different than the programs we license facilities. When we created the MOSSA MOVE workouts, we designed them specifically for the home user experience. The programming, equipment options, coaching, and coaching modifications, are all perfect for the home user.

What workouts are available on MOSSA MOVE?

The MOSSA MOVE app has 8 different programs – cardio, strength, dance, Yoga-inspired, and indoor cycling. Each 30-minute program has 2 to 4 workouts available, with more on the way. We have filmed additional workouts that should be available on the app in the next few weeks. Additionally, we have filmed two new programs (3D30 and MOVE30) that should be available in April 2020. To see the lineup of workouts available, with descriptions and video previews, visit:

<https://www.mossamove.net/discovery>.