



ENGAGE

FAQ Guide for Rewards, Sweepstakes
and Create Your Own Challenges



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EARNING POINTS

How do I earn points?

Engage gives you a variety of ways to earn points for participating in health and wellbeing activities. This includes tracking your daily activities, from fitness to food and sleep. Employees and dependents enrolled in one of Marvell's Anthem Plans can also earn points by using Engage to review claims, search for care, rate a doctor, and more.

See the full list of ways to earn points by logging into Engage and on the home screen, select Point Balance. This will take you to Ways to Earn.

The more you use Engage, the more points you'll earn!

What can I do with my points?

You can use your points to enter the quarterly sweepstakes and/or purchase direct rewards, such as gift cards or donations to charitable causes (currently only available for U.S.).

Do I need to use a wearable activity tracker to earn points?

No. Even if you don't use a wearable activity tracker, you can still earn points the following ways:

- Sync Engage with your mobile phone's health tracker
- Manually log activity in your Engage steps, food, and sleep programs
- Download a free tracking app. For a list of compatible tracking app services, [click here](#).

I have a disability. Can I still participate?

Yes. We're happy to work with participants who have disabilities or limitations so they can still participate in our programs. Please [chat with support](#) or contact support@castlighthouse.com for more information.

How does your food tracking program, Eat Smart work?

The Eat Smart program encourages healthy eating habits by awarding you points for logging your food intake each day.

Receiving points

To earn points for food tracking, you must log at least 800 calories each day.

Viewing your points

To monitor your progress, navigate to the food tracking program page from your home screen.



This will bring you to a screen where you'll see the days you earned points for your food tracking and the number of points you earned so far that month.

How does your steps tracking program, Get Active work?

The Get Active Program lets you earn points for reaching steps-count goals each day. There are three goals that you can hit in a day, each one offering the chance to walk more and earn more points. The goals and corresponding number of points you can earn depends on your program.

Viewing your program goals

To view your program goals, navigate to the steps tracking program page from your home screen.

This will bring you to a screen that shows the goals, your daily steps count, and the points you earned for reaching those goals.

How does your sleep tracking program, Sleep Well work?

The Sleep Well program awards users points for logging their sleep each night.

Earning points

You must track at least 2 consecutive hours of sleep to earn your points for the day.

Viewing your progress

To monitor your progress, navigate to the sleep tracking program page from your home screen.

This will bring you to a screen where you'll see the number of days you correctly logged your sleep and the number of points you earned during that month.

Tracking your sleep

You can track your sleep using either a wearable or a tracking service app that allows you to manually enter your sleep. For a list of compatible sleep trackers, click [here](#).

Syncing and Updating Your Progress

How often do I need to sync to ensure my activities are tracked?

To ensure that your tracked activities are up to date and earning you points, manually sync your activity tracker with its third-party tracking service every 30 days. (For example, sync your Fitbit wearable with your Fitbit account.)

Can I manually input my steps, food, or sleep?

Yes, you can manually add activity through the Engage app or the website.



1. Once you've signed in, select the "Log manually" link located near your steps, food, and sleep programs.
2. Choose the day you'd like to add activity for, up to 30 days prior to the current date. Use the slider to add steps, food, and sleep.
3. You can also convert other activities to steps by selecting "More activities." Choose from a list of popular activities or log a custom entry.

How do I add activities that aren't steps?

You can convert other activities to steps by selecting "More activities" from the "Log manually" link located near your steps, sleep, and food programs. Choose from a list of popular activities or log a custom entry.

How far back can I manually input steps, food, or sleep?

You can manually add activity up to 30 days before the current date.

Troubleshooting: What to Do When You're Not Receiving Points for Your Activities.

I'm not receiving points for food tracking. What should I do?

If you're not receiving points for food tracking, try these troubleshooting steps:

1. Make sure your tracking service is properly linked to the app.
2. Make sure you're logging at least 800 calories per day to earn points.

I'm not receiving points for tracking my sleep. How do I fix this?

If you're not receiving points for sleep tracking, try these troubleshooting steps:

1. Make sure your tracking service is properly linked to the app.
2. Manually sync your activity tracker with its third-party tracking service every 30 days. (For example, sync your Fitbit wearable with your Fitbit account.)
3. Make sure you're logging at least 2 hours of continuous sleep per night to earn points. (A half-hour power nap won't count!)

REDEEMING REWARDS

Where do I find the Rewards Center?

You can access the Rewards Center from your desktop or mobile app.

1. Open Engage on your desktop or mobile app.
2. On the home screen, select Point Balance. This will take you to Ways to Earn.



3. Select Redeem Points to go to the Rewards Center.

On desktop, the Rewards Center can also be accessed from the More menu in the top navigation.

How do I use the Rewards Center?

The Rewards Center is where you'll be able to see how many points you can spend on a gift card, quarterly sweepstakes entries, and/or a donation (currently only available to U.S. employees).

To redeem your points:

1. Select Redeem to redeem points for a reward or Enter to Win to redeem points for a sweepstakes entry.
2. Indicate the quantity and select Redeem, then on the next screen select Place Order. (You can enter a sweepstakes as many times as you'd like, provided you have the points, to increase your chances of winning.)
3. Confirm your choice.

Once you redeem your reward, you'll receive a confirmation email. If you've selected a gift card expect a second email with the redemption code.

If you haven't received your reward after 1 week, please contact orders@castlighthouse.com to check the status.

What are the rules for sweepstakes?

You can view the sweepstakes rules [here](#). Sweepstakes are open during a calendar year quarter and winners are randomly selected by Castlight. Winners will be notified via email and will receive a subsequent email from Castlight's gift card fulfillment vendor, Tango. The employee must still be working at Marvell at the time of fulfillment to receive the gift card.

How long will it take to get my reward?

Once you've redeemed points, you will receive an email notification. Here are some timetables for rewards:

- Gift Cards:
 - Orders are filled within 24 hours of being placed. You'll receive an email with redemption instructions at that time from Castlight's fulfillment vendor, Tango.
- Donations: *currently only available for U.S. employees*
 - The donation will be made on your behalf. The timing of the donation varies based on the charitable organization you selected.
 - For questions, email us at fulfillment@castlighthouse.com and include your order number.



Are my rewards and prizes taxable?

Rewards and prizes are considered taxable income. All applicable taxes will be deducted from an employee's paycheck, including rewards earned by eligible dependents. If the item is taxable, you'll see a disclaimer that explains how the item is taxed. You can also contact support@castlighthouse.com for more information.

What is your return and exchange policy for rewards?

There are no returns, refunds, or exchanges (of rewards or points) in the Rewards Center.

Once you've redeemed your points for a reward or a sweepstakes entry, all sales are final. We encourage you to contact support@castlighthouse.com with questions or concerns prior to redeeming points.

The reward I'm looking for is no longer in stock. Does that mean it's not available?

Occasionally, rewards will reach their limit for redemptions and an item will be out of stock. When this happens, we'll contact Marvell to determine if that particular reward will be re-stocked.

Rewards are selected by Marvell, and we cannot offer or re-stock an item without Marvell's consent.

Sometimes rewards are not renewed, or are replaced by a different item, and therefore will no longer be available in the Rewards Center.

CREATE YOUR OWN CHALLENGE

What is Create Your Own Challenge?

Create Your Own Challenge ("CYOC") allows you to create your own steps challenge with colleagues. CYOC offers a quick, easy, lightweight challenge that requires no administrative effort to set up, and that can run at any time. It allows you to compete against a small group of your friends and co-workers.

How do I create a challenge? Are there any limitations?

Each challenge can have up to 50 participants and lasts for 7 days.

The challenge begins the day after the user creates it. The active challenge period lasts 7 days. After the challenge ends, users will be able to see the results for an additional 3 days.

Winners are the top 3 participants who earn the most gems.



CYOC will be disabled 8 days prior to any company-wide Challenge start date and will be available when the company-wide Challenge ends.

Why are CYOCs limited to 50 people?

The intent of CYOC is to provide an intimate, lightweight, and quick challenge user experience for users and a handful of their colleagues. The design of the experience was optimized for small groups.

Can you earn rewards?

No, points, direct rewards and sweepstakes are not available for CYOC challenges. However, as you are logging into Engage during the CYOC period and logging activities, you will continue to earn points towards your direct rewards.

Users in the challenge earn gems by hitting daily step milestones. The individual users are then ranked by total gems earned.

Note - there are no teams involved, users are competing against each other as individuals.

Can I customize the challenge?

There are no customizations for CYOC-challenges.

You can customize the challenge name, icon, and banner image to personalize your challenge.

How do I join a challenge?

The employee who launches the challenge can invite up to 50 other employees to join the challenge. Invitees will receive an email and push notification from the Engage app notifying them of the challenge invitation.

Users who have been invited to a challenge can join the challenge even after it starts.

Users cannot search for challenges to join. They must either create a challenge or be invited to one.

