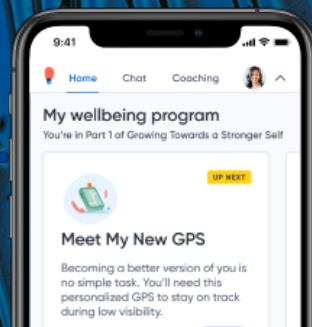


BetterUp Care™ FAQ



To get started with BetterUp Care, scan the QR code or visit:
app.betterup.co/i/ofzf8EZtr5

What is BetterUp Care?

BetterUp Care is a new covered benefit for Crew members that connects you to dedicated mental fitness coaching, tools, and support so you can think, feel, and show up at your best. Whether it's managing stress, navigating change, or just finding your groove, BetterUp Care can help you get there.

What you'll get with BetterUp Care:

- **A dedicated Care coach** for confidential, 1:1 support for anything on your mind
- **Interactive programs & mood tracking** for in-the-moment relief
- **Specialist coaching** for expert guidance on sleep, nutrition, parenting, and more
- **Concierge service** from a professional Care Guide to help you connect to the right support for your needs, including to resources outside of BetterUp Care

Do all Crew members have access to BetterUp Care?

Yes, all Crew members are eligible to join BetterUp Care.

How much does it cost?

Membership and access to BetterUp Care is covered by Virgin Voyages. There is no cost to join and use the program.

How do I sign up?

Visit app.betterup.co/i/ofzf8EZtr5, scan the QR code above, or look out for an invitation email from team@betterup.co with a direct link to activate your account.

Having trouble activating your BetterUp Care account? Feel free to reach out to support@betterup.co for help.

Can family members or dependents join BetterUp Care?

BetterUp Care is available to Crew members only.

What is mental fitness? And how is it different from mental health?

Mental fitness is how you build and maintain strong mental health, and strong mental health helps you feel and perform at your best. It makes it easier to handle anything from daily stressors to major setbacks to joyful (but often stressful) life transitions.

What each person needs in their mental fitness regimen is different, and BetterUp Care empowers you with the tools and support that work for you. Just like exercise, practices for mental fitness can help you create changes — big and small — that ripple into all areas of life.

How much time will it take to use BetterUp Care?

Your commitment and plan look different based on your starting point, goals, and schedule. Spend anywhere from 10 minutes a week to an hour a day focusing on your well-being.

- 1:1 sessions with your coach — 30 minutes
- Group coaching experiences — 25-60 minutes
- Self-paced interactive programs and exercises — 1-15 minutes
- Specialized coaching sessions — 30-60 minutes

Who will my coach be?

BetterUp has the world's largest network of certified coaches, including licensed therapists and well-being specialists, in every time zone and in over 60 countries. Our coaches have diverse backgrounds and expertise — based on your unique goals and preferences, you'll be expertly matched with a coach best fit for you.

What if I don't like the coach I am matched with?

With a 97% match success from over 1 million coaching sessions completed around the world, we're confident in our ability to match you to the right coach. If your first coach isn't the right coach, you can always request to be re-matched to a new coach as many times as you need.

What can you talk about with your BetterUp Care coach?

Your experience is unique to you and entirely confidential — there is no right or wrong way to work with your coach. Some common topics BetterUp Care members focus on to improve their overall well-being include:

- Work-life balance and integration
- Navigating uncertainty, change, and ambiguity
- Managing stress and increasing productivity
- Nurturing your relationships and social supports
- Practicing mindfulness and building healthy habits
- Finding balance as a working parent

What is a Care Guide?

A Care Guide is a real human professional who provides dedicated concierge support when you need it through chat, phone, or video. Some common things Care Guides help with include:

- Navigating your BetterUp Care plan, and all the tools and support at your fingertips
- Selecting the right coach
- Connecting you to your Employee Assistance Program (EAP)
- Taking the guesswork out of finding (and receiving) great care

What are some results from using BetterUp Care?

BetterUp Care members report decreased feelings of burnout and stress, higher levels of productivity, better sleep habits, and greater ability to bounce back from setbacks — among many other positive behavior changes.

"From busting myths to providing valuable tools for tackling mental blocks, BetterUp Care has been a strong pillar of support in an otherwise chaotic world."

—BetterUp Care member

"BetterUp Care sessions have given me the tools and courage to make changes in both my personal and professional life to manage my well-being."

—BetterUp Care member

"My BetterUp Care coach gave me the outlook and direction I needed during a low point and helped me regain my passion back. I'm working out, losing weight, and performing better at work."

—BetterUp Care member

How is coaching different from therapy?

Therapy (also known as psychotherapy, counseling, or "talk therapy") is similar to coaching in some ways. BetterUp Care uses evidence-based techniques and intentional dialogue as the primary tools for growth and discovery, drawing on the same tools leveraged in high quality clinical therapy. Key differences between coaching and therapy include:

- Coaching focuses primarily on the present and future, while therapy focuses on the past, present and future.
- Coaching is focused on personal growth and professional development, while therapy is designed to help you work through deeper issues such as anxiety, depression, or trauma.

If you would like to connect to a therapist, you can connect to your EAP service directly through the BetterUp Care platform.

What privacy measures are in place?

In BetterUp Care, sessions with your coach are confidential, and only you and your coach will be able to see your individual assessment responses. Your data security and privacy are a top priority, and BetterUp operates in compliance with international privacy, security, and confidentiality protocols, regulations, and requirements. Learn more about [Trust & Security](#), and read the [Privacy Policy](#) for more information on how data is used and protected.

What are the specific steps involved in getting started?

1. **Create your BetterUp Care account:** Visit app.betterup.co/i/ofzf8EZtr5, scan the QR code below, or look out for an invitation email from BetterUp Care.
2. **Take your well-being assessment:** Complete a 5 minute assessment to dive into your unique needs, personalize your experience, and be matched with your coach.
3. **Meet your coach and explore your plan:** See your recommended coaches, book a session, and access guided exercises and resources — anytime, anywhere.
4. **Download the app or create a shortcut to the web version:** The app is your shortcut to coaching. Simply download the BetterUp app on the Apple App Store or Google Play store. To access your full plan, use the BetterUp Care web version from any mobile device.

Where can I ask additional questions?

Feel free to email support@betterup.co with any questions!

If you're looking for your invitation to join BetterUp Care, check your email inbox or spam folder for emails from team@mail.betterup.co, visit app.betterup.co/i/ofzf8EZtr5, or scan the QR code below to get started:

