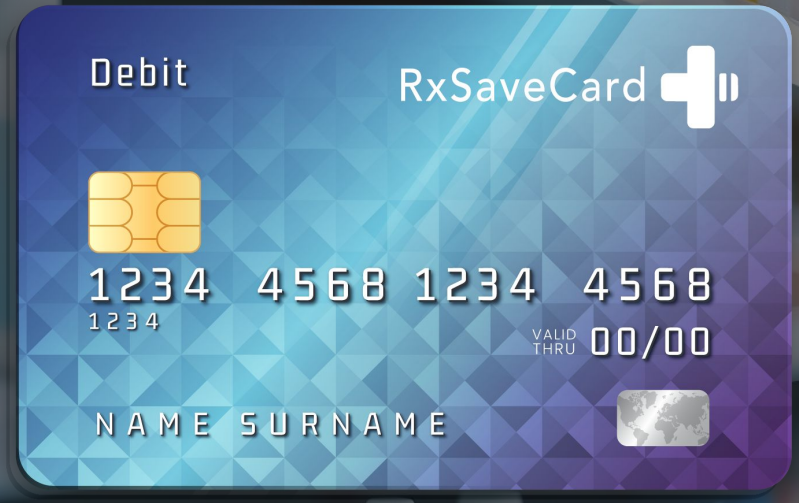

RxSaveCard
Member Experience Overview



What is RxSaveCard?

RxSaveCard is a **virtual debit card** that your employer loads with funds each month to help you pay for weight loss medications that are available **outside of your insurance**.

RxSaveCard First-Time Use: What to Expect

1

Create Account

Click the link in your activation email from RxSaveCard to create your account. For certain programs, this will be automatically sent on the program start date. For others, you may have to request one at dashboard.rxsavecard.com/request-code

2

Identity Confirmation from Bank

RxSaveCards are essentially debit cards, and requires a one-time identity verification from the bank in order to be created in your name. This typically takes no longer than 15-20mins, but may take several days and require uploading documentation if further validation is needed.

3

Activate Your Card for GLP-1s

Click “Activate Card for GLP-1s” in your dashboard to finalize the processing of your debit card. It’s best to wait until your medication is almost ready for purchase at the pharmacy before activating, but this can be done ahead of time if your current fill is running low. You will only have to do this once.

4

Authorize Funds for Your Medication Purchase

You will need to click “Authorize Funds for Purchase” in your dashboard before accessing your card details for each transaction. If the amount needed for checkout is greater than your employer contribution, you will need to add personal funds to your RxSaveCard as well.

5

Pay with Your RxSaveCard at Pharmacy Checkout

Once your funds needed are authorized and your employer and personal funds are consolidated onto your RxSaveCard, you can use your RxSaveCard as your single payment method at the online pharmacy checkout (NovoCare or LillyDirect Self-Pay Pharmacy). Note: in-store pickup is not eligible.

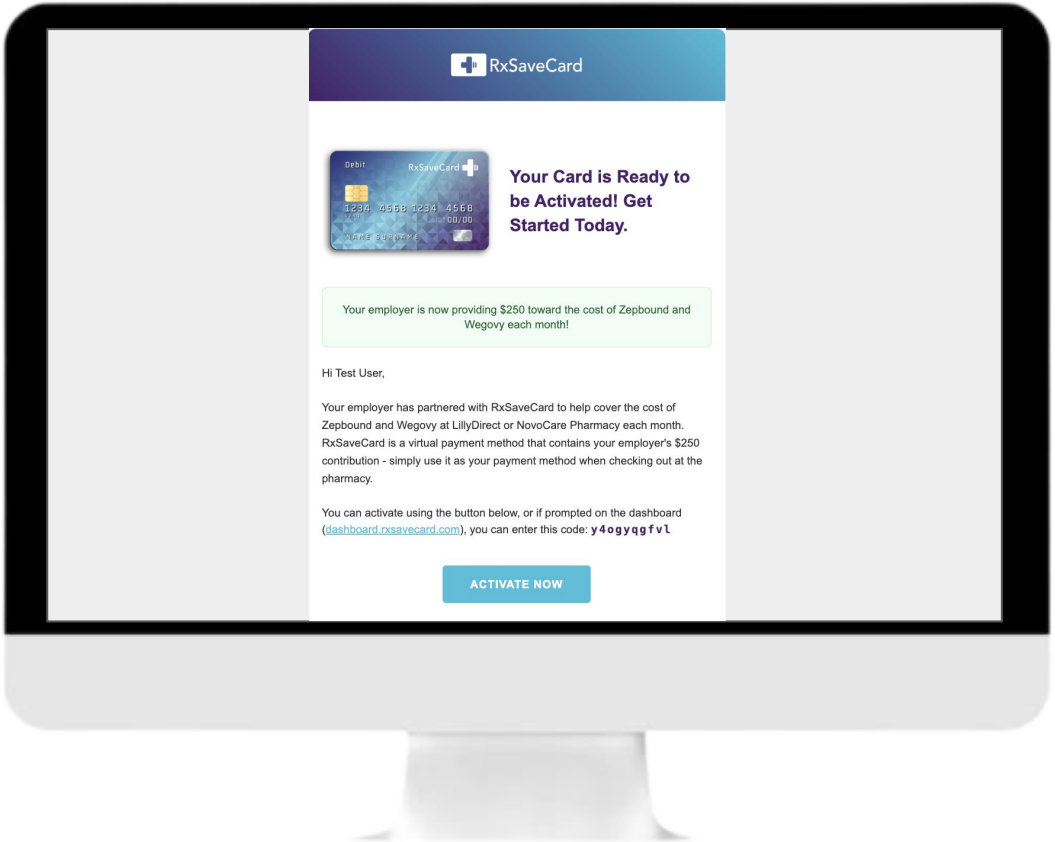
ⓘ **Note:** getting your account set-up for the very first time can take anywhere from **1-7 business days** based on how quickly the bank is able to verify your information, and whether or not you decide to transfer personal funds via ACH for your purchase. We suggest planning ahead as much as possible.

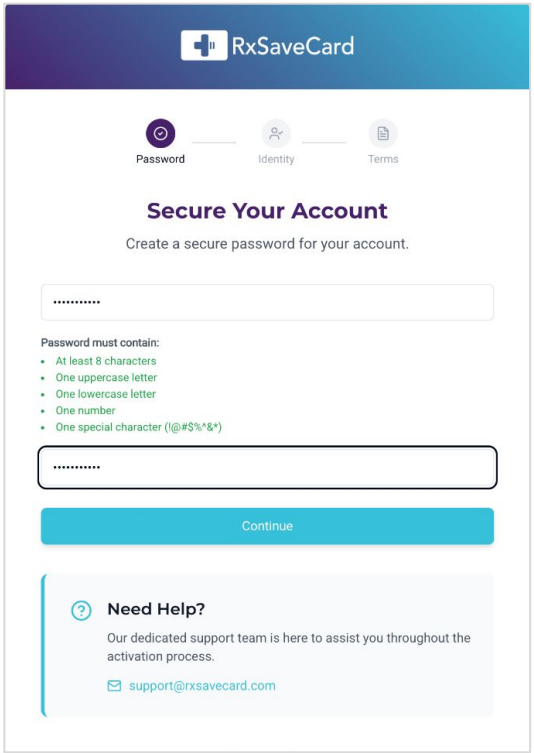
Locating Your Account Activation Email

On the day your program is set to launch, you should automatically receive an activation email with the subject “Welcome to RxSaveCard”.

If you are having difficulties finding this email, you can request that it be resent by inputting your email here: dashboard.rxsavecard.com/request-code

⚠️*If you still aren’t able to locate your Welcome Email after a request is made, be sure to check your spam folder.*



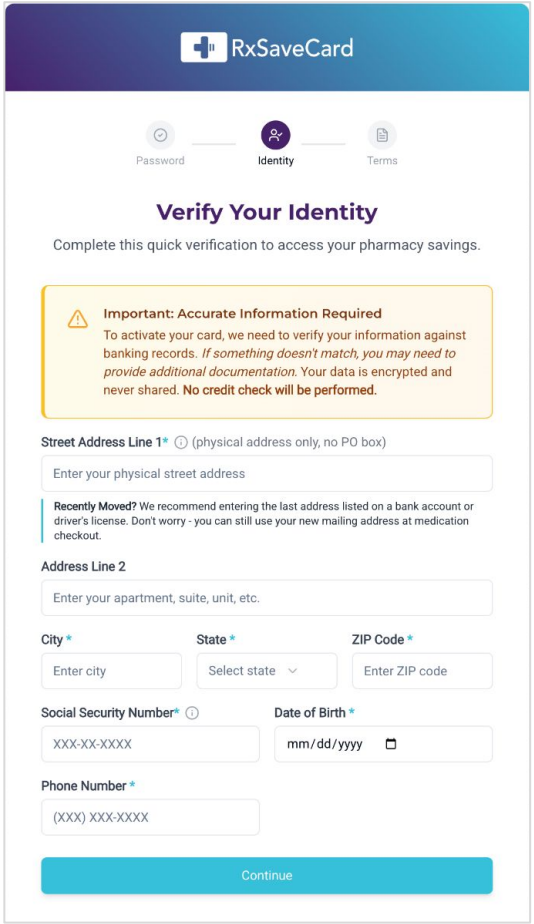


Activation Step 1: Set a Secure Password

After clicking your activation link and submitting your invitation code (from email), the very first thing you'll do is create a password.

This password will be used every time you log into your RxSaveCard dashboard, and can be reset at any time. Entering your password automatically sends a magic link to your email inbox, which is an additional security step required for signing in.

⚠️***Once you've set your password, even if you don't complete the full account setup, you CANNOT use the activation link again without logging in.*** *If you click the activation link after setting a password, you'll be prompted to log in with that password to continue where you left off.*



Activation Step 2: Verify Identity for Bank

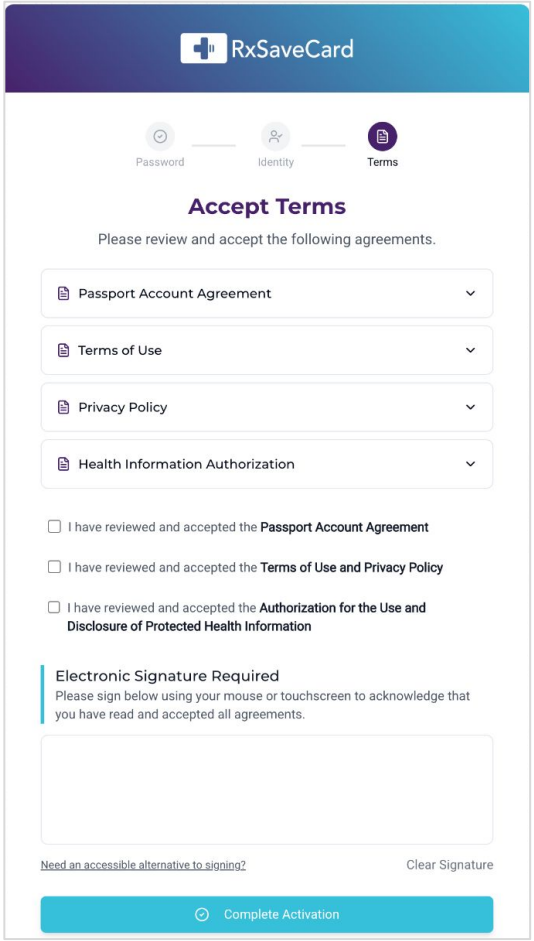
The information provided is checked against official sources including bank records, credit bureaus, and government databases in order to verify your identity. If the information does not match what is on file, this may cause delays and require document submission.

We suggest entering the address associated with your:

Bank account, OR
Driver's license/State ID

⚠️**DO NOT use your current address if you recently moved.** The verification system needs to match against existing records. You can update your shipping address for medications later.

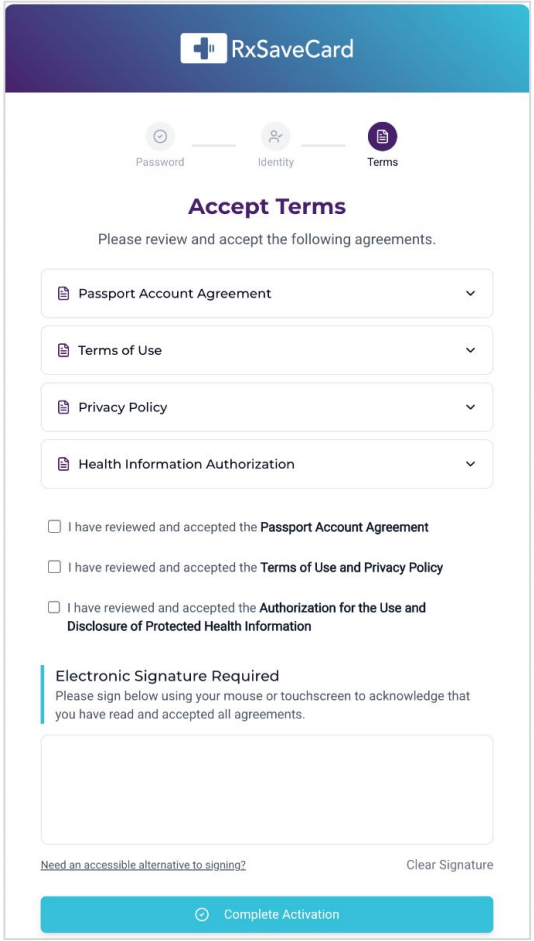
Some fields may be pre-populated based on information we have. ALWAYS review these carefully and correct any errors. Pre-filled data isn't guaranteed to be accurate, and incorrect information will cause verification delays.



Activation Step 3: Accept Program Terms

The final step in account creation is reviewing and accepting the terms and conditions for using RxSaveCard. These terms govern your use of the virtual card and the relationship between you, your employer, and the bank.

⚠️*Many of the terms you'll see are banking requirements, not RxSaveCard policies. Since your virtual debit card is issued by a bank, we must include their required disclosures and agreements. Don't be alarmed by formal or technical language - this is standard for any bank-issued card product.*



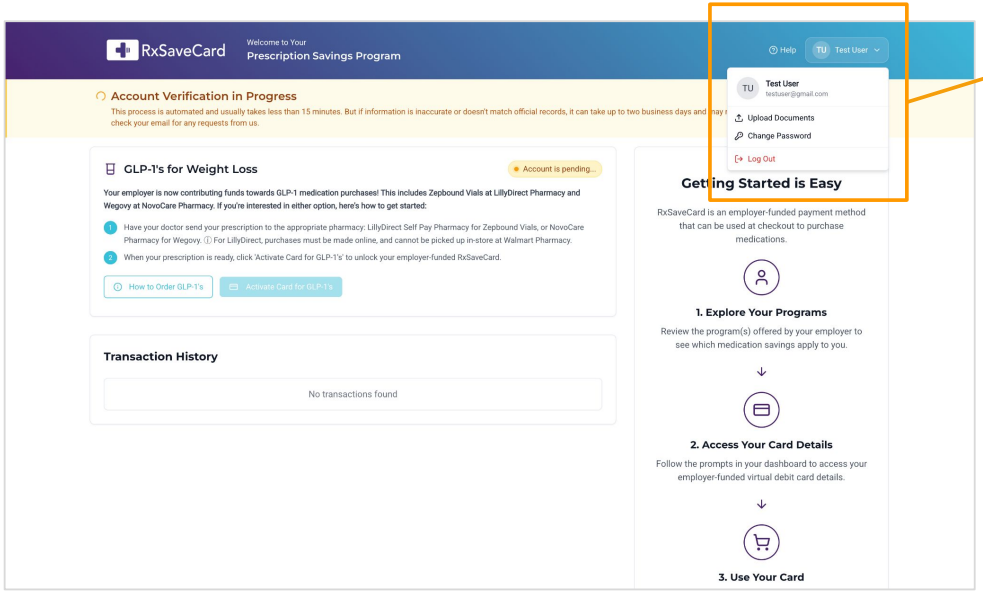
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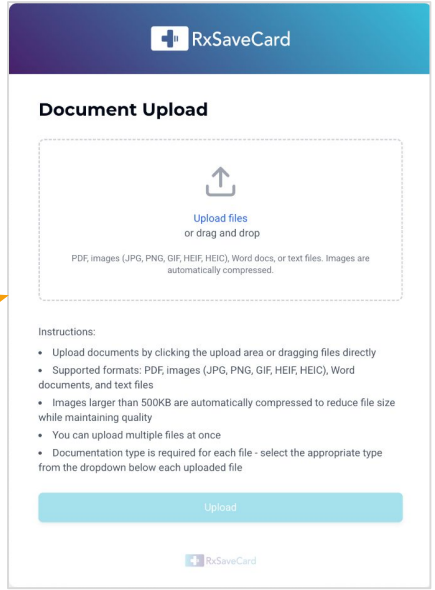
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One-Time Process: Pending CIP Approval

After account creation, you'll reach your dashboard where the bank performs CIP verification. If all your information matches perfectly with what the bank is cross-referencing, this banner will go away within 15-20 mins and you will be able to access your program. *In some cases, it may take a few days and we may reach out to you in need of additional documentation to confirm your identity.*





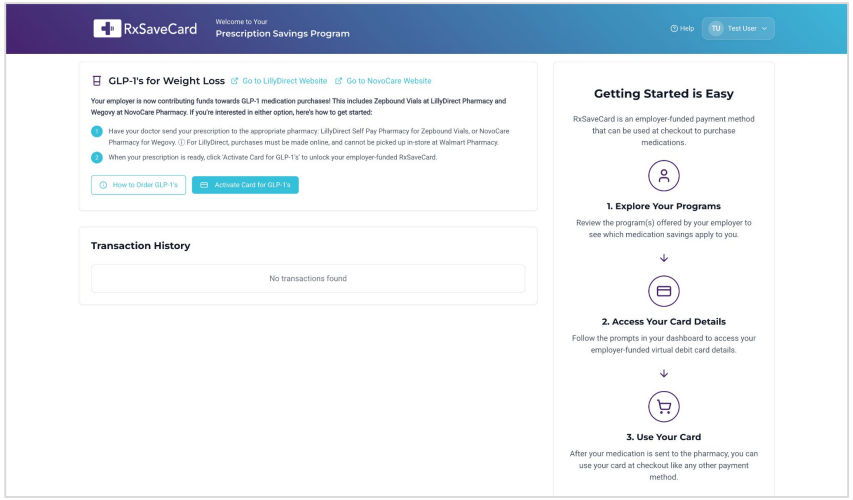
Steps for Document Upload (if needed):

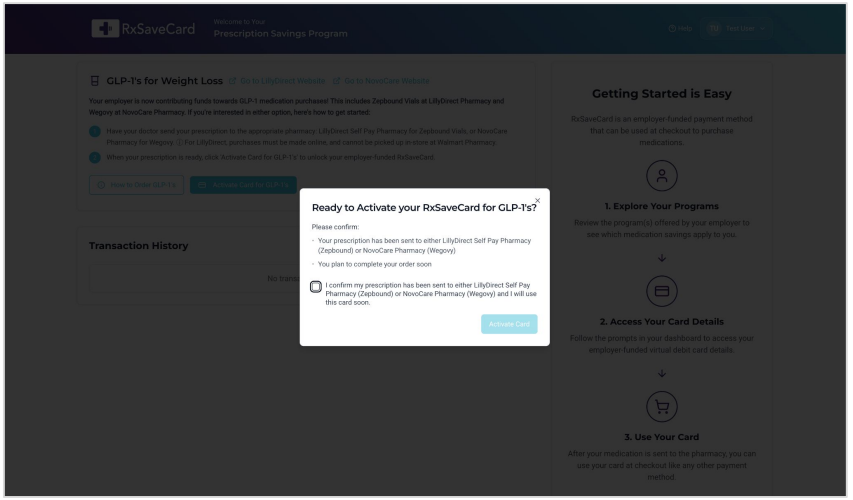
1. Click on your name in the top right corner of your dashboard (or via the nav menu on mobile), and then click **"Upload Documents"**
2. Upload the specific documentation requested by our support team via email and click **"Upload"** (if you haven't heard from us yet, hang tight)

One-Time Process: Activating Your RxSaveCard Debit Card

After successfully passing CIP verification, you are able to click “**Activate Card for GLP-1s**” to request your RxSaveCard debit card from the bank. This should only take a few moments, but can take up to 15 minutes in certain cases. You may need to refresh your dashboard periodically in order for this to update.

⚠️ **Important Note:** Although the checkbox asks for confirmation that your prescription has been sent to the specified pharmacy prior to card activation, *there is no problem with doing this ahead of time if you’re running low on your previous month’s fill.*



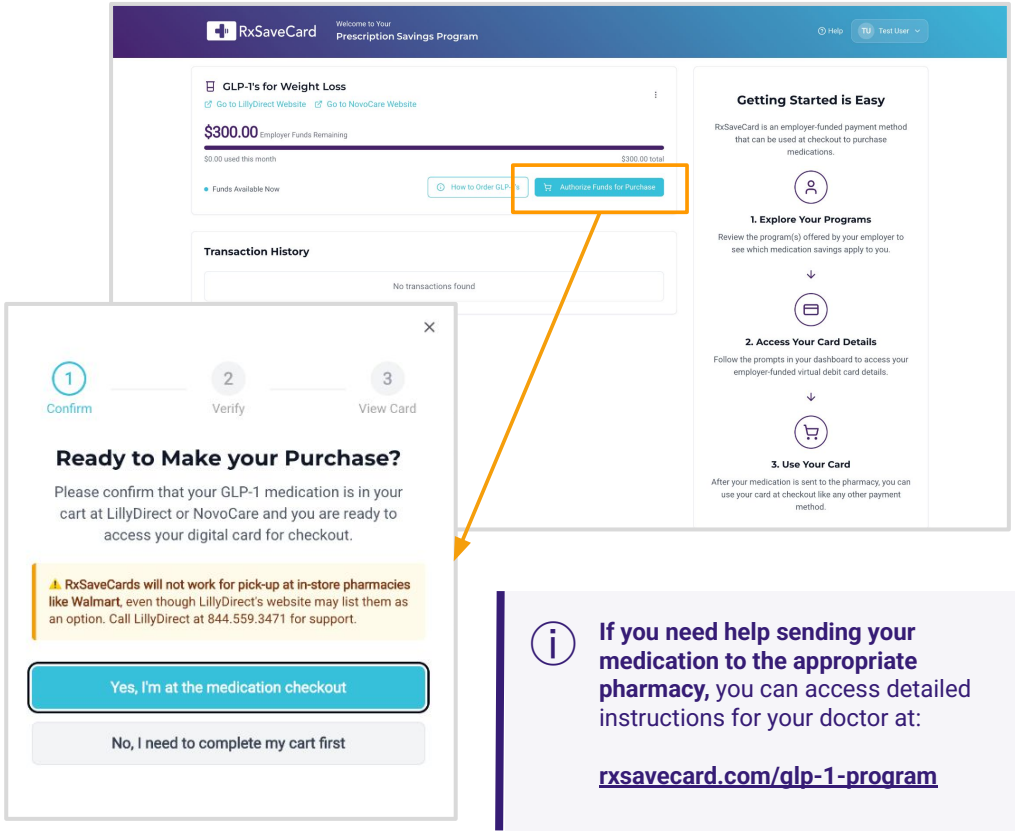


How Transactions Work

Prior to each transaction - and before being able to view your RxSaveCard debit card details - you will need to click “**Authorize Funds for Purchase**” where it will prompt you to enter the exact total amount of funds needed to purchase your medication at the pharmacy checkout.

NovoCare and LillyDirect Self-Pay Pharmacy do not support split-tender transactions, so this process gives you the opportunity to **consolidate your employer funds and any necessary personal funds onto one card** to pay at online checkout.

⚠️*You must be at the pharmacy checkout to complete this step, as it’s critical to know the exact amount needed at checkout, including any additional equipment fees or taxes.*

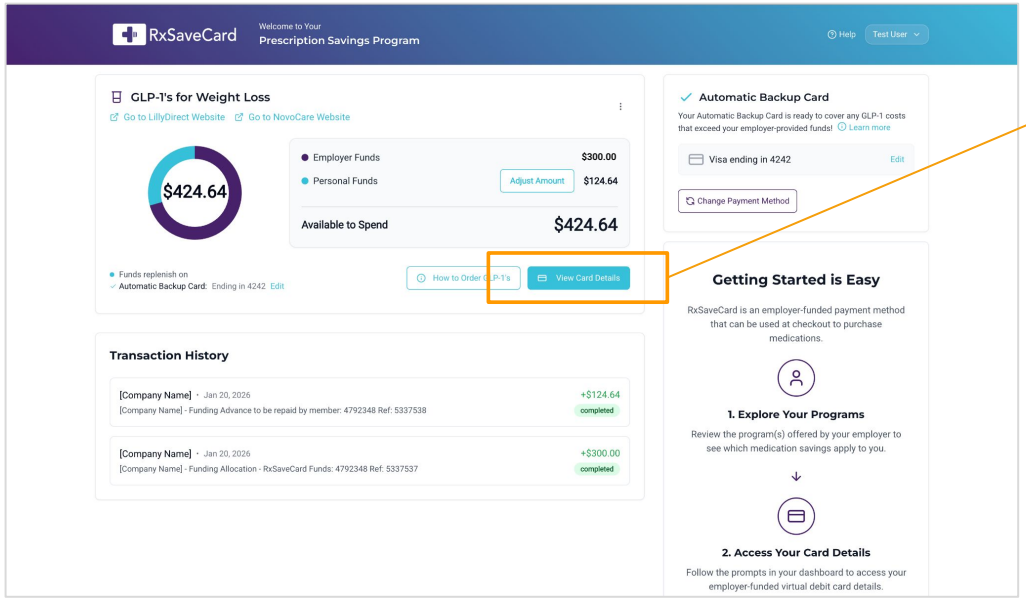


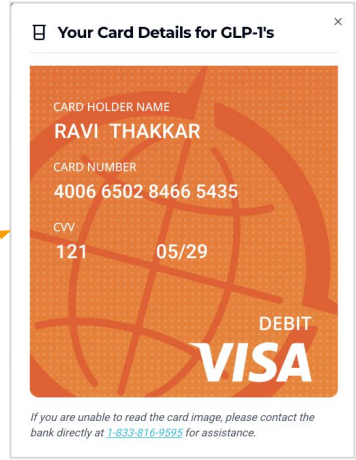
If you need help sending your medication to the appropriate pharmacy, you can access detailed instructions for your doctor at:

rxsavecard.com/glp-1-program

Card is Ready to Transact at the Pharmacy

After funds have been successfully authorized and pulled onto your RxSaveCard for your upcoming purchase, you will be able to click “View Card Details”. You will then be able to preview an image of your virtual debit card, and can enter the card details at the pharmacy checkout (using the zip code you entered when activating your account).



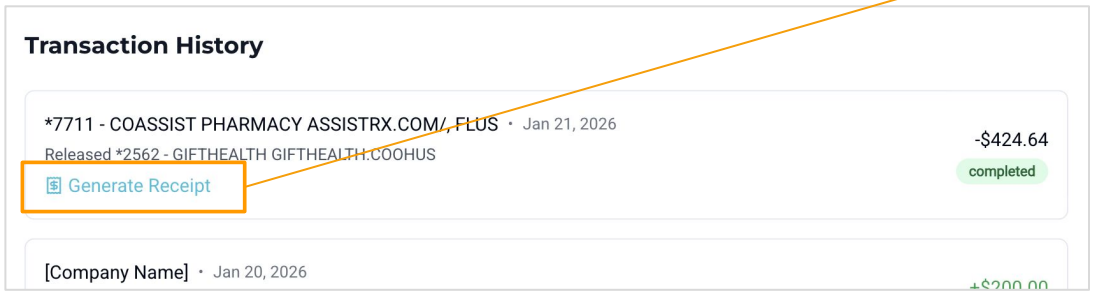


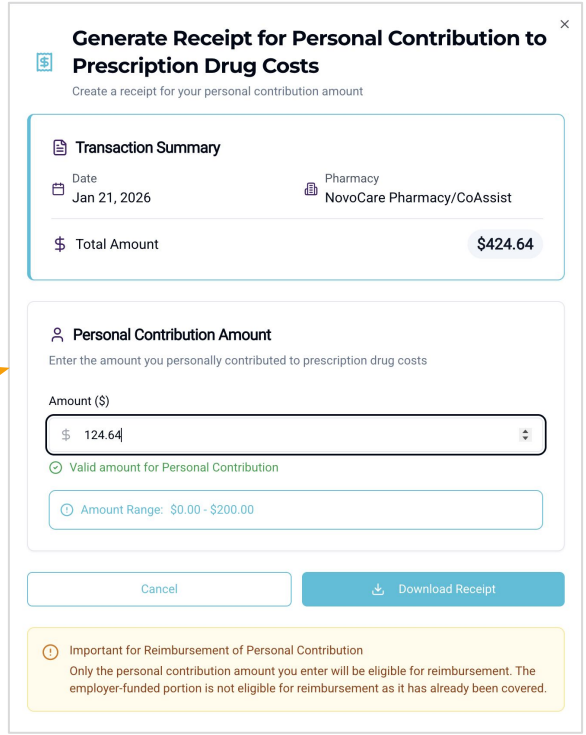
⚠️ **Important Note:** After authorizing funds for purchase, you will see 1-2 transactions appear in your history under your employer’s name. These represent employer funds and/or personal funds moving onto your card, and do NOT mean your purchase has been made with the pharmacy. That transaction will be listed under the pharmacy’s name.

HSA/FSA Cards and Receipts for Reimbursements

You can try loading HSA/FSA cards as backup payment, but many have strict merchant category restrictions that prevent them from being accepted in our system.

After your final pharmacy transaction is complete, you will see the option to “**Generate Receipt**” next to where it is listed in your Transaction History. Only your contribution amount is eligible for reimbursement, so you will need to enter the exact amount that you paid out-of-pocket toward that particular transaction in the “Amount” field. You can then click “Download Receipt” and attach it with your HSA/FSA reimbursement request.







Member Resources

RxSaveCard: www.rxsavecard.com/glp-1-program

LillyDirect (Zepbound): www.lilly.com/lillydirect/medicines/zepbound

NovoCare (Wegovy): www.novocare.com/pharmacy.html


Questions?
support@rxsavecard.com