

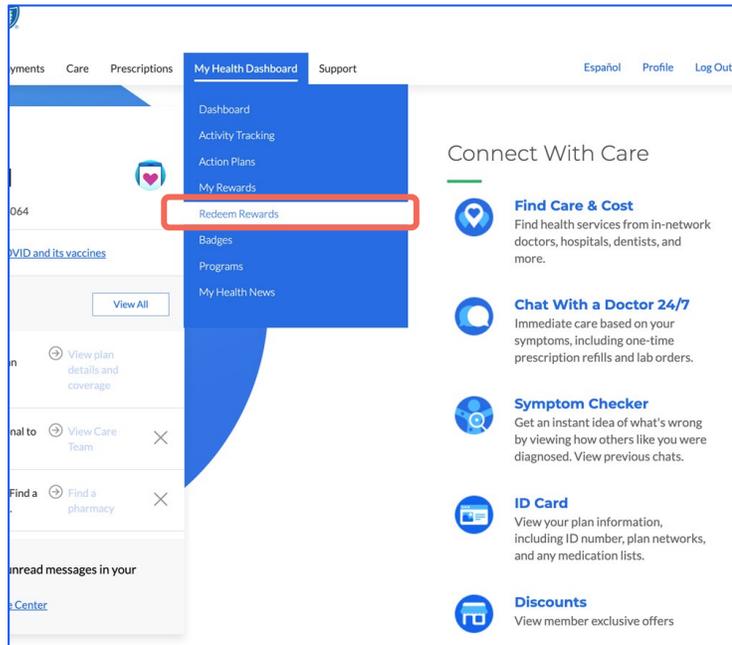


Smart Rewards Redemption Guide

Rewards Redemption – web navigation

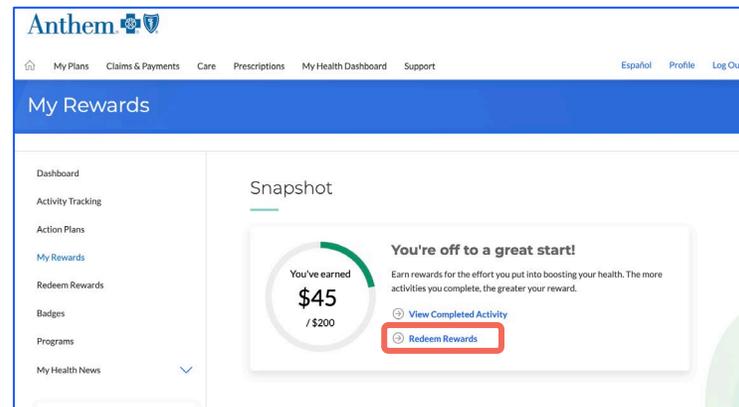
Once a participant has earned an incentive reward, they must redeem rewards in the SydneySM Health storefront and select the gift card of their choice.

1. To reach the rewards page, select **My Rewards** from the **My Health Dashboard** menu on **anthem.com**.

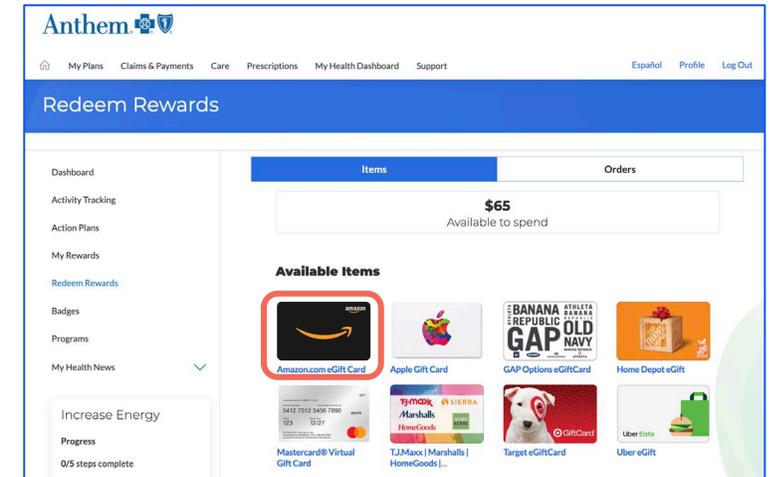


2. The Snapshot allows users to track their progress toward their incentive goal. The dial will fill in as participants earn rewards for completing healthy activities.

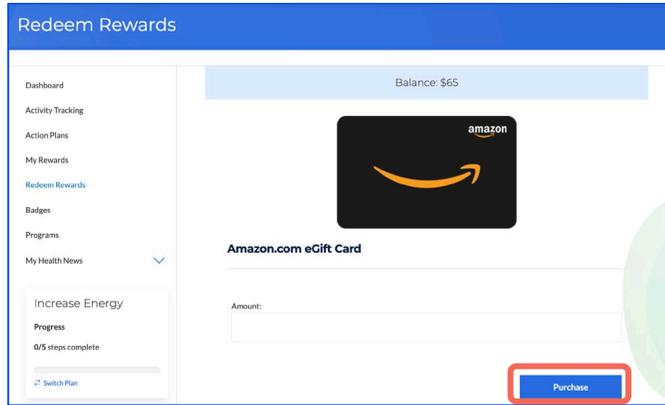
- a. To see a list of all rewards completed, select the **View Completed Activity** link. This will open a sidebar on the right-hand side of the screen.
- b. To access the storefront and make purchases select **Redeem Rewards**.



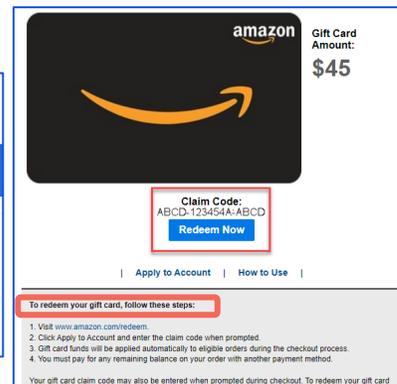
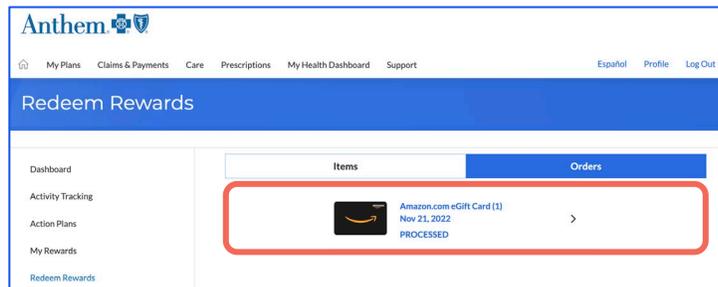
3. Once on the Redeem Rewards page, users can see items available to “purchase,” their balance amount **Available to spend**, and view their past **Orders**.



- To redeem a reward, select a gift card option, and enter the amount you want to redeem in the “amount” line then press **Purchase**.



- Once an eGift card has been purchased, select **Redeem Now** to view gift card redemption instructions including your gift card code.



- To view details on rewards that have been redeemed, members should select **Orders** on the Redeem Rewards page. The eGift card code populates in this section and can be used to redeem at the merchant or wherever accepted. Directions on how to use the eGift card are shown at the bottom of the page.

- Participants will also receive a secure message sent to their Message Center in Sydney that contains their eGift card code.
- eGift cards can be redeemed in store or on merchant website at checkout as applicable.
- When redeeming Mastercard® eGift card, users will be redirected out of Sydney to register their gift card and create a secure user profile. Once an account is created, the Mastercard® eGift card is activated. In the Mastercard® MyPrepaidCenter, users can manage gift card balances, track spending, or request a physical card (\$3 fee). Please call the Mastercard® helpline (+1 888-371-2109) or view the gift card redemption instructions if there are any issues with Mastercard® activation.

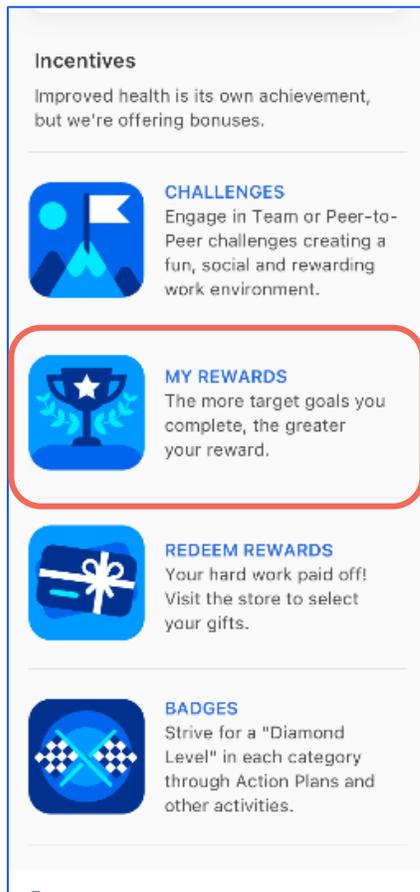
Please Note:

- Participants must redeem all rewards within their current medical plan year eligibility. Any rewards not redeemed during this time will rollover for 6 months beyond the plan year end date. After the 6-month grace period, rewards will be forfeited.
- Once redeemed, Mastercard® gift cards have a 12-month expiration date that will display on the digital card. Other merchant gift cards do not expire. Please note grace period and expiration timelines are subject to change.
- Members or groups that renew into a new plan year can access and redeem unused rewards from prior plan year within their storefront. User experience will advise the participant of the rewards expiration, the amount of expiring rewards, and the deadline to spend prior year rewards.
- Members or groups that terminate but still have an unused balance will no longer have access to their Smart Rewards experience but will continue to have access to Sydney. Terminated members will need to call member services within their grace period to request that a gift card be redeemed on their behalf for the unused balance. Gift cards for terminated members will be sent via the Sydney Secure Message Center.

Rewards Redemption – mobile navigation

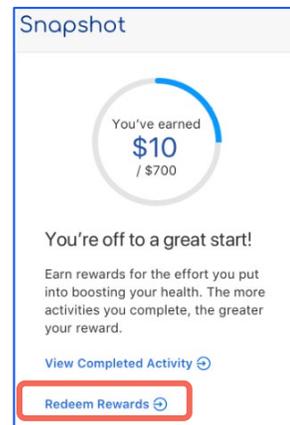
Once a participant has earned an incentive reward, they must redeem rewards in the Sydney storefront and select the gift card of their choice.

1. To access rewards, press **More** from your home screen. Then, select **My Health Dashboard**, and click **My Rewards**.

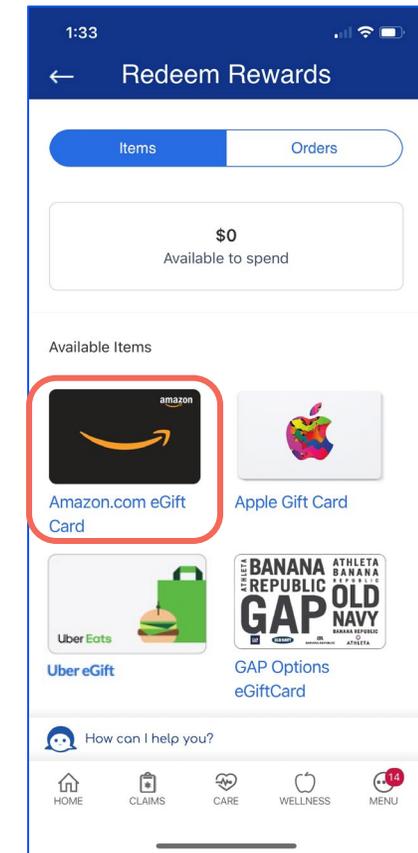


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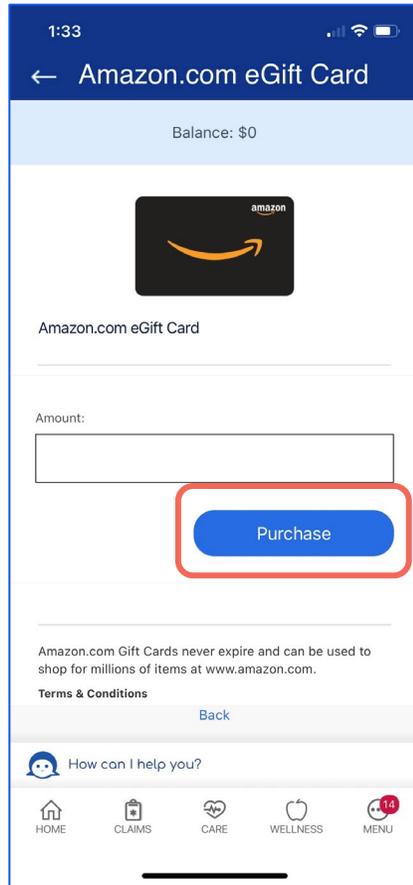
- a. To see a list of all rewards completed, select the **View Completed Activity** link. This will open a sidebar on the right-hand side of the screen.
- b. To access the storefront and make purchases select **Redeem Rewards**.



3. Once on the Redeem Rewards page, users can see items available to "purchase," their balance amount **Available to spend**, and view their past **Orders**.



4. To redeem a reward, select a gift card option, and enter the amount you want to redeem in the “amount” line then press **Purchase**.



5. Once an eGift card has been purchased, select **Redeem** to view gift card redemption instructions including your gift card code.

6. To view details on rewards that have been redeemed, members should select **Orders** on the Redeem Rewards page. The eGift card code populates in this section and can be used to redeem at the merchant or wherever accepted. Directions on how to use the eGift card are shown at the bottom of the page.
- Participants will also receive a secure message sent to their Message Center in Sydney that contains their eGift card code.
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