

LECOM

THE JOHN M. & SILVIA FERRETTI
MEDICAL FITNESS & WELLNESS CENTER

FREQUENTLY ASKED QUESTIONS (FAQ)



What is fitRewards?

As a member of the LECOM Medical Fitness & Wellness Center, you have been automatically enrolled in a complimentary program called **fitRewards**, a member rewards program designed to reward you with valuable prizes and savings in exchange for your continued participation and membership.

Now that you're a member of the Center, whenever you complete a qualifying event you will earn points that you can accumulate and redeem for fantastic prizes such as gift cards, DVDs, electronic devices and custom logo-embroidered merchandise. Personal Training, Spa Services and Nutritional Consultations are also available as prize options. Best of all, you already have points!

For more information on the ways to earn points, visit www.fitrewards.com (then log in and click on "How Points Work") or ask one of our staff.

How do I get a Free fitRewards account?

You already have one. It's easy: simply go to www.fitrewards.com and follow the instructions to [Activate My Account](#). Your information will be verified with the information on file and you create your own password. If you need assistance logging in, we may need to update your account information. Stop at the Member Services Desk or contact customer support directly by using the online help page or simply sending an email to support@fitrewards.com.

What if I forget or don't know my password?

If you forget or don't know your password, click on the "Forgot Your Password" option on the home page. Fill in your email address and click "Submit" and we will email your password to you.

What if I do not have an email address?

Because this is an online program, having access to the Internet is the most convenient way to view your account and redeem points. We recommend obtaining an email address to use in the program. Some email providers such as Hotmail, Google and Yahoo offer free email service (go to www.hotmail.com, www.mail.google.com or www.yahoo.com and follow the instructions to set up a free account). Not having an email address does not exclude you from earning points: we will just not be able to notify you via email when you have earned points. Our Member Services staff will be happy to assist you with your account and point total.

LECOM Medical Fitness & Wellness Center

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