

## Frequently Asked Questions

February 2024

### What is the cost?

Month 1 is free of charge and \$10 per month, for month 2 and 3 of the program.

### How do I engage with my coach?

Once registered with this offer, your Best10 coach will connect with you via Whatsapp. You can engage with your coach Monday to Friday 2pm – 10pm AEDT. Your monthly check ins with your coach will track your progress via Whatsapp.

### How do I earn AIA Vitality Points?

You will earn 1,000 AIA Vitality Points when you complete your first monthly check-in at the end of your first month participating in the program. Subsequent monthly check-ins will take place and you will earn 500 AIA Vitality Points for completing both month 2 and 3.

### How long does this offer run for and what happens after it concludes?

When the you signs up, you will participate in the program for three months. Upon conclusion of the three-month program, you will have the option to sign up for a new plan directly with Best10.

### What if I've signed up for this offer, but I no longer want to participate?

When you sign up to the Best10 offer you will receive the first month for free and are required to pay \$10 per month, for month 2 and 3. From the day you sign up, you will have a seven day period to cancel your membership. After this point you will be obliged to fulfil two \$10 monthly repayments for month 2 and 3 of the program. You can request to cancel your Best10 offer by emailing [Optout.aiavitality@best10.app](mailto:Optout.aiavitality@best10.app).

### Are there additional charges that I should expect?

Given that your transaction will be processed with Best10 directly, who are a South African organisation, additional charges (including conversion fees and international transaction fees) may apply, based on your financial institution.

### How will my data be treated by Best10?

Please be aware that Best10 may use, hold and disclose your personal information in accordance with it's Privacy policy. Best10's privacy policy stipulates that your data may be hosted in South Africa. Access full privacy policy at [best10.app/privacy-policy/](https://best10.app/privacy-policy/)