

# NEXJ HEALTH FAQ'S

## + What if I cannot afford health coaching packages?

You may be able to use extended health benefits to cover health coaching (depending on your benefits provider), as the sessions are delivered by regulated healthcare professionals. NexJ Health has a variety of packages that can help you achieve your health goals. We offer yearly and monthly payments for each of our packages.

Please reach out to your Health Coach or program concierge for further details.

## + What types of payment do you take?

NexJ uses a 3rd- party provider called © Stripe to collect secure payments. You can use Visa or Mastercard to complete your payment.

## + What if I want more sessions beyond what the package includes?

It is great that you would like additional sessions! You can purchase an additional package that includes coaching sessions at a reduced cost . Message your Program Concierge for more details and they can send you a new invoice to complete your payment.

## + How does the payment work if I am using my insurance benefits to cover health coaching sessions?

This is not a problem! We have an easy process to send you a receipt after each coaching session to be submitted to your insurance company. Our Program Concierge is knowledgeable in this area and can assist you with all your needs.

## + Can I continue to have access to my health coach if I do not choose a payment plan?

Unfortunately, you will not be able to access your health coach if you are not currently enrolled in one of our packages.

## + Do my coaching sessions expire if I don't use them within a year?

Yes, they will expire after 1 year. Your health coaching sessions need to be completed within the year of your subscription to the program so your health coach can collaborate with you on your health goals through the secure 'NexJ Connected Wellness' platform.

## + If I stop sessions and continue next year, will I have the same coach?

In all of our programs, you will have the same health coach throughout the duration of the program. However, we cannot guarantee you will be matched with the same coach the following year.

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## + What if I want to switch coaches?

It is your choice if you would like to switch your health service provider and we can accommodate your requests within reason. Please contact your Program Concierge for more details.

## + Can I Transfer my coaching sessions?

Unfortunately, you cannot transfer health coaching sessions and you have one year from your start date to use your pre-paid health coaching sessions. If you would like to discontinue health coaching sessions due to a problem/concern, please contact your Program Concierge to discuss.

## + Can I receive a refund after I make a payment?

Yes, you are eligible to receive a partial refund within 3 months after your payment is received by NexJ Health.

All refunds are in CAD dollars.

We are unable to provide refunds beyond 3 months.

## + How much can I be refunded?

You will be entitled to receive up to 80% of the total UNUSED services when requested within the first 3-month time period

For example, if you used 1 of 4 sessions from the Enhanced Support package, you would be entitled to \$174+HST. Please see the refund breakdown below for more information.

## + How are refunds provided?

Refunds will be made to the same account/credit card that made the payment.

## + How long will it take for the money to be refunded?

It will take between 5-10 business days for the refund to show back up on your credit card.

## + How do I start the refund process?

To request a refund, please message your health coach or program concierge on Connected Wellness, or email [coaching@nexjhealth.com](mailto:coaching@nexjhealth.com)

Please provide an explanation for your reason to leave the program. This will help us address your concerns to the best of our ability.