

MyWellbeing Account Guide – UK

The MyWellbeing Account has been designed for you and your family to participate in and enjoy activities and services that support your long-term emotional, physical and financial wellbeing.

In this guide you will find details on how to make a claim and a list of what you can claim for, including some examples of the most popular activities and products amongst your colleagues.

Remember, if you already have an account and haven't made a claim recently, your current balance could have increased. Make sure you check your balance on the **MyBenefitChoices** website so you can make a claim and save money.



What's new?

Following feedback, we are pleased to be able to approve the purchase of all exercise equipment – large or small. For example:

- Large equipment includes running machines, paddleboards and canoes.
- Small equipment includes dumbbells, yoga mats, racquets, bats and balls.

We will also cover the cost of hiring equipment. If you had a MyWellbeing Account last year and a claim of this nature was declined, please resubmit your claim for approval.

Regular health checks are an important step for all individuals to help identify signs of an underlying health condition, so that early treatment and preventative information can be offered. At Bank of America, we encourage you to take ownership of your health journey and want to support you at every step. From 2024 the bank will accept:






- Claims for genetic screening in relation to nutrition/diet* which can help you understand your personal biology and make positive changes to your lifestyle. Suppliers permitted include DNA Nudge but please check with the MyBenefitChoices helpdesk in advance if you are unsure.
- Nutritional/diet* analysis provided through suppliers such as Zoe.

*Medical tests which may be available through the bank's healthcare plan or health screen are not permitted e.g. intolerance/allergy, cardiovascular, cancer and skin tests.



How the MyWellbeing Account works

The things you need to know

				
<p>Sign up for an account during the MyBenefitChoices Annual Enrolment window from 14 November to 5 December 2023 or upon joining the bank.</p>	<p>Choose to contribute between £10 and £120 per month into your MyWellbeing Account and the bank will top this up by 50% (to a maximum of £60 a month).</p>	<p>You can only have a maximum of £6,500 in your account at any time.</p> <p>You can check your current balance by clicking on the MyWellbeing Account tile on the MyBenefitChoices homepage.</p>	<p>You can claim for a wide range of activities and purchases, from a specified list that promote and encourage positive wellbeing.</p> <p>Claims must be made for activities in your home country.</p>	<p>You can claim the cost of eligible activities and services you participate in with your partner, children or one other individual.</p> <p>The next page provides some examples of what you can claim for.</p>

Making a claim on MyBenefitChoices

How to make a claim:

1. Simply decide on an eligible activity/purchase. Details of what can be claimed can be found on the next page.
2. Pay up front for your activity or service. You will need proof of payment, which includes your name/your partner's name when making a claim.
3. Make a claim on the MyBenefitChoices website at any time. Log on, click the button (it looks like the tile to the right) on the homepage and follow the instructions on screen.
4. You will then receive a refund via payroll; which is subject to Income Tax and NI deductions. Full details about how the taxation of a benefit works are available at annual enrolment on the MyWellbeing Account page.



What you will need when making a claim:

1. Proof of the purchase or activity you have taken part in or a service you have used. We can accept an itemised receipt, a letter/email from the provider or a handwritten receipt on headed paper.
2. Proof that you or your partner who lives at the same address as you has paid for the activity or service. We can accept:
 - Bank statements which show your full name, providing the transaction line clearly corresponds with the activity/provider of the activity. Other information can be hidden.
 - Till receipt from the provider.
 - Handwritten receipt which has been signed and is either on headed paper or stamped.
 - An invoice which has been stamped/signed to confirm it's been paid.

If you have any questions about the MyWellbeing Account, or a claim, please call 00800 4772 4772 or +44 1244 825 444 (option 2) between 9am and 5pm UK time, or email mybenefitchoices@benefex.co.uk

What you can claim for

It's great to see that colleagues are using the MyWellbeing Account to save money on activities and products for their physical wellbeing, but remember, the MyWellbeing Account can also be used to support your emotional and financial wellbeing too. Below we've shared some examples of the popular claims colleagues have made. A full list of the activities and purchases you can claim through the MyWellbeing Account are outlined under each pillar on the next page.

- **357 claims***

have been made to fitness trackers such as Oura rings, Fitbits, Garmin watches and Whoop.

- **50 claims***

have been made to nutritional-based meal-preparation and weight management services. This includes memberships to Weight Watchers and Slimming World, as well as meal-preparational companies such as BalanceBox, Fresh Fitness Food and Detox Kitchen.

- **31 claims***

have been made to financial advisory sessions, including IFA subscription apps (e.g. Emma and 'you need a budget').

- **28 claims***

have been made to antenatal classes such as NCT classes.

*Over the last two years in the UK and Ireland.

Please note, it is not possible to claim for dangerous sports or activities with a high risk of injury.



What you can claim for



Emotional wellbeing

- App subscriptions designed to support your emotional wellbeing including meditation and mindfulness (e.g. Calm, Ten Percent Happier)
- Website subscriptions
- Courses e.g. meditation and mindfulness
- Life coaching*
- Health coaching*



Physical wellbeing

- Health wearables, fitness trackers
- Gym membership and gym exercise classes
- Personal trainers and sports tuition*
- Sports club membership
- Sport sessions which you participate in with your partner/children/one person outside of your household (group sports cannot be claimed)
- Swimming sessions
- App/website subscriptions, e.g. Zwift, Peloton, FitBuddy
- All exercise equipment
- City Bike Hire subscription e.g. Santander Cycles, Lime and Jump
- Dietician and nutrition sessions, and weight management courses
- Smoking cessation courses
- Antenatal classes*
- Testing to help understand your nutrition/diet through suppliers such as DNA Nudge and Zoe***
- Meals from retailers who specialise in providing specific fitness meal services or nutritional programmes**



Financial wellbeing

- Financial advisory sessions with an IFA*
- App subscriptions e.g. budgeting apps (such as Emma)
- Website subscriptions supporting financial wellbeing
- Pre-retirement and retirement planning seminars

*For life/health coaching, financial advice, antenatal classes and 1-2-1 tuition, the individual must be either accredited or part of a larger organisation.

**This is not intended to cover meal replacement shakes unless they are associated with a weight loss programme, protein shakes or supplements. Generic food services such as Hello Fresh are not permitted. Permitted retailer examples include Balance Box, Detox Kitchen and Fresh Fitness.

***Medical tests which may be available through the bank's healthcare plan or health screen are not permitted e.g. intolerance/allergy, cardiovascular, cancer and skin tests.

Please note, the bank does not endorse any of the companies or brands above.

Additional information

The list on this page is not exhaustive, so if you're not sure whether you can claim for an item or activity, please contact the helpdesk on 00800 4772 4772 or +44 1244 825 444 (option 2) between 9am and 5pm UK time, in advance of your activity/making a claim.

Perks at Work

The things you need to know

- You can further enhance the value of this benefit by using the MyWellbeing Account in conjunction with the Employee Discount Programme (Perks at Work).
- Perks at Work offers discounts on home exercise equipment, personal training plans, mindfulness apps and more.
- The discounted wellbeing purchases you make via Perks at Work can then be claimed back under the MyWellbeing Account.
- Use a Perks at Work shopping card to buy fitness wearables, at Currys PC World or John Lewis for example, and you can unlock discounts or collect WOWPoints (which can be paid back to you as cash).
- You can nominate up to five friends or family members to have access to the Perks at Works programme for free as well.
- Find out more by watching this short [Employee Discount Programme video](#).
- To access Perks at Work, log onto [HR Connect](#) > [Benefits](#) > [Explore special offers and discounts](#).

You can access discounts from retailers Garmin, CinemaPerks, Hello Fresh, Sainsbury's, and many more. The platform is constantly updated so make sure you check in throughout the year to avoid missing out.

