

# **NEW: Amazon Shopping, Tailored for Members**

Our collaboration with Amazon lets members use their funds to shop eligible items on Amazon.com and Amazon Fresh.

## Frequently Asked Questions

### Getting Started

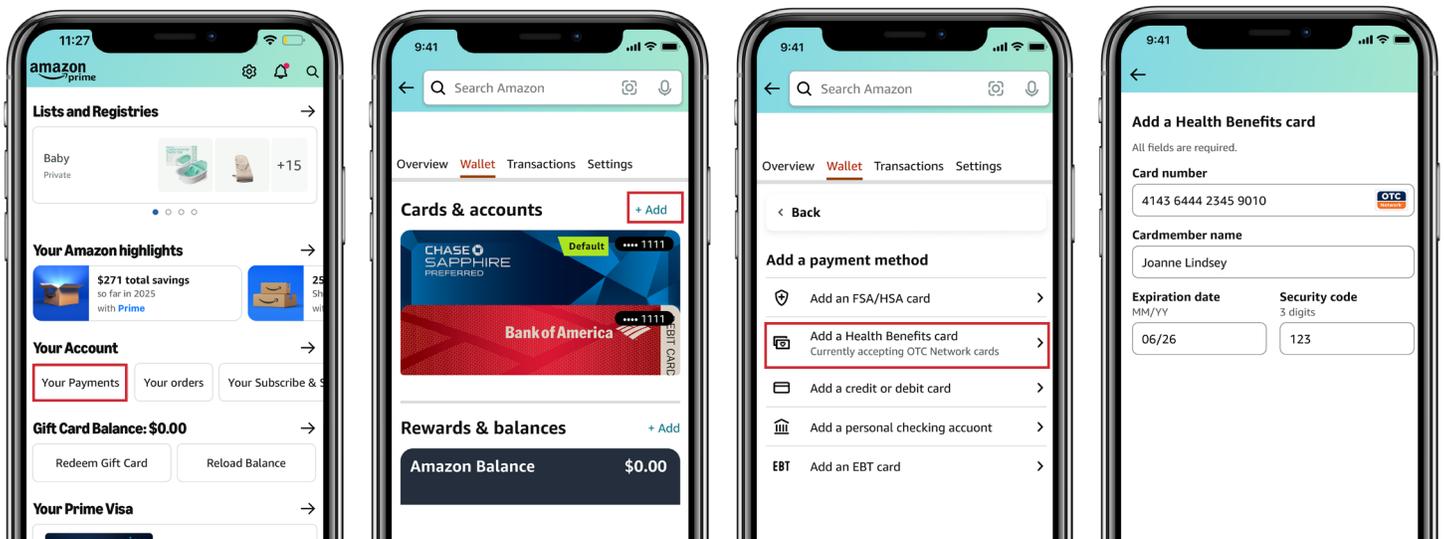
#### How do members get started?

Members with an existing Amazon account log in as usual! New Amazon customers create an Amazon account using their name, e-mail/phone, and a password.

#### What communications will members receive?

After adding their OTC Network card as a payment method, members get a welcome e-mail with a link to the OTC storefront. They also receive order confirmations and shipping updates.

#### How do members add their OTC Network card for payment?\*



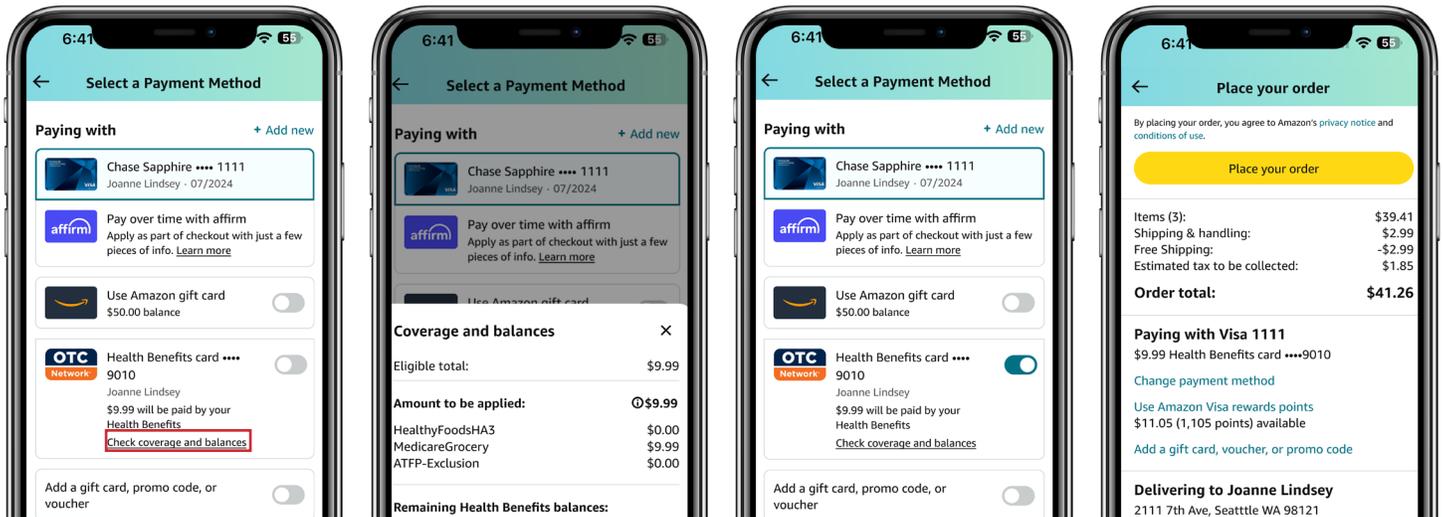
**1** Members access Amazon.com via website or app. Select **Your Payments**.

**2** Click **+Add** in the wallet.

**3** Select **Health Benefits card**.

**4** Member adds their OTC Network card number.

## How can members see their OTC card balance?\*



- 1 At checkout, the member selects **Check Coverage and Balances** below the OTC Network Card.
- 2 Eligible items and wallet balances are displayed.
- 3 Member reviews the applied OTC Network funds.
- 4 Member places the order.

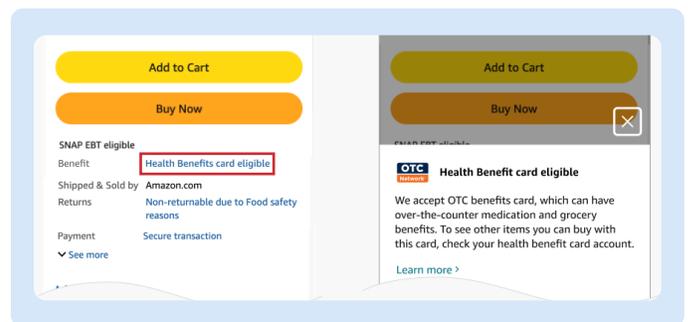
## Eligible Items

### How are eligible items identified?

Members can shop for eligible items on Amazon.com and Amazon Fresh, including the Amazon.com OTC storefront. Eligible items are labeled as **Health Benefits card eligible**. These badges are only visible on items that the member can purchase with their OTC Network Card. The list of eligible items is updated bi-monthly.

### How does the OTC card work with items in the cart?

When members use the OTC card, eligible items are automatically covered if the member's balance is sufficient. Non-eligible items will be paid for with another payment method.



\*This is a preview of the customer experience and is subject to change.

## Returns & Exchanges

### How do members return items?

Through **Your Orders** on Amazon.com. Customers can easily return or exchange items purchased with their OTC Network card by following Amazon's existing [processes](#).

## Customer Support

### How can members get help?

24/7 phone support or live chat at [amazon.com/help](https://amazon.com/help).

## Shipping & Delivery

### What is the shipping policy?

Free fast shipping for Prime members; non-Prime members get free shipping on orders over \$35 (other costs may apply).

### Can OTC cards be used on shipping fees?

Yes.

## Data & Privacy

### Amazon Data Privacy Expectations

Amazon expects that health plans will use data shared as part of this program only to provide services to their members and not publish or use data for marketing or other commercial purposes.

**Please contact your account manager with any questions.**