Frequently Asked Questions (FAQ)

Non-study specific Resources	
What does the non-discrimination and accessibility statement mean?	CVS Life Sciences Solutions complies with Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CVS Life Sciences Solutions does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex. CVS Life Sciences Solutions also provides people with disabilities with reasonable modifications and free appropriate auxiliary aids and services to communication with study team staff. If you have any additional questions or concerns around this policy, you can contact the study team at eConsentsupport@CVSHealth.com or call **855-238-1769**.
If you believe CVS Life Sciences Solutions has failed to meet the standards of non-discrimination and accessibility statement	You can file a grievance with the CVS Civil Rights Coordinator via mail, fax, or email. CVS Civil Rights Coordinator Attn: 1557 Coordinator CVS Pharmacy, Inc. 1 CVS Drive, MC 2232, Woonsocket, RI 02895 Fax: 1-401-652-9935 Email: Coordinator1557@CVSHealth.com
Who do I call if I have questions about my prescription of ZURZUVAE (zuranolone)?	If you have questions about your ZURZUVAE (zuranolone) prescription, please contact the CVS Health® Specialty Pharmacy at 1-866-933-4779.

What are some resources for postpartum depression (PPD)?	The resources below may be helpful but please remember the information provided here is not intended to replace the advice of your clinician, primary care provider and/or your health care team, as they are the best source of information for any medical or health care needs. **National Maternal Mental Health Hotline** A free, confidential hotline providing support before, during, and after pregnancy by calling 1-833-1852-6262 (1-833-TLC-MAMA). Available 24/7 in English and Spanish. You can also visit mmhla.org to learn more. **Postpartum Support International (PSI)** The PSI mission is to promote awareness, prevention, and treatment of mental health issues related to childbearing. You can contact the PSI Helpline by calling 1-800-944-4773 and pressing #1 for Spanish or #2 for English. You can also text 'Help' to 800-944-4773 for English or to 971-203-7773 for Spanish. Resources, information, and other support is available by visiting postpartum.net. **March of Dimes** An organization supporting moms and babies with research, education, advocacy, and programs to be healthy and strong. You can also visit marchofdimes.org to learn more. **Shades of Blue Project** An organization dedicated to helping women of color before, during, and after childbirth with community resources, mental health advocacy, treatment, and support. To learn more visit shadesofblueproject.org. *The groups and associations listed above are not all of the organizations that support adults living with postpartum depression (PPD). This list of organizations is*

	provided for your information only and is not an endorsement, referral, or recommendation from CVS Life Sciences Solutions or Biogen Inc.
What if I need immediate help?	People in crisis should call their local emergency number or the confidential National **Suicide & Crisis Lifeline 24/7 at 988**.
Who do I call if I think that I am having side effects from taking ZURZUVAE (zuranolone)?	Call your doctor or healthcare provider for medical advice about side effects. To report suspected adverse reactions or side effects, you can contact Biogen at 1-844-987-9882 or the FDA at 1-800-FDA-1088 or www.fda.gov/medwatch.
General Study-specific FAQs	
This is a research study. What does that mean?	This research study is an observational, non-interventional study that helps to answer important questions about medications or treatments. An observational, non-interventional study is a study where researchers observe participants without intervening or making changes to your treatment plan and does not involve your clinician. This study is helping to answer questions such as how effective a treatment or a medication works for a certain condition. For this specific study, researchers are collecting information on how well ZURZUVAE (zuranolone) works in reducing depressive symptoms for PPD through participant-reported surveys.
How did you get my information?	CVS Life Sciences Solutions is one of many businesses owned and operated by CVS Health®. You may have visited or provided your contact information to one of our CVS Minute Clinic® and/or Pharmacies, for example. One of the services that CVS Life Sciences Solutions provides is to make individuals aware of research studies such as this study that may be of interest to them.
Why am I receiving an invitation for this study?	You're invited to participate in this study because you recently filled a prescription for ZURZUVAE (zuranolone) at a CVS Specialty® Pharmacy.

What will happen if I take part in the study?	The study lasts for 90 days. During this time, you will be asked to complete up to 5 Patient Reported Outcome (PRO) surveys. These surveys ask questions about your experiences while taking ZURZUVAE (zuranolone), as well as other questions regarding your demographic, clinical, and social information. There are no in-person visits or procedures as part of this study. Steps to participate: 1. If you have not done so already, please go to the study website cvsppd2.studyenrollment.com and sign up to participate. 2. Next, you will be asked to enter a one-time, 6-digit code for authentication. The code will be sent to your email. If you do not see the code in your email, please double check the email you provided at sign-up and check your spam or junk folder. 3. Once the code is entered, you will automatically then move to the study screener. You will also receive an email with a URL link that will open up the study screener. This email is sent just in case you're disconnected when moving from sign up page to screener. You will need to answer the screener questions to see if you're eligible to participate. 4. If you're confirmed eligible, you will then move to the eConsent study platform to review and sign the Informed Consent Form (ICF). You will also receive an email with a URL link that will open up the eConsent study platform. This email is sent just in case you're disconnected when moving from the screener to the ICF. 5. Next, click on 'Sign Informed Consent Form' to review and complete the study ICF. 6. Once you have completed the ICF and signed it electronically, you will receive an email with a URL link to open the 1st survey (Day 0). 7. When you click (select) the URL link in that email, you will be taken to the study website where you will be able to read and complete all of the questions for the 1st survey (Day 0). You will need to complete the 1st survey (Day 0) within the same day of sign-up for participation. You should also complete the 1st survey (Day 0) prior to

	starting your first dose of ZURZUVAE (zuranolone). If you do not complete the 1st survey (Day 0) before it expires (closes), you will not be able to move forward in participation. If you already took 1 dose (1 day) of ZURZUVAE (zuranolone), then you should complete the ICF and the 1st survey (Day 0) the same day of sign-up for participation and prior to your 2nd dose (2 days) of ZURZUVAE (zuranolone). 8. If you're taking your 1st dose of ZURZUVAE (zuranolone) the same day you enroll in the study and complete the 1st survey (Day 0), you will receive a $50 virtual reward (gift) card that will be sent to your email directly. 9. If you're not planning to take the 1st dose of ZURZUVAE (zuranolone) the same day when you enroll in the study and complete your 1st survey (Day 0) , you will receive a $25 virtual reward (gift) card that will be sent to your email directly. You will then receive up to 4 reminder emails within 24 hours of your 1st survey (Day 0) completion to complete your Medication Start Date. Once you have entered the date, your 1st survey (Day 0) will be fully completed and the compensation amount of $25 will be loaded to your virtual reward (gift) card. If you do not enter the date that you took your 1st dose (1 day) of ZURZUVAE (zuranolone) within 24 hours of completing your 1st survey (Day 0), you will not be able to continue participating in the study. 10. An email with a URL link for each additional survey will be sent for Day 3, Day 15, Day 45, and Day 90. Please click (select) the URL within each email and it will take you to the survey study website to read and complete all of the questions for the survey. After you complete EACH survey, the virtual reward (gift) card that you had received will be reloaded with $50 compensation for its completion. After you complete all 5 surveys, you will have received a total of $250 compensation for your time and effort in the study.

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<tr><th>Survey</th><th>Schedule</th><th>Receive Survey Email Invite</th></tr>
<tr><td>1st</td><td>Day 0
(Upon study enrollment)</td><td>Upon study enrollment</td></tr>
<tr><td>Medication Start Date</td><td>Day 1
(If Medication Start Date is not entered in 1st [Day 0] survey)

Up to 4 reminders will be sent within a 24 hour period of Day 0 completion to enter Medication Start Date</td><td>Upon Day 0 survey completion</td></tr>
<tr><td>2nd</td><td>Day 3</td><td>Day 3
(+2 days of Medication Start Date)</td></tr>
<tr><td>3rd</td><td>Day 15</td><td>Day 15
(+14 days of Medication Start Date)</td></tr>
<tr><td>4th</td><td>Day 45</td><td>Day 42
(+41 days of Medication Start Date)</td></tr>
<tr><td>5th</td><td>Day 90</td><td>Day 85
(+84 days of Medication Start Date)</td></tr>
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<td>Will this study provide medical advice?</td>
<td>No. This study is not meant to provide any medical advice. It is best that you discuss any medical related questions with your current primary care clinician, doctor, or health care team. If you have an emergency, please dial 911.</td>
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Does participating in this study change my treatment?	No. This study does not provide or change any treatment you might be receiving. You will continue to receive care from your current primary care clinician, doctors, and/or other health care providers as usual.
Do I have to participate in this study?	No, your participation is voluntary. This study includes only people who choose to take part. You can decide you do not want to be in this study. Even if you consent and say yes to participating, you can choose to stop participating at any time. If you wish to stop participating at any time, you can contact the call center support team at **855-238-1769** or email the study team at eConsentsupport@CVSHealth.com.
By opening the email, am I committed to enroll into the study and completing a survey?	No. All research is completely voluntary, and you have the right to stop participating at any time.
How long will study participation last?	Your study participation will last approximately 90 days.
How many people will take part in the study?	We plan to enroll up to 200 individuals in the study.
What if I decide to stop participating in the study later?	Even if you consent and say yes today, you can choose to stop participating at any time. You can ask questions at any time. Your decision will not affect your relationship with your health care practitioners or your health plan. There are no negative consequences if you choose not to participate in the study. If you do decide to stop participating in the study later, you can contact the call center support team at **855-238-1769** or email the study team at eConsentsupport@CVSHealth.com.

What if I miss a survey?	During your study participation, you will be asked to complete up to 5 surveys over the course of 90 days. You will have 24 hours to complete the screener, Informed Consent Form (ICF), and 1st survey (Day 0). If you're not taking ZURZUVAE (zuranolone) the same day you complete the 1st survey (Day 0), you will have an additional 24 hours to complete the Medication Start Date. If you miss the 1st survey (Day 0) or Medication Start Date, you will not be able to continue participating in the study. After the 1st survey (Day 0), you will also be asked to complete the remaining 4 surveys. For each survey, you will receive an email invitation to complete the survey at that time. You may also receive reminders if you do not complete the survey in timely manner. Each survey has specific deadline for completion, which will be noted in the email invite. Although we encourage you to complete all 5 surveys, if you do miss one of the surveys following the 1st survey (Day 0), you will receive the invitation and be able to complete the next survey. However, you will only be compensated for the surveys that you complete.

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<tr><th>Survey</th><th>Schedule</th><th>Receive Survey Email Invite</th><th>Survey Window Closes (Survey Locks)</th></tr>
<tr><td>1st</td><td>Day 0 (Upon study enrollment)</td><td>Day 0</td><td>Within 24 hours after screener completion</td></tr>
<tr><td>Medication Start Date</td><td>Day 0 (If Medication Start Date is not entered in 1st survey [Day 0])</td><td>Day 0 (Upon 1st survey [Day 0] completion)</td><td>Within 24 hours after 1st survey (Day 0) completion</td></tr>
<tr><td>2nd</td><td>Day 3</td><td>Day 3</td><td>End of Day 5</td></tr>
<tr><td>3rd</td><td>Day 15</td><td>Day 15</td><td>End of Day 19</td></tr>
<tr><td>4th</td><td>Day 45</td><td>Day 42</td><td>End of Day 55</td></tr>
<tr><td>5th</td><td>Day 90</td><td>Day 85</td><td>End of Day 98</td></tr>
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</td></tr>
<tr><td>Are there benefits to taking part in the study?</td><td>There are no direct healthcare benefits to participating in this study. Your participation in the study will help researchers understand the impacts of ZURZUVAE (zuranolone) on postpartum depression (PPD) related outcomes.</td></tr>
<tr><td>Who is financing and conducting this study?</td><td>Biogen Inc. is the financial sponsor of this study, which is conducted by the study teams of CVS Life Sciences and Biogen Inc.</td></tr>
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How will information about me be collected and processed?	The Protected Health Information (PHI) that you provided during prescription filling and registration process at cvs.com and/or at a CVS Pharmacy® including, but not limited to, your name, date of birth, address, gender, race, ethnicity, contact information, and your responses to the testing registration questionnaire (collective, "PHI Testing Data") will be deidentified and summary information will be included in the study. In addition, the PHI you share in your answers to the 5 Patient Reported Outcomes (PRO) surveys that are a part of the study will also be deidentified and summary information will be included in the study. These surveys ask questions about your symptoms of postpartum depression (PPD) before and after starting ZURZUVAE (zuranolone) over the course of 90 days (collectively, the "PHI Survey Data"). The PHI Testing Data and PHI Survey Data will be accessed and combined with data from other study participants to form a combined set. The combined data set will be de-identified, meaning that any information that could link back to your identity will be removed. This combined data set will be analyzed to understand real-world effectiveness of ZURZUVAE (zuranolone) in individuals that are experiencing symptoms of postpartum depression (PPD).
What is Real World Evidence (RWE) and how is it used?	According to the U.S. Food and Drug Administration (FDA): Real World Evidence (RWE) is the clinical evidence about the usage and benefits or risks of a medical product derived from analysis of Real World Data (RWD). RWE can be used to help monitor and evaluate the post market safety of approved medications or treatments.

What is Real World Data (RWD) and where does it come from?	According to the U.S. Food and Drug Administration (FDA): Real World Data (RWD) is the data relating to patient or participant health status and/or the delivery of health care routinely collected from a variety of sources. RWD can come from several sources, for example: electronic health records (EHRs), claims and billing activities, product and disease registries.
What Real World Data (RWD) will be used in this study?	In line with the study protocol with participants' authorization, CVS Life Sciences Solutions and other data service providers will collect Real World Data (RWD) via participant survey responses or patient-reported outcomes (PROs) in addition to CVS Specialty® Pharmacy data.
Will my medical and personal information be kept private?	CVS Life Sciences Solutions takes the security of your Protected Health Information (PHI)/Personally Identifiable Information (PII) very seriously and has procedures in place to keep your PHI/PII secure. In the event that your PHI/PII is compromised, the study team will alert you and other study participants. It will be kept in a secure environment.
What security measures are in place to ensure data from the research is protected?	The participant's data or Protected Health Information (PHI)/Personally Identifiable Information (PII) information is collected by CVS Life Sciences Solutions and only available to CVS Life Sciences Solutions study team. CVS Life Sciences Solutions team has an agreement in place with the Sponsor to protect the confidentiality of your information.
How will the data be analyzed?	Study researchers and data scientists will analyze the data in aggregated (or combined), non-participant level form only, and you cannot be identified individually.
How will my information be used and shared?	The data collected from this study will still be deidentified, which means your information will not be personally identifiable. That deidentified data will then be aggregated (or combined) with the response data from other participants. Only aggregated data are the interest of this study.

What constituted de-identification of data under HIPAA (Health Insurance Portability and Accountability Act)?	De-identification methods recognized by the Health Insurance Portability and Accountability Act (HIPAA) are Safe Harbor and Expert Determination. You can find more information on Methods for De-identification of Protected Health Services (HHS) by visiting their website at www.hhs.gov/hipaa/for-professionals/special-topics/de-identification/index.html#rationale.
Will the results be published?	The aggregated (or combined, not patient-level) study survey results may be published in scientific journals and/or presented at scientific meetings. No personal information will appear in any public or presentation.
Who can answer my additional questions about the study?	You can send your question(s) to eConsentsupport@CVSHealth.com. The study team will get back to you within 1-2 business days. You may also contact the call center support team with your question(s) at **855-238-1769**.
Where can I find additional information on Real World Data (RWD)?	You can find more information on Real World Data (RWD) on the U.S. Food and Drug Administration (FDA) website at https://www.fda.gov/science-research/science-and-research-special-topics/real-world/evidence.
Expenses and Compensation Study FAQs	
Does participating in this study cost me anything?	There is no cost to participate in the study. If eligible, you can earn up to a $50 virtual reward (gift) card for taking the 1st survey (Day 0) and confirming the date of your first dose of ZURZUVAE (zuranolone), as well as earn up to $200 more on the virtual reward (gift) card for taking 4 additional surveys (a 2nd survey [Day 3], a 3rd survey [Day 15]), a 4th survey [Day 45], and a 5th survey [Day 90]) over 90 days of participation.

Will I be compensated for my time for taking part in this study?	Participants will be reimbursed with Mastercard® virtual (or digital) reward cards for their time spent completing the surveys. Participants will provide their email information to receive a virtual reward (gift) card. Information will be provided on how to register and claim your Mastercard® virtual reward (gift) card. For the remainder of the surveys, your virtual reward (gift) card will be reloaded with the designated or assigned compensation amount based on the survey completed. Based on your responses in the 1st survey (Day 0), you may receive an immediate invite after finishing your 1st survey (Day 0) to complete the Medication Start Date survey by entering the date of your 1st dose of ZURZUVAE (zuranolone). If you do not complete the Medication Start Date survey immediately, you may receive up to 4 email reminders over a 24-hour period to complete the Medication Start Date. If you miss the 1st survey (Day 0) or if you do not enter the date that you took your 1st dose of ZURZUVAE (zuranolone) within 24 hours of your 1st survey (Day 0) completion, you will not be able to continue participating in the study. You will also be asked to complete a 2nd survey (Day 3), a 3rd survey (Day 15), a 4th survey (Day 45), and a 5th survey (Day 90). For each survey, you will receive an email invite from the study platform to complete the survey at that time. You may also receive up to 4 reminders if you do not complete the survey in a timely manner. After completion of each remaining survey, $50 will be loaded onto your virtual reward (gift) card. You will only be compensated for surveys that you complete. Please see table below to see when you receive the virtual reward (gift) card and then compensation reloads for completion of a survey time point.

Survey	Schedule	Gift card
Full Payment if Medication Start Date is Entered on 1st Survey (Day 0)		
1st	Day 0 (Upon study enrollment: if Medication Start Date is entered)	$50 (After completion of 1st survey [Day 0] survey)
Partial Payments if Medication Start Date is not Entered on 1st Survey (Day 0)		
1st	Day 0 (Upon study enrollment: if Medication Start Date is not entered for ZURZUVAE [zuranolone])	$25 (Partial payment; after completion of 1st survey [Day 0])
Medication Start Date Survey	Day 1 (Complete within 24 hours of completing 1st survey [Day 0], if not entered during completion of 1st survey [Day 0])	$25 (Partial payment; after completing Medication Start Date)
Payment of 2nd Survey (Day 3), 3rd Survey (Day 15), 4th Survey (Day 45), 5th Survey (Day 90)		
2nd	Day 3 (Approximately 3 days after taking 1st dose [1 day] of ZURZUVAE [zuranolone])	$50 (After completion of 2nd survey [Day 3])
3rd	Day 15 (Approximately 15 days after taking 1st dose [1 day] of	$50 (After completion of 3rd survey [Day 15])

	ZURZUVAE [zuranolone])	
4th	Day 45 (Approximately 45 days after taking 1st dose [1 day] of ZURZUVAE [zuranolone])	$50 (After completion of 4th survey [Day 45])
5th	Day 90 (Approximately 90 days after taking 1st dose [1 day] of ZURZUVAE [zuranolone])	$50 (After completion of 5th survey [Day 90])

How does the virtual (Mastercard®) prepaid reward card work?	Once the funds have been added and you have activated your card, you may use the virtual reward (gift) card anywhere debit cards are accepted. Restrictions may apply; see www.MyDashCard.com for more details. You can find more information about the virtual reward (gift) card by calling DASH support at **1-833-848-5768**.
How do I register my virtual reward card?	To register your virtual Mastercard® reward (gift) card, visit www.MyDashCard.com to register online and claim your virtual Mastercard® reward (gift) card. Once you visit www.MyDashCard.com, you will click *Get Started*. Enter your proxy number (which is provided in the email with the virtual reward [gift] card) and then follow the prompts to verify your identity and set-up log in credentials. You can find more information about the virtual reward (gift) card by calling DASH support at **1-833-848-5678**.
How can I check the balance on my virtual reward card?	To view your virtual reward (gift) card details and balance, scroll down from your dashboard and click *Manage Cards* to view the balance of the virtual reward (gift) card. You can find more information about the virtual reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at **1-833-848-5768**.

How can I receive email alerts to know that my virtual reward card has been reloaded?	In order for you to receive email alerts of a compensation reload to your virtual reward (gift) card, you will need to enable the feature by visiting www.MyDashCard.com or via the mydashcard app. Once logged into your profile, you will need to go to "Notification Settings" and go to "Funds Added." When at "Funds Added," you will be able to click (or select) on the envelope icon. By clicking (or selecting) the envelope icon, this will enable the feature to allow for notification of a reload to the virtual reward (gift) card. You may also click (or select) the text bubble icon located next to the envelope icon and get SMS text notifications of reloads of the virtual reward (gift) card. Please note that Standard data rates may apply for SMS text notifications.
How do I make purchases with the virtual reward card?	Provide your virtual reward (gift) card details to make online purchases where appropriate when making the online purchase or click *Add to Wallet* when in www.MyDashCard.com to add card details to your phone's digital wallet for in-store purchases. You can find more information about the virtual reward (gift) card by calling DASH support at **1-833-848-5768**.
Where would I find my virtual reward card?	If you do not see your virtual reward (gift) card in your email inbox, please check your spam or junk folder. The email with information for your virtual reward (gift) card may have accidentally been sent there instead. If you do not see it there, please contact the CVS Life Sciences Solutions study team at eConsentsupport@CVSHealth.com. The study team will get back to you within 1-2 business days.

Instead of a virtual reward card, can I request a physical card to be mailed to me.	Yes, once logged into the MyDashCard app or website, you can request a physical card by navigating to "More" on the home page and by selecting "Add Physical Card." Verify your mailing address is correct and follow the prompts to have a physical card mailed to you. If your mailing address is incorrect, you can update it by contacting DASH customer service by calling **1-833-848-5768** or by contacting the study team via eConsentsupport@CVSHealth.com.
Once requested, how long will it take for me to receive the physical reward card?	Once you request a physical reward (gift) card, the card takes about three (3) to five (5) business days to create. Once your physical reward (gift) card is created, the card will then ship standard United States Postal Service (USPS) shipping to the address on file. There is no tracking available for shipping but shipped cards typically take about five (5) to seven (7) business days to arrive. If you wish to have your physical reward (gift) card arrive sooner, you can request for expedited shipping for an additional fee by contacting DASH customer service by calling **1-833-848-5768** or by contacting the study team via eConsentsupport@CVSHealth.com. You must submit your request for expedited shipping by 11AM ET the day after the physical reward (gift) card is ordered. Please note that the additional expedited shipping fee will be applied to your physical reward (gift) card amount.
What if I want to update my shipping address after I request a physical reward card?	Once the physical reward (gift) card is issued and if you need to update your shipping address, you will need to go through DASH Support via www.MyDashCard.com or by calling **1-833-848-5768** and provide documentation of the address. Documentation is needed to prevent any fraudulent requests.
How does the physical (Mastercard®) prepaid reward card work?	Once funds have been added and you have activated your physical reward (gift) card, you may use the physical reward (gift) card for purchases anywhere Debit Mastercard® is accepted. You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at **1-8333-848-5768**.

How can I check the balance on my physical reward card?	You may check your balance 24 hours a day, 7 days a week by calling DASH support at **1-833-848-5768.** Key in your card number and three-digit security code found on the back of the Card. You may also check your balance by visiting www.MyDashCard.com.
Can I make a purchase for more than the amount remaining on the physical reward card?	You may also spend the available balance on your Mastercard® prepaid physical reward (gift) card. You may pay the difference between the purchase price and the remaining value of the physical reward (gift) card with cash, check, another credit/debit card or another form of payment. This is subject to merchant's procedures. You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at **1-833-848-5768**.
What do I do if the physical reward card is declined?	If you still have available funds, a decline means that the amount authorized by the merchant is above the remaining balance on the physical reward (gift) card. Be sure the merchant is only authorizing an amount that is equal to or less than the current balance. You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at **1-833-848-5768**.
How long can I use the physical, Mastercard® prepaid reward card?	You may use your card until the balance is zero, or in the case of an expired card, a new card will be sent. If you do not receive a new card, you may call DASH support at **1-833-848-5768** to request a new card or visit www.MyDashCard.com for more information.

Why won't my physical reward card work at some pay-at-the-pump gasoline stations, hotels, car rental agencies, or other merchants?	Merchants may preauthorize amounts to your physical reward (gift) card based on the purchase type, potentially causing your physical reward (gift) card to decline if your physical reward (gift) card balance is not sufficient to cover the preauthorized amount. If the preauthorization amount is authorized, it will restrict those funds from use until the merchant presents the transaction for payment. To purchase gasoline, take your physical reward (gift) card inside and ask the attendant to charge an amount equal to or less than the remaining balance on your physical reward (gift) card. To pay for rental cars, hotels, and other items or services where the merchant preauthorizes an amount, you may choose to hold the purchase using a personal physical reward card and, at the time of checkout/settlement, use your Mastercard® prepaid physical reward (gift) card to settle the final transactions amount. You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at **1-833-848-5768**.
Do I need a Personal Identification Number (PIN) to use my physical reward card?	A PIN is not required to make a purchase, simply select "credit" and sign the receipt. If you desire a PIN, call DASH support at **1-833-848-5768**. Obtaining a PIN will enable you to withdraw funds at an ATM that displays the Mastercard® or PLUS logo or provide cash back with a transaction at merchants that permit this transaction type. Cashback transactions are subject to the merchant's procedures. ATM transactions are subject to daily withdrawal maximums and the ATM owner's procedures. You can find more information about the physical reward (gift) card by also visiting www.MyDashCard.com

Are there any fees charged to my balance for using the physical reward card?	A lost or stolen card replacement fee may be charged if the physical reward (gift) card is replaced. See the Cardholder Agreement Terms and Conditions provided with the card for more details. You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at **1-833-848-5768**.
Can I load additional funds to the virtual (digital)/physical card?	No, funds are only loaded through your program administrator. If you need any help with your funds, please contact the CVS Life Sciences Solutions team at eConsentsupport@CVSHealth.com
What if my reward card is lost or stolen?	To report a lost or stolen card immediately, check your balance or get information via www.MyDashCard.com or call DASH support at **1-833-848-5768**.
Castor-Specific FAQs	
Before I begin my participation, what internet (web) browsers should I use to complete the study?	For the best experience, please use the latest version of the following browsers: • Google Chrome • Mozilla Firefox • Safari • Microsoft Edge These browsers are supported on any operating system. It is important to use an up-to-date browser for compatibility and to receive the latest security updates. Please note that Internet Explorer is no longer supported. You may experience issues if you attempt to access the Castor eConsent platform using the browser. For older browser versions, the Castor eConsent platform may function on the outdated browser versions. However, you may notice some minor impacts on the user interface. Outdated browsers also may not recognize the scripts running in the background, leading to potential issues when trying to complete the study.

I am not able to sign-up to participate/I am receiving an error message when trying to sign-up to participate	Only individuals who were invited by the CVS Life Sciences Solutions study team directly via email are able to participate in the study. If you did receive an email to participate in the study, please make sure you have entered your first name, last name, and date of birth in the sign-up fields correctly. This information is checked against CVS Life Sciences Solutions records to make sure that the potential participant signing-up to participate in the study matches our records. If the information is correct and you're still receiving an error message, please reach out to the CVS Life Sciences Solutions study team at eConsentsupport@CVSHealth.com and they will be able to work with you on next steps and work with you to quickly resolve the issue. You will also want to confirm that your information is correct at your local CVS Pharmacy® and Minute Clinic®. Please contact staff at your local CVS Pharmacy® and Minute Clinic® to make sure your information is correct or if it needs to be updated.
I completed the screener survey and was informed I was ineligible to participate	For this study, there are strict inclusion and exclusion criteria in order to be able to participate. The screener questions make sure a potential participant is eligible to participate. If you were notified that you're ineligible and unable to participate in the study, it was because one of your responses in the screener may have deemed you ineligible to participate at this time. If you do truly believe there has been a mistake and you should be eligible to participate, please contact eConsentsupport@CVSHealth.com and the CVS Life Sciences Solutions study team will review your responses with you.

I have not received an email with the one-time code from Castor	If you do not see the email with the one-time code, please check to see if the email that you entered in at the time of signing up is correct. If correct, please check your spam or junk folder for emails coming from EDC Castor/CVS Clinical Studies. If incorrect, please try entering your information in again in the sign up. You should then receive the email with one-time code. You can also contact eConsentsupport@CVSHealth.com for help. Please allow 1-2 business days for a reply. You may also contact the call center support team at **855-238-1769**.
I have not received the invite to sign the informed consent form	If you do not see the invitation to sign the consent form in your email inbox, please check your spam or junk folder for emails coming from EDC Castor/CVS Clinical Studies. You can contact eConsentsupport@CVSHealth.com with help regarding the informed consent form. Please allow 1-2 business days for a reply. You may also contact the call center support team at **855-238-1769**.
I cannot sign my Informed Consent Form (ICF)	Please contact eConsentsupport@CVSHealth.com with help regarding the consent form. Please allow 1-2 business days for a reply. You may also contact the call center support team at **855-238-1769** to troubleshoot over the phone.
I am supposed to complete a survey today but I have not received the invite to start it	If you do not see the invitation to start the next survey in your email inbox, please check your spam or junk folder for emails coming from EDC Castor/CVS Clinical Studies. You may contact eConsentsupport@CVSHealth.com for help. Please allow 1-2 business days for a reply. You may also contact the call center support team at **855-238-1769**.

A certain question does not appear in the survey I need to complete today, why?	You may not see a question appear in the survey due to the design of the survey and the responses that you have provided; some questions are dependent on an answer supplied in a previous question in order for them to appear while completing the survey. If you believe there is a mistake, please contact eConsentsupport@CVSHealth.com. Please allow 1-2 business days for a reply. You may also contact the call center support team at **855-238-1769** to troubleshoot over the phone.
Can I change my email?	Yes, you can change your email and our study team will update it. All future surveys will go to the new email address once the updated email is processed. Please contact eConsentsupport@CVSHealth.com with help to update your email. You may also contact the call center support team at **855-238-1769** to troubleshoot over the phone.
I would like to opt out of SMS text notifications and reminders.	You can opt out of SMS text notification and reminders at any time during your participation. You will still receive email reminders for the study. To opt out of SMS text notifications, please contact the call center support team at **855-238-1769**.
I would like to withdraw from the study.	You can withdraw or unsubscribe from the study at any time during your participation. To withdraw or unsubscribe from the study, please contact the call center support team at **855-238-1769**.