



2026 Global Get Active! Challenge Frequently Asked Questions

Welcome to the 2026 Global Get Active! Challenge!

From **June 15—July 26**, teammates across Bank of America will focus on physical wellness while supporting their overall emotional and nutritional well-being. This six-week challenge features virtual visits to six FIFA World Cup 2026™ host destinations — **Vancouver, Mexico City, Los Angeles, Dallas, Miami** and **New York/New Jersey** — while working toward fitness goals.

Join the 2026 Global Get Active! Challenge

1. How do I join?

From the home screen, select the **Global Get Active!** card under **2026 Wellness Programs**. There are four ways to join. You can:

- **Create a team** — Create your own team.
- **Join a team** — Use the emailed **invite code** you received.
- **Assign me to a team** — **Get placed** on a team automatically.
- **Participate individually**— Create your own **team of one**.

2. How do I create a team?

To create a team:

- Select **2026 Global Get Active** on the home page, then select **Join the Challenge**.
- Select **Create a team**.
- Choose a team name — select a suggested name from Well or create your own (up to 40 characters).
- Follow the instructions to select the following:
 - **Energy** — Choose from a fun list of adjectives to spark team name ideas.
 - **Color** — Add some flair with a color palette that helps shape your team name and avatar.
 - **Symbol** — Make it yours by choosing a symbol to personalize your team's look.
- Use the suggested name if you like it, or you can customize your team name by selecting the **pencil icon** next to **Customize team name**, entering the preferred name and tapping **Confirm name**.
- Review your team name carefully — once you select **Lock it in**, it can't be changed.
- Tap **Lock it in** to finalize.

3. How do I invite teammates to join my team?

To invite teammates:

- Select **Invite teammates** and enter teammates' email addresses (must end in either **@bofa.com** or **@ml.com**).
- Invite up to **seven teammates** — fuller teams help boost your overall score!
- Well will send an email invitation with an **invite code** teammates can use to join.
- Prefer to share it yourself? Select **Copy invite code** to send by email.

4. Who can invite teammates to join a team?

Any Bank of America teammate who is part of a team can invite other teammates to join using the steps above.

5. How do I accept an invite to join a team?

If you're already a Well member, go to **2026 Wellness Programs**, select **2026 Global Get Active** and choose **Enter an invite code**. Enter the invite code and select **Continue**, review the team details, then tap **Join Team**.

6. How can I be assigned to a team and meet new teammates?

Select **Assign me to a team**. You'll automatically be placed on a team — no additional steps required.

7. Can I participate in the 2026 Global Get Active! Challenge by myself?

Yes, you can participate individually by selecting **Create a Team**. Skip inviting teammates, and you'll be able to participate as a team of one.

8. Can I switch teams after joining?

Yes, during the **June 1 – June 14 registration period**. Once the challenge begins on June 15, teams are locked.

9. Can I join a team after the challenge starts?

Yes. You can register and join a team after the June 15 kickoff. *Note:* New participants may create a new team or join an existing one, **if they are not already part of a pre-existing team**. Once they join a team after the challenge starts, they will stay with that team for the rest of the challenge.

10. Can I invite family and friends to join my team?

Family and friends can cheer you on, but only Bank of America teammates actively at work can officially participate.

Record your steps/activities!

During the challenge you can add your steps or activity either manually or by syncing a wearable device.

11. What devices can I use to track my steps and activities?

You can use the following devices to track steps and activities:

- **Mobile app** — Apple Health, Google Health Connect, Garmin, Fitbit or Strava
- **Web** — Fitbit, Garmin or Strava

If your device isn't listed above, don't worry. While you can add your activities manually, there are many other wearables that can connect through **Apple Health** (iPhone) or **Google Health Connect** (Android), including Oura, Whoop, Withings, Peloton, Polar, MyFitnessPal and more). On the web, **Strava** can serve as a bridge for Apple Watch and Android wearables.

If you need instructions on how to connect your wearable, go to the [Help](#) section on the **Well Digital** app on My Wellness.

12. How do I convert my activities into steps?

To convert an activity to steps, as you are logging it, tap the **Convert to steps** “toggle,” then tap **Save**. Your activity will automatically be converted to steps.

If you forget to do this or if you wish to convert a previously logged activity, you can find the activity in the **MyHealth** activity list, select it to open the details, tap **Convert to steps** at the top and select **Save**.

13. When is the last day to enter my steps?

You have until **11:59 p.m.** local time on **Thursday, July 30**, to upload retroactive steps. Only steps recorded through the July 26 challenge end date will count toward your 2026 Global Get Active! Challenge total. Steps can be added for up to 14 days in the past.

14. What is the maximum number of daily steps that can count toward the challenge?

A maximum of 30,000 steps per day can be counted. Any steps you add — up to that daily limit — will count toward the challenge total.

15. Where do I find the Get Active Challenge! Leaderboard and how can I use it?

Use the **Leaderboard** in the **Challenge Details** to see the **top 10** teams and check the **Rivals** section.

You can:

- Add a rival by searching for their name or team name — it’s a great way to see how you’re stacking up against other teams!
- Check to see if your team is on the Top 10 Leaderboard.
- Check your individual rank. You’ll automatically see your rank in the top section above the leaderboard.

Need help?

Contact Well Member Services through:

- **Chat:** Once you’ve created a Well account, access Chat from the left navigation, Monday – Friday, 8 a.m. to 9 p.m. Eastern, excluding certain holidays.
- **Email:** bofa.mywellness@support.well.co.
- **Phone:** **844.939.5100** (toll-free) or **919.421.3698** (standard rates may apply), Monday – Friday, 8 a.m. to 9 p.m. Eastern, excluding certain holidays. **Note:** The toll-free number is available in the U.S., Canada, Puerto Rico, and the Caribbean, and may also be accessible in other regions.

The **Global Get Active! Challenge** is based on the honor system. It’s up to you to track your weekly goals and report your progress and participation. Staying accountable helps you feel proud of your achievements — and remember, if you miss a day, no worries. Just start back tomorrow!

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