

Preferred Pharmacy Network: FAQ

CADA 360 has partnered with Rexall to participate in the Rexall Preferred Pharmacy Network. The following frequently asked questions will help you understand your membership perks.

The Rexall Preferred Pharmacy Network (PPN) allows plan members **to choose how they fill a prescription and how they interact with a pharmacist**. At Rexall we have curated a wealth of products and service offerings available both in-store and online.

Rexall's pharmacy network is unique in that we provide plan members convenient access to both our brick-and-mortar stores and our online pharmacy, Rexall Direct. Our dedicated in-store teams provide a variety of professional services including medication reviews, injections & vaccinations, diabetes management and smoking cessation support. Rexall Direct offers direct to door prescription delivery with all the services that you have come to expect from the Rexall brand.



FAQ:

What's in it for Plan Members?

- Save on prescriptions when you choose to have your prescription filled in-store or online.
- Savings are automatically applied to prescriptions claimed through your group benefits plan.
- Access to innovative value-added services including Be Well, our proprietary loyalty platform that combines rewards, pharmacy, health & wellness and online shopping channels through industry leading partnerships with Instacart, Doordash, and Uber.
- Exclusive access to our Preferred Perks program, which provides a 20%* discount on regular priced Rexall Exclusive Brand items, every day.

How can I find the closest Rexall?

- Rexall Store Locator: [rexall.ca/storelocator](https://www.rexall.ca/storelocator)

How do I transfer my prescriptions to a Rexall Pharmacy?

Prescription transfer from another pharmacy or between Rexall locations has never been easier.

- **Option 1:** Complete the online request transfer form: [rexall.ca/transfer](https://www.rexall.ca/transfer)
- **Option 2:** Sign-up or login to request a transfer through the Be Well app.
- **Option 3:** Visit or call your local Rexall Pharmacy.

How do I refill my prescriptions?

Refills are simple when using [rexall.ca](https://www.rexall.ca)

- **Option 1:** Be Well app: Refill your prescriptions quick and easy using the Be Well app.
- **Option 2:** Prescription number: Complete the three-step form on [rexall.ca/refill](https://www.rexall.ca/refill)

How do I create an account on Rexall Direct?

- Registration is quick and easy. Simply visit [rexalldirect.ca](https://www.rexalldirect.ca) and click the “Get Started” button.

How do I transfer a prescription using Rexall Direct?

- You can use our online Prescription Transfer Request from your Online Rexall Direct Account or call us at 1-888-Rx-2-DOOR (1-888-792-3667) and let us take care of the rest.

What is Preferred Perks at Rexall?

Preferred Perks is an exclusive savings program, integrated with Be Well. It provides plan members with a discount of 20%* off Rexall Exclusive Brands when you use your linked Be Well card during checkout in-store at any Rexall location.

How do I link Preferred Perks at Rexall with my Be Well account?

1. Download the Be Well app or get a card in-store and register your account.
2. Visit rexall.ca/preferred-perks-ppn to link your unique access code: **CADA360**

Where can I use my Preferred Perks discount?

Your Preferred Perks discount is only eligible on in-store purchases at Rexall.

What is the Be Well app?

Be Well is Rexall's exclusive loyalty and rewards program. It is available as an app that can be downloaded to your phone, as well as a card that you can carry in your wallet. Be Well puts health, wellness and rewards in one place that provides you with personalized offers to help you collect and redeem points as well as making your medication management simpler with a direct connection to your Rexall Pharmacy.

How can I sign up for Be Well?

In just a few easy steps you can earn points, discover special offers and simply manage your medication.

Step 1 – Get your Be Well card

Pick Up your Be Well card at your neighbourhood Rexall OR simply register for a digital card via the App.

Step 2 – Use the Be Well app or visit letsbewell.ca to register your card and create an account.

An email address, a password, birthdate and postal code will be required.

Step 3 – Confirm your account

You will be prompted to check your email to validate your account.

Will I be able to get the discount immediately after linking my Be Well account?

You will receive an email confirmation once the linking is complete. Please allow up to 24 hours for the activation to take effect in your Be Well account.

Will I be able to save my Be Well card to my Google or Apple wallet?

Yes, you will be able to save your digital card to your Google or Apple wallet within the Be Well app.

What are my Be Well points worth?

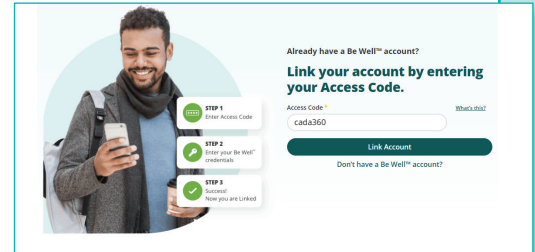
For every dollar spent at a Rexall store, you earn 10 Be Well points. Look for special offers and promotions to earn more points at Rexall. Every 25,000 points = \$10 in redeemable value. Load your personalized digital offers to earn points faster.



Preferred Perks at Rexall Linking Instructions

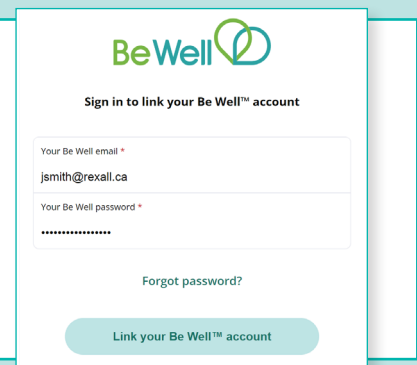
1

The Plan member visits <https://www.letsbewell.ca/preferred-perks> clicks “Link your Be Well Account” and enters their unique access code: **CADA360**



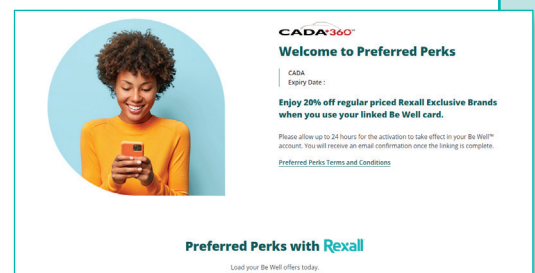
2

You will then be asked to sign in and link your Be Well account with Preferred Perks.
Existing Be Well Member:
Enter username and password to log in and link.
New Be Well Member:
Simply register for Be Well and sign in/link.



3

The following success page appears after successfully linking your Be Well account with Preferred Perks.



4

This following email is received 24hrs after successfully linking your Be Well account with Preferred Perks, confirming your Preferred Perks discount is now active

