




Pfizer's Annual Enrollment Virtual Benefits Fair

FREQUENTLY ASKED QUESTIONS

Following are frequently asked questions about the fair, including information about how to navigate the site. For questions specific to your Pfizer benefit programs, visit the individual vendor booths – go to the *Visit a Vendor* space located off the lobby and click the vendor's corresponding sign or "doorway."

The Pfizer Annual Enrollment Virtual Benefits Fair runs from October 10 at 7 AM through 11:59 PM ET on November 3. The fair is a great way to learn more about the benefits and resources available to help you make decisions at annual enrollment!

This year the Meeting Scheduler tool will be made available starting October 3 at 7 AM ET. Colleagues can log in at <https://fwc.6connex.com/event/ve1/PfizerAE/login> and click the Meeting Scheduler icon  on the bottom nav bar. Select the vendor at the top of the window, and then choose a representative and a 15-minute time block. You will have an option to export a reminder to save to your own calendar. Be sure to return to the fair <https://fwc.6connex.com/event/ve1/PfizerAE/login> at the time of your appointment so that you are online and available for the representative to initiate the chat at the scheduled time.

Technology / Event Support

Q1. How can I access the fair?

For the best experience, access the fair using Chrome (preferred) or FireFox. You can access the fair using your preferred mobile-enabled Android or IOS tablet or smartphone/device as well as from a laptop or computer (Mac or PC).

Q2. What browsers are supported?

This is a virtual, browser-based experience. We recommend Chrome or Firefox as the most stable and consistent browsers for accessing the virtual environment. If you're using an older, or unsupported operating system, Internet browser, or version of Flash, you may experience lower-quality performance.

Q3. Do I need a webcam to access the fair?

No, you do not need video or a webcam to access the fair.

Q4. How can I click on content? Links are not working for me.

You may need to refresh your browser if you are experiencing issues clicking on links. The fair experience is optimized in Chrome. You can copy and paste the fair URL below into a new browser window and enter the email you originally registered with in the "Already Registered" window: <https://fwc.6connex.com/event/ve1/PfizerAE/login>.

Q5. Can I test the fair website on my computer or device in advance?

Yes, on the Welcome page, <https://fwc.6connex.com/event/ve1/PfizerAE/login>, click the "System Check" button to ensure your computer and connection are ready to view the experience and all its

functionality. You can run a test by clicking the following link:

<https://virtualdestinations.6connex.com/event/TheWayToDoVirtual/system-check>.

Q6. Where can I get help if I have problems accessing the fair website or navigating once I've logged in?

First, check your Internet connection. If you are having issues returning to the website you can refresh your browser or paste the fair URL into a new browser window:

<https://fwc.6connex.com/event/ve1/PfizerAE/login>. You may also want to run a system check as described in Q5: <https://virtualdestinations.6connex.com/event/TheWayToDoVirtual/system-check>.

For questions about your benefits, contact the Pfizer HR Service Center or Fidelity at the Pfizer Benefits Center at 866-476-8723 and follow the appropriate prompts.

Q7. How do I navigate from room to room or throughout the fair?

Once the fair has started, you will need to register as a first-time user from the Welcome login page or enter with your email under "Already Registered." You will then be taken directly to the lobby. From there, you can visit any area of the fair by clicking on the icons in the navigation bar at the bottom of the screen or the "doorways" (signs to each room). The navigation bar will always appear at the bottom of your screen to directly navigate to other areas of the site.

Q8. How does the briefcase work?

The briefcase is used to save fair content and download for future reference. You can click the small briefcase icon next to a content item to save it to your personal briefcase. Your items are stored in the briefcase icon located on the navigation bar at the bottom of your screen. Click your briefcase icon



to view, share or download these content items to refer to later.

Experiencing the Event

Q9. What type of activities can I attend or do within the fair?

This is your opportunity to learn more about the many health & wellness programs Pfizer offers, such as mental health support, medical support programs, and wellness discounts & perks. Use the signs, "doorways" and navigation bar at the bottom to move throughout the site:

- *Attend/view webinar sessions.* You can attend live sessions via the virtual auditorium, or access recorded links if the session has already taken place.
- *Vendor booths.* Visit vendor booths and "chat" with vendor representatives, review resources and sign up for any raffles or contests being offered. Booths will be staffed during the following dates. Plan ahead by scheduling a 15-minute session! Starting Oct. 3, you can access the fair lobby and book a chat appointment using the new Meeting Scheduler:
 - Wed. 10/11: 8 am – 5 pm ET
 - Thurs. 10/12: 10 am – 3 pm ET
 - Wed. 10/18: 11 am – 7 pm ET
 - Wed. 10/25: 3 pm – 7 pm ET
- *Visit the Resource Room.* Stop by this room to review key resources.
- *Save content to your Briefcase:* Use the briefcase to save fair content and download for future reference.

Q10. Which vendors will be attending and providing resources?

Medical & Rx

- CVS Caremark & Specialty Pharmacy
- Horizon
- Optum Behavioral Health
- UnitedHealthcare (UHC)

Other Health Benefits

- Delta Dental
- EyeMed
- Coaching with Trestletree
- Virgin Pulse Healthy Pfizer Incentive Program

Other Insurance Benefits

- HealthEquity (HSA, DCA and HCA)
- New York Life (formerly Cigna)
- MetLife – Pfizer’s new Life Insurance benefits provider
- MetLife for Voluntary Benefits
- Pfizer Benefit Extras

Q11. Where can I get a list of the webinars that will be offered?

From the lobby, click the webinar schedule graphic to launch the listing of vendor webinars. Click the calendar icon to the right of the session listing to download an event reminder to your computer. The following dates are when webinars will be live:

Pfizer Benefits: “Highlights of 2024 Changes”:

- Tuesday, Oct. 10: 3 p.m. – 4:30 p.m.
- Thursday, Oct. 19: 12 p.m. – 1:30 p.m.
- Tuesday, Oct. 24: 9 a.m. – 10:30 a.m.

Vendor webinars:

- Wed. 10/11: 9 a.m. – 5 p.m.
- Thu. 10/12: 9 a.m. – 4 p.m.
- Wed. 10/18: 1 p.m. – 4 p.m.
- Thu. 10/26: 9 a.m. – 2 p.m.

Q12. What if I can’t make a webinar?

The webinars will be recorded and links will be posted in the Lobby as well as the *Join a Webinar* room. You can also visit the vendor booths to engage directly with representatives either by the public chat button on the top right – where your chat conversation is visible to other attendees – or by clicking the “Private Chat” button to request a one-on-one conversation via the chat function within the fair.

From October 10 at 7 AM ET, you will be able to access the virtual environment as often as you like through November 3 at 11:59 PM ET, to review and download resources and view recorded webinars. In addition, booths will be staffed by vendor representatives on the following days during the event:


Booth Staffing/Chat Hours (ET)			
Wed. 10/11 8 am – 5 pm ET	Thurs. 10/12 10 am – 3 pm ET	Wed. 10/18 11 am – 7 pm ET	Wed. 10/25 3 pm – 7 pm ET

Q13. I would like to provide feedback to Pfizer on this event. How can I do that?

We welcome your feedback and have provided a survey in the bottom navigation panel. We look forward to hearing from attendees and incorporating feedback into future events.

Q14. How does the chat feature work? How do I ask a question of a vendor representative?

From the lobby, click the *Visit a Vendor* sign and select the vendor you want to visit from the logo wall. Once you're in the vendor's booth, you can engage with the representative either by the "Public Chat" button on the top right – where your chat conversation is visible to other attendees – or by clicking the "Private Chat" button to request a one-on-one conversation via the chat function within the fair.

We also have a feature that is new this year: the Meeting Scheduler tool. This tool allows you to reserve time in advance to chat with specific vendor reps. Advance Scheduling Starts Oct. 3. Click the  icon in the bottom navigation panel to book 1:1 time with participating vendors.


When vendor representatives are available, or at your scheduled time if you have booked one, they will then message you – within the fair – via the chat queue. You can then view or respond to their message using the chat window that will pop up on your screen. If the representative is not available or if you are attempting to chat outside of their "office hours," the private chat request will be noted in their chat queue and the representative will follow up with you when they are back online.

Note that vendor staffing hours vary, and not all vendors will utilize the chat function in the same way.

Q15. How do I add a webinar reminder to my calendar?

From the *Join a Webinar* room, you can access a list of scheduled live sessions. Click the calendar icon to the right of the session listing. The event reminder will download to your computer. You can access this downloaded file from the bottom of your screen in the "Downloads" bar or from the downloaded file popup window – depending on your system settings. You can then open the file and save the reminder to your calendar.

Q16. How do I use the briefcase?

The briefcase is used to save fair content for review later. You can click the small briefcase icon next to a content item to save it to your personal briefcase. Click the briefcase icon  in the bottom panel to view, share or download these content items to your desktop for later reference.

Q17. What if I miss a live session? Will any sessions be recorded?

No problem! The webinars will be recorded and links will be posted in the *Join a Webinar* room. You will be able to come back to the virtual environment as often as you like while the fair is open. You can also save a recorded session link to your briefcase to view later.

Registration

Q18. How do I register for the event? Is pre-registration required?

Pre-registration is not required for the event. From the home page, <https://fwc.6connex.com/event/ve1/PfizerAE/login>, you will select the “Not Registered?” option and then the “Click Here to Register” button. Enter your first and last name, email, select “Colleague” or “Family member” (as applicable) and accept the terms of participation. For future visits, you’ll just need to enter the same email address in the “Already Registered?” area of the Welcome page. You can also access the event to book 1:1 chats with the Meeting Scheduler starting October 3.

Q19. How can my spouse/domestic partner or another family member attend?

We encourage your spouse/domestic partner, dependent(s) and/or family member(s) to attend. It’s a great way to learn more about your benefits programs and how to use your benefits. Family members register and log in at the same URL as Pfizer colleagues: using Chrome or Firefox browser, go to <https://fwc.6connex.com/event/ve1/PfizerAE/login>, “Click Here to Register” button from the Welcome page, provide email, first and last name, indicate “Family member” in the dropdown, and accept the terms of participation.

Q20. If I close out of the event, how do I return later?

Use the URL you were provided to attend the Virtual Benefits Fair <https://fwc.6connex.com/event/ve1/PfizerAE/login> in the “Already Registered?” area enter the same email address you used during your original registration. You can visit the fair website as often as you’d like while it is open.

Q21. What if I forget the email address I used to register?

If you forget or cannot re-enter the website using your original registration email address, you can re-register. You will select the “Not Registered?” option and then select “Click Here to Register.” You will be asked to provide your first and last name, email, select “Colleague” or “Family Member,” and accept the terms of participation. There is not a reset option for this website.

Q22. What if I forget to close out of the event or my browser?

That’s okay. You will continue to show as “attending” the event in the attendees list. If you return to your open fair session, you should refresh your browser so that any content updates made behind the scenes will be available to you. It’s generally a good idea to close a browser when you are done visiting a website. Keep in mind that as you access benefits information within the Virtual Benefits Fair, many of the documents and links (such as PDFs and videos) will open in a new browser or window.

Q23. Can I come and go to the fair as often as I’d like?

Yes. You may return to the fair website using the same email you provided as part of the registration. Pfizer’s Annual Enrollment Virtual Benefits Fair will run from October 10 through November 3, 2023, with live, interactive webinars and vendor representatives available for questions and conversation on both dates. You can attend any time and as often as you’d like through the end of the fair. When you return to the site, use the “Already Registered” button on the welcome page and re-enter the email address you used to first visit the event.