found

QUICK-START GUIDE

Enrolling in Found

Six simple steps to get started — the same whether you're matched to Found Wellness or Found Clinic.

1 **Start on the web**

Start at your specific enrollment website or scan the QR code to the right to open in your mobile browser.

2 **Check your eligibility**

Enter your legal name, date of birth, and relationship to verify that you're eligible. **Eligibility questions?** Contact your HR team.

3 **Answer the health questionnaire**

Share your goals and health background. Found uses your answers to match you to the right program — Found Wellness or the Found Clinic (medication-assisted weight care).

4 **Add a payment method**

Enter a credit card. It's required to enroll — whether it's ever charged depends on your program (see back).

5 **Download the Found app**

You'll be prompted to install it. From here, everything happens in the app.

6 **Start your journey**

Log in and begin your personalized program.

Scan to enroll

or visit:

joinfound.com/employers/sequoia-clients

About the credit card

A credit card is required to enroll — but you're only ever charged **with your authorization** (for example, a personalized compounded medication through the Found Clinic). Found Wellness members aren't charged.

Full details on the back →

Enroll: joinfound.com/employers/sequoia-clients

Rated #1 for clinical support by U.S. News & World Report

Found is not available in Louisiana, Mississippi, or West Virginia. Offerings vary slightly by state.

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GOOD TO KNOW

About the credit card requirement

Every Found member adds a credit card at enrollment — across Found Wellness and the Found Clinic alike. Here's why, and when it would ever be used.

Why is a card required?

Found's platform keeps a valid payment method on file for every account. It's a standard, secure setup step used across the platform — **not** a sign that you'll be charged.

Will my card be charged?

It depends on your program — and you're always in control:

- **Found Wellness:** No charge. There's nothing to purchase — your card simply stays on file.
- **Found Clinic (medication-assisted weight care):** Your card is charged only with your authorization — for example, if you're prescribed a personalized compounded medication that is prescribed and fulfilled through Found.

Can I use my HSA / FSA card?

Yes, if you have one — it works just like any other card on file.

The same flow for everyone

Registration is the same for every member. If you qualify for and join the **Found Clinic, most members see a clinician within 48 hours** — so having a card already on file keeps that momentum going. Even then, a stored card is only ever used for medical charges with your authorization.

Common questions

Q Why do I need a card if my employer is paying?

Found keeps a payment method on file for every account. Your program is covered by your employer, and you're only ever charged with your authorization.

Q Is my payment information secure?

Yes. Found uses bank-level encryption and is PCI-DSS compliant.

Questions? Email **employersupport@joinfound.com** or reach Found support in the app.

joinfound.com/employers/sequoia-clients

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