

ReShape®
Customized Coaching
 Powered by RetrofitSM

Dear Patient,

Welcome to ReShape Customized Coaching! Your personalized, virtual weight management solution. The ReShape Balloon™ and ReShape Customized Coaching are a **powerful combination** that will help you achieve your weight loss goals. By choosing the ReShape Procedure, you'll receive a dedicated weight loss coach to work with you for 12 months, live interactive classes, an online community forum and a wireless scale.

This is important because your coach will help you identify barriers that prevented weight loss in the past and help you make simple lifestyle changes to maintain your weight loss in the future. **Remember, the ReShape Gastric Balloon is only a tool to help you feel fuller faster. Long term weight loss success requires engagement and lifestyle change guided by your Retrofit coach.**

Here's how to get started:

1. Log into: <https://www.retrofitme.com/commitment/reshape>.
2. Enter your unique patient pin code into the dialog box provided to you by your doctor and a commitment form will open. Your pin code is: _____
3. Fill in all required information along with the \$350 payment to Retrofit via a credit card.
 - a. Including name, contact phone number, e-mail, practice name, procedure date, and address to ship devices (cannot be a PO Box).
 - b. You must also accept terms & conditions, which includes a HIPAA authorization.
4. Click submit and a dialog box will pop up congratulating you on joining the program.
5. Now you can enter your credit card information and click submit again.

But you're not done yet! Please set up your USER account:

6. Now look for an e-mail sent to the email you address supplied when completing the payment and commitment form. Check your SPAM folder if the email fails to show up. Click on the link provided in the email. This will prompt you to set up your user account in the Retrofit system.
7. Be sure to also download the **Retrofit Me App** on your mobile device after you create your account. This app makes communicating with your coach, accessing your classes and being part of your community easy and convenient. You can find this app at:
 - iTunes Store
 - Google Play Store

While this program is primarily accessed via your smart phone or computer, we realize that sometimes you may prefer just a phone call from your coach. If this is the case, please let your coach know.

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Contact Information for Account Support

Registration, scale or coaching issues, please call Retrofit support at (855) 473-8763 (8:00 am to 8:00 pm) or email support@retrofitme.com.

We look forward to your weight loss success!



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