

## **FAQs**

Following are some answers to Frequently Asked Questions. If you have a question that is not addressed here or you need help, please visit Technical Support!

### **GENERAL**

#### **Who is BDG?**

We are the destination for millennial women. BDG is THE voice for young women, covering anything and everything they love, including style, news, beauty, relationships, entertainment, and more! Our sites include: [bustle.com](http://bustle.com), [elitedaily.com](http://elitedaily.com), and [romper.com](http://romper.com).

#### **Why Join?**

The Bustle Hive will serve as an exclusively inclusive community where we'll open up the dialogue with you about anything and everything ranging from life ambitions to the latest episode of The Bachelorette through activities and surveys. In addition, we'll host parties, cocktail hours, and special events for Hive members, providing you with perks like Bustle swag and chances to win the latest must have gadgets.

Log in when you want and share as often as you'd like. We promise not to bombard you with requests on the daily; that's not our style, and we know it's not yours, either.

Need more reasons to join? Say no more.

- Bustle will be even more enjoyable to read (it's totally possible) when you tell us what you want to see more of.
- Being a Hive member means you're instantly part of a supportive, fun community of badass women.
- You'll get an insider look inside special projects we're working on and get to see the results of what you participated in.
- Secret Event Invites.
- Swag.
- Respect.

#### **What is the purpose of the Community?**

The purpose of the Bustle Hive community is to receive high-quality input from you, as part of our engaged, representative group of readers. We strongly trust and appreciate your opinion which will be a valuable element to help BDG make decisions at all levels and on a variety of topics.

## **How does the Community work?**

To join the Bustle Hive, you will complete a new member survey and receive a confirmation email. Please see “How do I become a member?” below.

Once you are a member, we will email you links to engaging and fun surveys and activities about once or twice a month, on average. Follow the links to complete the activities and help shape BDG!

We genuinely want to know what you have to say and we want your voice to be heard. Activity and survey results will be presented to our business units and will be discussed with them internally. Recommendations will be discussed and, thanks to your contribution, new action plans will be taken accordingly.

Please be informed that we will share the overall survey and activity results with our community members, when relevant. We will occasionally share survey and activity results with you, as well as information on changes we make because of the community’s feedback.

## **JOINING THE COMMUNITY**

### **Who is eligible to join?**

To join, individuals should have an interest in influencing the BDG experience. Individuals who are between 18 and 34 years of age may join the Bustle Hive.

### **What are the expectations of being a member?**

We encourage you to complete as many surveys and activities as you are invited to take.

### **How do I become a member?**

Sign up here: <https://www.bustlehive.com/h/s/5nbdCfUprxOC6xZQQ7IjTt>

### **What information is required to join the community?**

New members need to complete a new member survey. This new member survey will gather demographic information, including your age, where you live, marital status, and other important information. We ask these questions to make sure that we are including the opinions and views from a wide range of people and so that we know which activities would be relevant to send to you. Your individual responses will be anonymous and kept confidential.

### **For what length of time will I be a member?**

You may remain in the community as long as you complete at least one activity every six months. You may remove yourself from the community at any time by logging in and updating your profile

information to unsubscribe from the community. You can also unsubscribe by selecting the “unsubscribe” link at the bottom of any of our email communications.

## **MEMBER PRIVACY**

### **Will my information be private?**

Yes. When you participate in a Bustle Hive activity, your individual activity responses will be confidential. The information you provide will be reviewed only as aggregate data, in summary form, combined with other responses. Your member information will not be sold, traded or transferred to third parties.

## **ACTIVITIES**

### **What topics will be covered in the surveys and activities?**

Topics may include, among others:

- Fashion
- Beauty
- Politics
- Fitness
- Lifestyle
- Relationships
- And more!

### **How do I complete an activity or survey?**

You will be sent an email invitation once an activity or survey is available. Simply click on the link provided in the email and complete the activity or survey online. Or, log in to [www.bustlehive.com](http://www.bustlehive.com) with your email address and password and you will be directed to your member page. Your member page will contain links to available activities under the heading “My Activities.”

### **How often will I receive invitations to activities?**

Members will be contacted by email about once or twice a month on average and asked to complete short online activities and surveys. Based on the information you have provided; we may determine that some activities and surveys don’t apply to you and you will not be asked to participate. At different times, you may hear from us more or less frequently.

### **How long will it take to complete an activity or survey?**

Activity and survey length will vary based on the topic, but our goal is to keep each activity and survey under 20 questions so that it takes no more than 10 minutes on average to complete.

### **How long will I have to complete an activity or survey?**

Activity and survey length vary from study to study. With that being said, members will usually have 3 to 7 days to complete an activity or survey.

### **Will the activities or surveys be conducted in languages other than English?**

At this time, activities and surveys will only be offered in English.

### **How do members receive information about the activities and surveys they complete, including results and improvements?**

Results from activities and surveys are shared with decision makers at BDG. Select activity results and BDG improvements will be shared with members.

## **LOGGING IN**

### **How do I log in to the community?**

Visit [www.bustlehive.com](http://www.bustlehive.com). There is a Member Login option on the right-hand side of the page. Enter your email address and password that you created when you joined the community.

### **I am having trouble logging in. What should I do?**

If you have just joined the Bustle Hive and have not yet received a confirmation email, you will not be able to log in. Please check your inbox and click the link in your confirmation email to complete your registration and gain access to the community.

Check your Inbox and Junk Mail folder for the confirmation email; depending on your email provider, it may have been directed to your Junk Mail folder.

If you are already a member, please make sure that you do not enter blank spaces when entering your email address or password. Also, passwords are case sensitive.

If you forgot your password, enter your email address in the login field and select “forgot password.” A temporary password will be sent to you by email. Please allow up to 20 minutes for a new password to arrive through email. You will be able to change your password once you are logged in.

If you are having another problem logging in or need help, please visit Technical Support.

**I would like to update my email address.**

You may change your email address anytime by simply logging into the community and clicking "change email" under the "User Profile Information" section.

**I would like to unsubscribe.**

At any time, you may click on any of the "To unsubscribe click here" links, which you can find at the bottom of all our email communications. An unsubscribe confirmation page will launch, please click on the 'unsubscribe' button to confirm.