

Dear Coty Institute Testers,

We hope you've had a chance to explore our new website at [Coty Institute](#) and register with [RedJade](#) to continue testing with us! As our community grows, we'd like to share some important reminders and updates:

### Payment Timing & Enrollment

- Payments are issued **the Friday after the study ends**. If a study concludes on a Friday, payment will be processed the following Friday.
- You will receive an email from **JPMorgan** once your payment is processed. The first time, you'll need to register your **checking or savings account** for payment.
- To avoid expired payment fees, we **strongly recommend enrolling in Autopay**.

### New Payment Policy (Effective April 1, 2025)

- Any expired payments requiring reissue will be subject to a **\$10 processing fee**, which will be deducted from your total payment.

### Study Registration Process

- If you qualify for a study, you'll receive an email with the study details. If interested, click on the link to be redirected to your portal.
- **Select a timeslot and click "Submit."** You'll receive a confirmation email—if you don't receive one, your registration was not completed and you need to submit it again.
- If a study is full, check back later to see if any spots become available.
- All study sign-ups must be completed through your RedJade account; **email requests are not accepted**.

### Rescheduling or Cancelling your Appointment

If you can't attend, please cancel your appointment to allow others to participate. **Repeated "No Shows" may result in removal from The Coty Testing Institute panel.**

To make changes:

1. Log into your [RedJade](#) portal.
2. Click "My Schedule" on the left-hand menu.
3. Select the tile for the study you want to modify.
  - **To reschedule:** Click the new session you'd like to join and click "Submit."
  - **To cancel:** Uncheck your current session, select "None of these," and click "Submit."

### Product Pick-Up Policy

- Each participant **must** pick up their own product at their designated appointment—others **cannot** pick up on your behalf.

### Parking Lot Safety

- Please **drive slowly** in the parking lot and remain aware of other cars and pedestrians.

Thank you for being part of our testing community—we look forward to working together!

**Coty Testing Institute Team**