Weight Watchers Frequently Asked Questions

What is the CDW Weight Watchers benefit?

The CDW Weight Watchers benefit is a partnership consisting of two components: access to special corporate pricing and a 50% subsidy of purchase price. The subsidy is on a first come first serve basis until the allotted funds have been utilized. Choose one of the offerings below that best suits your specific lifestyle and preference:

- **Monthly Pass:** With Monthly Pass you can get the convenience of Weight Watchers meetings in your workplace and/or unlimited meetings in your local community where available. You will also have access to eTools, our internet weight-loss companion that helps you stay on track between meetings.

- **Online:** With Weight Watchers Online, you can follow the plan step-by-step entirely online with interactive tools and resources like a weight tracker, profress charts, restaurant guides and much more. It is available in two versions specifically designed for men and women with tailored content that speaks directly to each audience.

Who is eligible for this benefit?

All US coworkers are eligible. Participants must be 18 years of age or older. *Enrolled coworkers can take advantage of the company subsidy one time during employment for a maximum of 6 months.

How can I find Weight Watchers meeting locations and times?

Visit [https://wellness.weightwatchers.com](https://wellness.weightwatchers.com) using Employer ID 9586835 and Employer Passcode WW9586835 for a list of community and At Work meetings near you. Just enter your work address and zip code on the first page. On the following page, click “Go” next to the meetings option. If there is currently an At Work meeting set up in your zip code, you will see the meeting listed. You can also call 866-204-2885 for more information.
What if I don’t receive or lose my Monthly Pass card?

Contact Customer Service at monthlypass@weightwatchers.com if you do not receive your card within two weeks of enrolling and follow these instructions to print a temporary card:

- From your eTools account, click on Account Settings (you may need to reenter your password).
- Under Payment and Account Type, select Account Status.
- From the drop down box at the top of the screen, select Monthly Pass Temporary Card.
- Print your temporary Monthly Pass and bring to your meeting until your new pass arrives in the mail.

What if an At Work meeting is not available in my workplace?

You may purchase a Monthly Pass and attend community meetings. If you would like to get an At Work meeting started, call 800-8-AT-WORK for more information. Inform your company Benefits Manager once an At Work meeting has been established in your location.

What do I need to bring to a meeting?

Please bring your Monthly Pass and weigh-in book.

How much time should I plan on spending at a Weight Watchers meeting?

Weight Watchers meetings last approximately 30-45 minutes, including the weigh-in. At Work meetings will begin with a 15 minute weigh-in period followed by a 30 minute meeting. There may also be an orientation for new members which can last an additional 30 minutes.

I know the At Work meetings at my worksite have already started. Is it too late for me to sign up?

No; you may join At Work meetings at any time.
What is involved in setting up an At Work meeting at my location?

At Work meetings must have 15 Monthly Pass members to start and maintain an average of at least 12 or more members. An onsite coordinator will be necessary for this set up and logistics. (Note: Lifetime Members do not count toward the minimums.) For additional details, call 866-204-2885.

What is the role of the At Work onsite coordinator?

The role of the onsite coordinator is to:

- Help recruit the 15 or more participants to start an At Work meeting.
- Reserve the room for the meetings.
- Make sure the room is set up appropriately.
- Work with the Weight Watchers leader to organize the group.
- Direct participants to the meeting location, answer questions about meeting times, and refer individuals to the online registration portal or the toll-free number if necessary.
- Provide any updates to the Weight Watchers leader about meeting location changes.
- Help recruit in order to maintain an average of 12 or more members.

If I miss my At Work meetings, can I weigh in and attend a community meeting?

Yes. Your Monthly Pass will be accepted at any participating Weight Watchers location. Bring your current Membership Book so the leader can mark your attendance.

Is a credit or debit card required to purchase Monthly Pass?

Purchase options include credit or debit cards as well as PayPal. Flexible spending account debit cards cannot be processed for a Monthly Pass purchase. However, you may request a receipt for your weekly fees and you may submit the receipt to your insurance company if weight-loss services are an authorized expense.
**Is Weight Watchers an allowable expense to be paid from a flexible spending account (FSA) or health savings account (HSA)?**

Weight Watchers may be a reimbursable expense if you have been advised by your doctor that you are obese and need to lose weight provided certain conditions are met. You need a doctor’s letter that 1) states your diagnosis of obesity, or an obesity-related disease such as high blood pressure, that would be improved with weight loss, and 2) states the doctor’s recommendation that you lose weight. You also need a record of your expenses, such as paid invoices, receipts, or your Membership Book that is stamped with your attendance and payments. For reimbursement through an FSA, you must submit a doctor’s letter or medical necessity form provided by the claims payor and proof of payments for treatment with your claim. For HSA, you do not need to submit any documentation; however, you should save these documents with your tax records in case you are audited by the IRS. You may claim reimbursement for the purchase price. Go to [www.irs.gov](http://www.irs.gov) to learn more, or ask your tax advisor for guidance. You may also find helpful information at [www.obesity.org](http://www.obesity.org).

**How and when will I be charged for my Monthly Pass?**

You will be charged after completing your first purchase of Monthly Pass and each month thereafter at the applicable monthly rate until you cancel. You may be charged up to 15 days prior to the end date printed on your Monthly Pass card to ensure that your next month’s card arrives in time. This means that you may be charged twice in your first month, once for your initial month and once for the following month.

**How do I cancel my Monthly Pass?**

You can cancel your Monthly Pass at any time. Simply visit [www.weightwatchers.com/monthlypasscancellation](http://www.weightwatchers.com/monthlypasscancellation) for instructions. You may not cancel at meeting locations.

**If I purchase Monthly Pass and later cancel during the course of the same month, will I receive a pro-rated refund on my credit card?**

No, you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy. If you have already been billed for your next month, follow the instructions at [www.weightwatchers.com/monthlypasscancellation](http://www.weightwatchers.com/monthlypasscancellation) to receive a full refund for that month. See the full set of rules for Monthly Pass cancellations and refunds at [http://www.weightwatchers.com/monthlypasscancellation](http://www.weightwatchers.com/monthlypasscancellation).

**How do I cancel my Online Subscription?**

Log on to your account, scroll to the bottom of the page, and click the “contact us” link. Choose “cancel my account” and follow the instructions.
What is Lifetime Membership?

Lifetime Membership is a privilege you receive after completing your weight-loss journey as a Weight Watchers meetings member. You receive a Lifetime Membership recognition award when you:

- Achieve a weight goal that is within the Weight Watchers healthy weight ranges (or a healthy weight determined by your physician) and are at least five pounds less than your initial weight, and
- Have been on the Weight Watchers maintenance phase for six consecutive weeks as a current, paid meetings member and are no more than two pounds above your weight goal at the end of that period.

As a Lifetime Member, we encourage you to attend Weight Watchers meetings in your local area and anywhere in the world. There is no charge as long as you weigh in once a month at the first meeting you attend and you’re no more than two pounds above your weight goal. Don’t forget to show your Lifetime Membership Book. As a free Lifetime Member, you will also receive a free eTools voucher to retain access to all the online tools.

I am a Lifetime Member and I gained weight back. Can I return to Weight Watchers as a Lifetime Member?

Yes. If you want to return to meetings as a Lifetime Member, simply show proof of Lifetime Membership by bringing your Lifetime Membership Book or Lifetime Member number. If you are two pounds or more over your goal weight, you will need to pay the weekly fee or purchase a monthly pass until you reach within two pounds of your Lifetime goal weight to become a free member again. NOTE: Free Lifetime Members may attend AT Work meetings, but will not be counted toward the minimum number of participants to start (15) or maintain (average of 12) AT Work meetings.

What if I lose my Lifetime Member number?

Please call 800-651-6000 for assistance.

What fees apply to Lifetime Members?

Once you become a Weight Watchers Lifetime Member, you may never have to pay a registration fee at Weight Watchers again. As a Lifetime Member, you are charged a meeting fee only if you are two pounds over your weight goal. In addition, you are not expected to pay a missed meeting fee unless you have not weighed in within a one month period.
**Weight Watchers FAQ**

**What do I do with my current Monthly Pass after I become a free Lifetime Member?**

You will need to call 866-204-2885 to cancel payment on your Monthly Pass. Ask your meeting leader for your free eTools voucher.

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**Franchise Locations***

**I tried to sign up for a Monthly Pass through [https://wellness.weightwatchers.com](https://wellness.weightwatchers.com) and I got a message stating that Monthly Pass is not available in my area. Why?**

The address you used to register in the portal has been recognized as a Weight Watchers franchise. Weight Watchers International covers about 90% of the US. The remaining areas are covered by various Weight Watchers franchises. While franchise product offerings and prices may differ from the standard Weight Watchers pricing, you may still participate in the online only portion of the CDW program.

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**How do I join a meeting if I am in a franchise area?**

In the U.S., call Weight Watchers at 866-204-2885 to get the contact information for your franchise or go to [www.WeightWatchers.com/findmeeting](http://www.WeightWatchers.com/findmeeting) and type in your zip code. Go to “prices and special offers” under any meeting option to review available options and franchise contact information/website.

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**After registering for and purchasing a Monthly Pass or Online Subscription, how can I access it online?**

Go directly to [www.WeightWatchers.com](http://www.WeightWatchers.com) and log on. You will be recognized as a returning registered online subscriber. The easiest way to continue to access [www.weightwatchers.com](http://www.weightwatchers.com) is to save it as a “favorite” within your browser.

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**What is the Weight Watchers PointsPlus program?**

The PointsPlus program takes into account how your body processes food. You’ll be guided towards smarter – and delicious – choices, like Power Foods, that make your body work harder while providing better nutrition throughout the day. With Weight Watchers, every food has a PointsPlus value, which takes into account a food’s protein, carbs, fat, and fiber. Using advancements in nutritional science, Weight Watchers has developed a formula that helps wrap it all up into one easy-to-use number. You’ll get a daily personalized PointsPlus Target, so you know how much to eat to lose weight safely – while feeling satisfied.
What is Weight Watchers 360?

Weight Watchers 360° is a new holistic approach to surround members with tools, support, motivation, and guidance in an effort to maximize engagement in the weight loss process. They’ve combined the proven PointsPlus® program with the latest advancements in behavioral science to teach members how to build healthy habits that can become second nature, and to set up their environments to help them lose weight successfully and learn to keep it off. Weight Watchers 360° builds on the Tracking behavior and adds more emphasis to managing Spaces (environments and situations) and developing specific Routines that can become new healthy habits that stick.

Are Weight Watchers resources available in any language other than English?

Yes. Member meeting materials are available in Spanish upon request and the Weight Watchers call center at 866-204-2885 has Spanish-speaking representatives. If one is not available at the time of the call, the call will be transferred to voicemail where you may leave a message. A Spanish-speaking representative will return the call as soon as possible during business hours.

How do I contact Weight Watchers?

You may reach Watch Watchers at wellnesshelp@weightwatchers.com or 866-204-2885.

* Most information in this document is specific to the Weight Watchers International, Inc. corporate program. For franchise information, please refer to their program materials for details.