



# Frequently Asked Questions

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## **1. What is Weight Watchers®/WW?**

WW is Weight Watchers reimagined.

Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. We will always have the best weight-loss program on the planet, and now we're putting our decades of experience in behavior change to work for an even greater mission. We are becoming the world's partner in wellness. No matter what your goal is—to lose weight, eat healthier, move more, develop a more positive mindset, or all of the above—we will bring you science-based solutions that fit into your life.

As a reflection of our new mission, we are moving from Weight Watchers to WW—a mark that's rooted in the familiar but reimagined to welcome everyone who seeks to be healthier, not just manage their weight.

## **2. Why is the City of New York partnering with WW?**

City of New York has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, all at a special price.

## **3. If I register for WW, will my membership and weight information be kept confidential?**

Yes, it will. Although the City of New York will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

## **4. What are the WW offerings through the City of New York?**

Two WW offerings are available to you. You can choose the plan that fits your lifestyle.

Offering 1: Digital (previously referred to as OnlinePlus)

Offering 2: Digital + Workshops (previously referred to as Meetings + OnlinePlus)

## 5. What is the Digital offering?

Digital allows you to follow WW entirely online. It is a self-directed plan with interactive tools and resources like food and activity trackers, restaurant guides, and thousands of recipes and meal ideas to help you stay on track. You also have access to our trained WW Wellness Coaches via the 24/7 Expert Chat feature. The WW mobile app gives you access to Connect, our exclusive, members-only social media space where thousands of WW members share tips while supporting and motivating each other.

- Meetings are not available for individuals who enroll in this option.

## 6. How do I access Digital once I have registered?

Once you have purchased a Digital subscription, you may access it via the mobile app or at <https://www.weightwatchers.com/us/> and logging in with your username and password created during the registration process. You will be recognized as a returning registered online subscriber. The mobile app is available in the App Store or on Google Play.

## 7. How do I get help for a Digital subscription?

Help is available in the upper right-hand corner of every page on WeightWatchers.com. Using this “help” button, you can e-mail your specific question to one of seven areas of inquiry: subscription process, tools and features, technical support, login help, start weight changes, and cancellations. The typical response time is within 24 hours.

## 8. What will I receive with my Digital + Workshops membership?

Once enrolled in Digital + Workshops, you will gain access to a Monthly Pass within your account to attend weekly workshops at your workplace (where applicable) or the local community. Additionally, you will have access to Digital, WW's suite of digital and mobile tools.

## 9. How much time should I plan on spending at a Workshop?

Your group workshop, facilitate by a trained WW Wellness Coach, will last approximately 30-45 minutes.

## **10. What can I expect at a WW Workshop?**

At WW Workshops, you'll learn to follow the SmartPoints® food plan. You'll get tips and strategies, plus: Guidance from a WW Wellness Coach, a supportive and caring environment, helpful tools, guides, books, and recipes. You can also choose to do a weigh in.

## **11. How is a Monthly Pass used?**

Immediately following completion of your purchase, you will have the ability to print a Monthly Pass card and select the meeting location of your choice. At the Registration Desk, you should show the WW Member Experience Team your Monthly Pass card and hand in your completed Registration Card. No payment is required. Please note that by selecting a Workshop Studio throughout the enrollment process will not commit you to that specific Studio. Your Monthly Pass will be valid in any Workshop.

## **12. How do I find out if a Workshop in the Workplace is available at my workplace?**

Please visit <http://nyc.join.weightwatchers.com/> and click "Meeting Schedule" on the top part of the page.

## **13. How do I sign up for a Workshop in the Workplace?**

Contact your agency HR department to determine if your agency has an on-site coordinator. He or she will be able to provide you with enrollment information.

## **14. Who can take advantage of the WW offerings through the City of New York?**

All City of New York employees who are eligible for health benefits have access to a subsidy reducing the cost of membership by more than 50% off the regular price. Benefit-eligible dependents (spouses, children 18-26) and retirees can enjoy discounted pricing. Spouses and dependents of retirees are not eligible for the discount. Workshops (which used to be called meetings) are not available in some areas in the U.S. To find out if the county you reside in is a non-participating area, please visit: <http://wwfranchisecountylist.com>.

To become a WW member, you must:

- Be at least 18 years old.
- Not be pregnant.
- Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.

## 15. How can I get my family involved?

Only New York City employees are eligible for NYC/Union contribution. The City of New York/Unions have negotiated a reduced WW Membership rate for your spouses, domestic partners, dependents (over the age of 18) and retirees of the City. Please see the next question for pricing information. Providing or sharing your eligibility information or the Employer ID/Employer Passcode with non-City of New York employees (including spouses, relatives, friends) is strictly prohibited and may result in the termination of your membership.

## 16. What is the cost of the WW offerings through the City of New York?

### Employees:

- Offering 1: Digital (previously referred to as *OnlinePlus*): \$7.00 per month
- Offering 2: Digital + Workshops (previously referred to as Meetings + *OnlinePlus*): \$15.00 per month

### Spouses/Domestic Partners, Dependents, and Retirees:

- Offering 1: Digital (previously referred to as *OnlinePlus*): \$14.00 per month
- Offering 2: Digital + Workshops (previously referred to as Meetings + *OnlinePlus*): \$30.00 per month

State taxes will be added where applicable.

The dollar value of this contribution/benefit will be included as taxable income to the employee.

You will be charged the listed prices each month until you cancel your membership or if you are no longer eligible for the company subsidy.

## **17. How do I register for the WW offerings through the City of New York?**

You can purchase either of these offerings at <http://nyc.join.weightwatchers.com/> with Employer ID: 11612222 to receive a special price and subsidy. For assistance, call 866-797-2836 (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET). If you have any questions you may also email [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com).

If you are a current WW member, you can still take advantage of the discounted pricing and subsidy. Please call WW at 866-797-2836 (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET) for assistance with getting your membership switched to the City of New York special pricing.

## **18. Are you getting the message “Not found in the System” when you try to register?**

There are several reasons you may be receiving this message. If you have carefully followed the registration instructions found here, please send the following information to [WorkWell@olr.nyc.gov](mailto:WorkWell@olr.nyc.gov) for assistance:

- First Name
- Last Name
- Unique ID: Last 4 Digits of Social Security Number + Date of Birth mmddyyyy + first 8 characters of the first name (Example: 943009221987NAME) The ID is not case sensitive.
- Name of Agency

## **19. Can I use my Flexible Spending Account towards WW?**

Pursuant to City of New York policies and IRS regulations, WW may be a reimbursable expense for people who have been advised by their doctor that they are obese and need to lose weight provided certain conditions are met. You need a doctor’s letter that 1) states your diagnosis of a specific disease such as obesity, hypertension, or heart disease, 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 covered expenses, such as paid invoices, receipts, or your Membership Book that is stamped with your attendance and payments. IRS Publication 502 states that you cannot

include the cost of diet food or beverages in the medical expenses because the diet food and beverages substitute for what is normally consumed to satisfy nutritional needs. For reimbursement through an FSA, you must submit a doctor's letter or medical necessity form provided by the claims payer and proof of payments for treatment with your claim. Visit [nyc.gov/fsa](http://nyc.gov/fsa) for a Claims Form.

## **20. Can I accept or participate in promotional giveaways from WW?**

Please be advised that Weight Watchers North America, Inc (WWNA) is engaged in business dealings with the City of New York and therefore, in accordance with Chapter 68 of the City Charter, New York City public servants may not accept anything from WWNA valued at \$50 or more. Your agency may have stricter rules regarding gifts. Check with your agency's code of conduct or agency counsel. For further information or questions contact the New York City Conflicts of Interest Board at 212-442-1400.

## **21. I am retiring. How can I continue my WW membership when I'm no longer an active City employee?**

Please be advised that the 50% discount is only available for active City employees at this time. Once you have retired, you will no longer be eligible for the discounted rate. However, you are eligible for a reduced pricing at \$30/month. You will be notified via email when your discounted membership ends. Please call 866-797-2836 and the WW Wellness Hotline will be able to help you re-enroll. Please have your WW Username and Password available.

## **22. How do I cancel my WW membership?**

Our cancellation process is hassle-free. You can easily cancel your Digital or Digital + Workshops (previously known as Meetings + OnlinePlus) membership on our website. Simply log in to your account, go to "Settings," and then go to "Account" to view your cancellation options. If you would like assistance with cancelling your account, you can call 866-797-2836.

If you have already been billed for your next month, call 866-797-2836 to receive a full refund for the upcoming month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy.