



# Frequently asked questions



## Q: What is WeightWatchers?

**A:** WeightWatchers is Weight Watchers reimagined. Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. 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. WeightWatchers welcomes everyone who seeks to be healthier, not just manage their weight.

## Q: Why is HealthFlex partnering with WeightWatchers?

**A:** HealthFlex has teamed up with WeightWatchers to bring you a program that gives you real-life solutions to get healthier, all at a special price.

## Q: Who can take advantage of the WeightWatchers offerings?

**A:** All participants, their spouses and dependents age 18 or older are eligible to participate. 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 WeightWatchers member, you must:

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

## Q: If I register for WeightWatchers, will my membership and weight information be kept confidential?

**A:** Yes, it will. Although HealthFlex will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

## Q: If I'm a current WeightWatchers member can I receive the special pricing?

**A:** Of course! There's an option to link your current account through your company's registration process. If you have any issues, call WeightWatchers at 1-866-237-6032 for assistance with getting your membership switched.

**Join WeightWatchers today!** Visit [ww.com/us/HealthFlex](http://ww.com/us/HealthFlex), click "Join Now." Enter **Access ID: 15481112** and select your membership type. Then enter your first and last name (as printed on your HealthFlex ID card) and date of birth in month/day/year (00/00/0000) format - no spaces between names and date of birth.

**Questions?** Call 866-204-2885 or email [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com) (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET.)

## Q: What are the WeightWatchers offerings and monthly cost through HealthFlex?

**A:** You can choose the plan that fits your lifestyle.

### **Offering 1: Core (digital only)**

\$9.75 per month

### **Offering 2: Premium (digital + workshops)**

\$19.11 per month

You will be charged each month until you cancel your membership or if you are no longer eligible for the company subsidy. State taxes will be added where applicable.

## Q: How do I take advantage of the (wellness incentive) offered by HealthFlex?

**A:** Log in to your Personify Health account and click on "Benefits." Search WW—WeightWatchers.

## Q: How do I cancel my WeightWatchers membership?

**A:** Our cancellation process is hassle-free. You can easily cancel your membership on our website. Simply log in to your account, go to "Settings," > "Account" to view your cancellation options. If you would like assistance with cancelling your account, you can call 1-866-204-2885.

If you have already been billed for your next month, call 1-866-204-2885 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.