



General

1. I already have a Weight Watchers account. How do I keep my account history when opening a new account?

During registration, click on the “Returning to weightwatchers.com” or “currently using our Community” link and enter your www.weightwatchers.com username and password. Your existing information will be saved.

2. Will my monthly membership/subscription automatically renew at the new company rate?

Yes, in the following billing cycle.

Meetings (including Essentials)

3. How does a Meetings (including Essentials) payment plan work?

Meetings (including Essentials) offers members the flexibility to attend meetings anywhere. It is a recurring billing model, which renews each month at the standard monthly plan fee until you cancel. If your employer or insurance provider offers a subsidy, you will be charged in accordance with the terms and duration of the subsidy offered by your employer or insurance provider. Your credit card will be charged up to 15 days prior to the end of your second month, and each month thereafter, to ensure you receive your new Meetings (including Essentials) on time. An e-mail address and a credit card or debit card are required.

4. How quickly will members receive their Meetings (including Essentials) after purchase?

Members have the ability to print out a temporary card after activation of their Meetings (including Essentials) before their permanent pass arrives in the mail, which means they can start attending meetings the same day of purchase. A permanent Meetings (including Essentials) is mailed to each member’s home each month as long as his or her account remains active.

5. Is a credit or debit card required to purchase Meetings (including Essentials)?

Yes, a credit card or debit card is required. Flexible Spending Account Debit Cards cannot be processed for a Meetings (including Essentials) purchase. Meetings (including Essentials) is set up as a reoccur billing model. You may view and print a screen shot of your billing history from your Weight Watchers account. You may submit this screen shot as proof of purchase to your insurance company if they authorize weight loss services reimbursement.



6. Is an e-mail address required to purchase Meetings (including Essentials)?

Yes, an e-mail address is required.

7. What if I don't receive my Meetings (including Essentials) card in the mail or I lose my card?

If you have a problem with mail delivery, or if you ever lose a card, you can print out a Meetings (including Essentials) Temporary Card from the WeightWatchers.com website after you log in with your user name and password. You can log in by clicking the "Log In" link located at the upper right corner of the homepage. Once you are logged in, click the "My Profile" link also located in the upper right corner of the page you are on.

Please contact Customer Service at monthlypass@weightwatchers.com if you do not receive your card within two weeks.

8. Do I have to cancel my Meetings (including Essentials) if I want to stop being charged?

Members can cancel their Meetings (including Essentials) through their Weight Watchers.com account, by e-mail or mail. Note that we cannot process cancellation requests at meeting locations. To cancel Meetings (including Essentials), follow the instructions below:

- Login to [weightwatchers.com](http://www.weightwatchers.com) and visit the "Help" or "My Profile" areas
- E-mail cancelmonthlypass@weightwatchers.com
- Call Weight Watchers Customer Service at 1-800-651-6000
- Write to us at Weight Watchers North America, PO Box 307, Jericho, NY 11753 - Attention: Meetings (including Essentials) Refunds

For additional information go to:

<http://www.weightwatchers.com/monthlypasscancellation>

9. If a member registers for Meetings (including Essentials) and later cancels during the course of the month, will their credit be prorated for the number of days left on their Meetings (including Essentials)?

No. Except in special refund circumstances, there are no refunds for the current subscription month. If a special refund circumstance exists, the member will be refunded for the entire month, as refunds are based on subscription months and are not prorated. A full set of rules surrounding Meetings (including Essentials) cancellations and refunds can be found at: <http://www.weightwatchers.com/monthlypasscancellation>.

Frequently Asked Questions



10. How do I keep my current account history if I cancel and re-subscribe for Meetings (including Essentials)?

If a member wishes to cancel their current subscription and sign up for a new subscription under the company subsidy, they can transfer their existing account history to their new account so they will not lose previously recorded data. The first step is to purchase Meetings (including Essentials), which employees can do directly from the portal.

Note that in order for employees to be eligible for the company offered discount or subsidy, their previous account must be cancelled. Please instruct all members who need to cancel and re-sign up for the portal that they must cancel their membership before signing up in the portal in order to be able to keep their account information.

Please follow the steps below to restart Meetings (including Essentials) directly from the portal:

1. Visit the portal at: wellness.weightwatchers.com
2. Register and express interest in Meetings (including Essentials).
3. Enter your zip code into the box provided and click "Submit."
4. Choose a community location that interests you, and click to buy Meetings (including Essentials).
5. On the next page, click the "Returning to Weight Watchers or currently using our Message Boards" link to enter your existing user name and password. If you do not log in first, your subscription will not convert properly. If this link is not there, this means you are already logged in and can proceed.
6. Fill out the health screener and any other information required to continue with sign up.
7. Review your payment information, confirm your shipping address and agree to the subscription agreement before proceeding.
8. Click "Complete Sign Up."
9. Print your Temporary pass, which you will need to show at your meetings until your Meetings (including Essentials) card arrives in the mail.
10. After you have successfully signed up for Meetings (including Essentials), instructions on what to do next will be available for you on the next page.

11. If a member already has a Meetings (including Essentials) subscription, do they need to cancel and sign-up for another subscription via the portal?

No, all Meetings (including Essentials) members, regardless of how they purchased their Meetings (including Essentials) are welcome to attend meetings in their local community. However, if their employer offers a discount or a subsidy, they may wish to cancel their current subscription and sign up for a new subscription under the company subsidy. If they wish to do this, they can transfer their existing account history to their new account so they will not lose previously recorded data.

Frequently Asked Questions



12. What happens at the end of each month? Do I need to do anything to renew my Meetings (including Essentials)?

Your Meetings (including Essentials) automatically renews each month at the standard monthly plan fee until you cancel. If your employer or insurance provider offers a subsidy, you will be charged in accordance with the terms and duration of the subsidy offered by your employer or insurance provider. Your credit card will be charged up to 15 days prior to the end of your second month, and each month thereafter, to ensure you receive your new Meetings (including Essentials) on time.

13. I see two charges on my credit card during the first month after purchasing my Meetings (including Essentials)? Is this correct?

Your credit card will be charged up to 15 days prior to the end of your second month, and each month thereafter, to ensure you receive your new Meetings (including Essentials) on time. For this reason, you will see two charges on your credit card for the first month, and one charge each subsequent month.

14. How can I find a Weight Watchers meeting location close to me and the times of the meeting?

To find the meeting location convenient for you, visit www.WeightWatchers.com/findmeeting

15. What are invoice payment terms for clients that offer a subsidy through the portal?

Our standard payment terms are Net 30 days and payment in full is expected within 30 days from the invoice date.