

## Frequently Asked Questions: Program Overview

<p><b>1. What is Weight Watchers? What are their services and products?</b></p>	<p>The City of New York and its unions have teamed up with Weight Watchers to bring employees effective weight management offerings at a special price.</p> <p>Weight Watchers offers weight-loss services and products founded on a scientifically based approach to weight management. Based on the philosophy that successful weight loss is achieved through the attainment of a series of realistic goals, Weight Watchers offers multi-dimensional ways to learn how to achieve and then maintain a healthy body weight for the long term. <b>The Weight Watchers® Beyond the Scale</b> program is perhaps the most significant program innovation in our company’s history; It delivers more ways than ever for members to personalize the program, define their success and meet them where they are on the road to healthier living. Beyond the Scale delivers content and tools to support members in three key areas:</p> <p><b>Eating healthier:</b> New SmartPoints uses the latest nutritional science to make healthy eating simple</p> <p><b>Moving more:</b> Fitness that fits their life</p> <p><b>A personalized approach:</b> A program that serves each member’s lifestyle, goals and challenges.</p>
<p><b>2. What are the Weight Watchers offerings available to eligible City of New York employees?</b></p>	<p><b><u>Meetings (Weight Watchers Meetings with Monthly Pass<sup>*</sup>)</u></b></p> <p>Access to weekly meetings at your workplace or the local community including <i>OnlinePlus</i>, our suite of digital tools and 24/7 Chat.</p> <p><u>Benefits</u></p> <ul style="list-style-type: none"> <li>• Convenience and Flexibility</li> <li>• Guidance and motivation from Leader who has been in your shoes and has lost weight on Weight Watchers</li> <li>• Power of Shared Learning <ul style="list-style-type: none"> <li>○ Tools and strategies from people facing the same challenges, and encouragement to keep going.</li> </ul> </li> <li>• Confidential Weigh-in <ul style="list-style-type: none"> <li>○ A weekly weigh-in to help you stay accountable and assess your progress.</li> </ul> </li> <li>• 24/7 online chat support <ul style="list-style-type: none"> <li>○ Answers and Motivation whenever you need it on your own terms</li> </ul> </li> </ul> <p><b><u>OnlinePlus (Weight Watchers Online)</u></b></p> <p>Ability to follow our proven program entirely online with digital &amp; mobile tools, and 24/7 Chat. No meetings.</p> <p><u>Benefits</u></p> <ul style="list-style-type: none"> <li>• Convenience to follow the plan entirely online, anytime, anywhere — all at your own pace</li> <li>• Amazing digital tools, and a complete suite of mobile tools</li> <li>• 24/7 online chat support <ul style="list-style-type: none"> <li>○ Whenever, Wherever support</li> <li>○ Answers and Motivation whenever you need it on your own terms</li> </ul> </li> </ul> <p>Additionally, there are a number of products offered under the Weight Watchers</p>

	<p>trademark, either by Weight Watchers International, Inc. or through its licensees. These include a broad line of food products, best-selling cookbooks; exercise DVDs, a variety of food scales, and a national magazine. Availability may vary depending on location.</p> <p>* Available only in participating areas in the U.S. † Minimum enrollment required.</p>												
<p><b>3. Who is eligible to participate in these offers?</b></p>	<p>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.</p> <table border="1" data-bbox="586 558 1487 800"> <thead> <tr> <th colspan="2" data-bbox="586 558 1487 625">Meetings (includes OnlinePlus)</th> </tr> </thead> <tbody> <tr> <td data-bbox="586 625 1263 695">Employees</td> <td data-bbox="1263 625 1487 695">\$15/Month</td> </tr> <tr> <td data-bbox="586 695 1263 800">Spouses/Domestic Partners/Dependents (over age 18)/Retirees</td> <td data-bbox="1263 695 1487 800">\$30/Month</td> </tr> </tbody> </table> <table border="1" data-bbox="586 863 1487 1104"> <thead> <tr> <th colspan="2" data-bbox="586 863 1487 930">OnlinePlus</th> </tr> </thead> <tbody> <tr> <td data-bbox="586 930 1263 999">Employees</td> <td data-bbox="1263 930 1487 999">\$7/Month</td> </tr> <tr> <td data-bbox="586 999 1263 1104">Spouses/Domestic Partners/Dependents (over age 18)/Retirees*</td> <td data-bbox="1263 999 1487 1104">\$14/Month</td> </tr> </tbody> </table>	Meetings (includes OnlinePlus)		Employees	\$15/Month	Spouses/Domestic Partners/Dependents (over age 18)/Retirees	\$30/Month	OnlinePlus		Employees	\$7/Month	Spouses/Domestic Partners/Dependents (over age 18)/Retirees*	\$14/Month
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<p><b>4. Is my weight kept confidential?</b></p>	<p>Yes. Only Weight Watchers will see a copy of your weight tracker. The City of New York does not receive any information about individual employee weight loss.</p>												
<p><b>5. If I am currently a Weight Watchers member and want to take advantage of City of New York special pricing, how can I do this?</b></p>	<p>If you registered for Meetings or OnlinePlus, you will still need to register under The City of New York’s Weight Watchers portal to take advantage of the discounted pricing and subsidy.</p> <p>Please visit <a href="https://wellness.weightwatchers.com">https://wellness.weightwatchers.com</a>  Employer ID: 11612222  Employer Passcode: WW11612222</p> <p>Click <b>“Do you already have a weightwatchers.com account?”</b> and enter your current user name and password into these fields to maintain your previous account history and favorites.</p> <p>If you have any questions about this process, please contact the customer service line using the information provided below.</p>												
<p><b>6. How do I contact Weight Watchers?</b></p>	<p>You can call Weight Watchers at 866-797-2836. (Monday – Friday 8:00 a.m. – 10:00 p.m. EST; Saturday 11:00 a.m. – 5:00 p.m. EST) for assistance getting your membership switched over. You can also visit their website at <a href="http://wellness.weightwatchers.com">http://wellness.weightwatchers.com</a>.</p>												
<p><b>7. Can I accept or participate in promotional giveaways from Weight Watchers?</b></p>	<p>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.</p>												

<p><b>8. Is Weight Watchers a taxable benefit?</b></p>	<p>The dollar value of this contribution/benefit will be included as taxable income to the employee.</p>
<p><b>9. Why I am getting the message “Not found in the System” when I try to register?</b></p>	<p>There are a number of reasons you may be receiving this message. If you have carefully followed the registration instructions found <a href="#">here</a>, please send the following information to <a href="mailto:WorkWell@olr.nyc.gov">WorkWell@olr.nyc.gov</a> for assistance:</p> <ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• 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.</li> <li>• Name of Agency</li> </ul>

## Frequently Asked Questions: Meetings (Monthly Pass)

<p><b>10. How much time should I plan on spending at a Weight Watchers meeting?</b></p>	<p>Your group meeting, led by a trained Weight Watchers Leader, will last approximately 30-45 minutes.</p>
<p><b>11. What can I expect at a Weight Watchers meeting?</b></p>	<p>At Weight Watchers meetings you'll learn to follow the <i>SmartPoints</i>® plan. You'll get guidance, strategies and tips, plus:</p> <ul style="list-style-type: none"> <li>• A Leader who has lost weight with Weight Watchers</li> <li>• A supportive and caring environment</li> <li>• Helpful tools, guides, books, and recipes</li> <li>• Getting Started session for new members</li> </ul> <p>At your first meeting, the staff will give you a private and confidential weigh-in. You will also receive a membership book for tracking your weight. Your Leader will help you set your first weight-loss goal. Starting with 5% of your weight can be an attainable first step.</p>
<p><b>12. What are the requirements for becoming a Weight Watchers meetings member?</b></p>	<p>To become a Weight Watchers meetings member, you must:</p> <ol style="list-style-type: none"> <li>1. Weigh at least 5 pounds more than the minimum healthy weight for your height, according to the Weight Watchers healthy weight ranges.</li> <li>2. Be at least 18 years old.</li> <li>3. Not be pregnant.</li> <li>4. Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.</li> <li>5. Sign the Health Release on the Registration Card.</li> </ol>
<p><b>13. What is Meetings with Monthly Pass?</b></p>	<p>With Monthly Pass you can get the convenience of Weight Watchers meetings in your workplace and unlimited meetings in your local community. Get FREE eTools, our internet weight-loss companion that helps you stay on track between meetings as well as FREE Weight Watchers smart device applications.</p> <p>Purchase Monthly Pass through <a href="https://wellness.weightwatchers.com">https://wellness.weightwatchers.com</a> with Employer ID: 11612222 and Employer Passcode: WW11612222 to receive a special price and subsidy on this offering. For assistance, call 866-797-2836. (Monday – Friday 8:00 a.m. – 10:00 p.m. EST; Saturday 11:00 a.m. – 5:00 p.m. EST). You may also email <a href="mailto:wellnesshelp@weightwatchers.com">wellnesshelp@weightwatchers.com</a> with questions.</p> <p>Employee Cost: \$15.00 plus tax, per month gets you unlimited meetings each week, Free Registration, Free eTools and Weight Watchers smart device applications. A valid payment method is needed to complete your sign-up. You will be charged each month \$15.00 until you cancel, so there's no need to make a payment when you attend a meeting. 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.</p>
<p><b>14. Why do I have to complete my sign up for Meetings with Monthly Pass on a website to complete my registration?</b></p>	<p>Your Meetings with Monthly Pass only becomes active after you complete the sign-up on Weight Watchers website. This is to ensure that you have fully read the terms and conditions and understand the pricing plan you are participating in. Even if the Weight Watchers call center assists you with your registration, you will need to complete your sign-up for Meetings with Monthly Pass by visiting the Weight Watchers website within 7 days of purchase to accept these terms and conditions. This will also enable you to print out your Monthly Pass Temporary Card, which you will need to show at any participating meeting until your first Monthly Pass card arrives in the mail.</p>

<p><b>15. How is Monthly Pass used?</b></p>	<p>Immediately following completion of your purchase, you will have the ability to print a temporary Monthly Pass card and select the meeting location of your choice. At the Registration desk, you should show the staff person your Monthly Pass card and hand in your completed Registration Card. No payment is required.</p>
<p><b>16. Why was I billed twice in the same month for Monthly Pass?</b></p>	<p>When you purchase Monthly Pass you pay for your first subscription month immediately. After your first month, we want to make sure you receive your Monthly Pass cards on time, so we bill you 15 days prior to your renewal date and mail you the next month's card. While it may appear that you have been double billed, the additional charge covers your next subscription month. So, you're only charged once for each month. Moving forward your credit card will be billed monthly, but always 15 days prior to the start of your next subscription month. Please note that if you purchased Monthly Pass in your meeting room with a credit card your initial payment can appear as late as your second month due to processing delays.</p>
<p><b>17. What if I don't receive my Monthly Pass card in the mail or I lose my card?</b></p>	<p>If you have a problem with mail delivery, or if you ever lose a card, you can print out a Monthly Pass 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 at the upper right corner of the page you are on.</p> <p>Please contact Customer Service at <a href="mailto:monthlypass@weightwatchers.com">monthlypass@weightwatchers.com</a> if you do not receive your card within two weeks.</p>
<p><b>18. How do I cancel Meetings with Monthly Pass if I no longer need it?</b></p>	<p>You can easily cancel your Monthly Pass on our website. Simply visit <a href="http://www.weightwatchers.com/monthlypasscancellation">www.weightwatchers.com/monthlypasscancellation</a> or ask the Receptionist at your meeting for a copy of the Monthly Pass Cancellation Policy.</p> <p>If you have already been billed for your next month, follow the instructions to receive a full refund for that month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy.</p>
<p><b>19. How do I find out if an At Work meeting is available at my workplace?</b></p>	<p>Please visit <a href="https://wellness.weightwatchers.com">https://wellness.weightwatchers.com</a> with Employer ID: 11612222 and Employer Passcode: WW11612222. Submit your personal and workplace information, including the zip code of the office in which you work. Select the "Attend Meetings" option on the next page. On the following page you will see active Monthly Pass At Work meetings available in your office zip code.</p> <p>You may see a statement that says, "There are no At Work meetings at this site." This is because Weight Watchers cannot open a new At Work Program at your site until 15 people have purchased Monthly Pass. To make a purchase, scroll down the page and click <b>BUY MONTHLY PASS</b> near a local meeting. <b>THIS DOES NOT MEAN YOU ARE TIED TO THAT MEETING.</b> Your purchase will count toward the 15 people needed to open a meeting in your workplace. Until that meeting begins, you may attend meetings in your local community. For questions, please call 866-797-2836.</p>
<p><b>20. How do I sign up for an At Work meeting?</b></p>	<p>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.</p>
<p><b>21. If I miss my At Work meeting, can I weigh in and attend a community meeting?</b></p>	<p>Yes. Don't forget to bring your Monthly Pass card and membership book.</p>

## Frequently Asked Questions: *OnlinePlus* (Weight Watchers Online)

### 22. What will I receive with the *OnlinePlus* program?

You can follow Weight Watchers, step by step online, 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 trained Weight Watchers Leaders via the 24/7 Expert Chat feature. Plus, connect with the FREE online community, day or night, for inspiration and motivation and download Weight Watchers smart device applications.

Purchase Weight Watchers through <https://wellness.weightwatchers.com> with Employer ID: 11612222 and Employer Passcode: WW11612222 to receive special City pricing. For assistance, call 866-797-2836.

Employee Cost: \$7.00 plus tax, per month.

Meetings (includes <i>OnlinePlus</i> )	
Employees	\$15/Month
Spouses/Domestic Partners/Dependents (over age 18)/Retirees	\$30/Month

<i>OnlinePlus</i>	
Employees	\$7/Month
Spouses/Domestic Partners/Dependents (over age 18)/Retirees*	\$14/Month

### 23. How do I access *OnlinePlus*?

Once you have registered for and purchased an *OnlinePlus* subscription, you may access it via [www.weightwatchers.com](http://www.weightwatchers.com) and logging in. 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.

### 24. How do I get help for an *OnlinePlus* 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, cancellations, and Weight Watchers On-the-Go™. The typical response time is within 24 hours.

### 25. How do I cancel my *Online* subscription?

You can easily cancel your Weight Watchers Online account by visiting [www.weightwatchers.com/cancel](http://www.weightwatchers.com/cancel) or call 866-797-2836.

## GENERAL WEIGHT WATCHERS FAQs

<p><b>26. What is Lifetime Membership?</b></p>	<p>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:</p> <ol style="list-style-type: none"> <li>1. 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 5 pounds less than your initial weight, and</li> <li>2. Have been on the Weight Watchers maintenance phase for 6 consecutive weeks as a current, paid meetings member* and are no more than 2 pounds above your weight goal at the end of that period.</li> </ol> <p>*Please note that you may only become a Lifetime Member by getting to your healthy weight goal as a meetings member. Lifetime Membership is not available to online subscribers.</p> <p>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 2 pounds above your weight goal. Don't forget to show your Lifetime Membership book.</p>
<p><b>27. I am a Lifetime Member who has gained weight back. Can I return to Weight Watchers as a Lifetime Member?</b></p>	<p>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.</p>
<p><b>28. What if I have lost my Lifetime Member number?</b></p>	<p>If you have misplaced your Lifetime Member number and became a Lifetime Member in the area in which you still reside, you can call 866-933-9027. If you have moved out of the area in which you became a Lifetime Member, fill out our Lifetime Membership Information Request Form. You should receive a response within 14 days.</p>
<p><b>29. What fees apply to Lifetime Members?</b></p>	<p>Once you become a Weight Watchers Lifetime Member, you never have to pay a Registration fee at Weight Watchers again. And as a Lifetime Member, you are charged a meeting fee only if you are 2 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 1-month period.</p>
<p><b>30. Is Weight Watchers an allowable expense to be paid from a Flexible Spending Account (FSA)?</b></p>	<p>Pursuant to City of New York policies and IRS regulations, Weight Watchers 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.</p>