



## Frequently asked questions



AllianceData.

### Q: What is WW?

**A:** WW 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. WW welcomes everyone who seeks to be healthier, not just manage their weight.

### Q: Why is Alliance Data partnering with WW?

**A:** Alliance Data has teamed up with WW 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 WW offerings?

**A:** All full-time and part-time associates are eligible to participate. Workshops (which used to be called meetings) are available in most locations of the U.S. To find out if you reside in an area without workshops, 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.

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

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

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

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

### Q: What are the WW offerings and monthly cost through Alliance Data?

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

**Offering 1: Digital:** \$4.24 per month

**Offering 2: Digital + Workshops:** \$9.55 per month

State taxes will be added where applicable.

Credit Card is the only method of payment for the above offerings. WW accepts all major credit cards. Payroll Deduction is not available for the above offerings. 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.

### Q: How do I cancel my WW 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 866-204-2885.

If you have already been billed for your next month, call 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.

To purchase any of these WW offerings, or for more information, visit  
**[alliancedata.ww.com](http://alliancedata.ww.com)**

**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.)