



# Frequently asked questions

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## **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.

## **Why is Baylor College of Medicine partnering with WW?**

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

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

Membership and weight information is kept confidential however if your *Employer or Health Plan* requires certain information concerning participation at WW (e.g. Participation activity, weight data, etc.) the data will be shared with your *Employer or Health Plan* or third-party administrator.

## **What are the WW offerings through Baylor College of Medicine?**

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

- Offering 1: Digital (previously referred to as Online*Plus*)
- Offering 2: Digital + Workshops (previously referred to as Meetings + Online*Plus*)

## **Who can take advantage of the WW offerings through Baylor College of Medicine?**

Employees, spouses, and dependents 18 and over are eligible for the WW discounted rates and subsidy. Please send an email to [wellness@bcm.edu](mailto:wellness@bcm.edu) to add a spouse or dependent. Workshops (which used to be called meetings) and WW for Diabetes offerings 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.

## **What is the cost of the WW offerings through Baylor College of Medicine?**

- Offering 1: Digital (previously referred to as Online*Plus*): \$8.48 per month
- Offering 2: Digital + Workshops (previously referred to as Meetings + Online*Plus*): \$19.11 per month

State taxes will be added where applicable.

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.

## **How do I register for the WW offerings through Baylor College of Medicine?**

You can purchase either of these offerings at [ww.com/us/bcm](http://ww.com/us/bcm) to receive a special price and subsidy. For assistance, call 866-204-2885 (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 1-866-237-6032 (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 Baylor College of Medicine special pricing.

## 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 + Online *Plus*) 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 866-204-2885.

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.