

Frequently asked questions



DISCOVER
LiveWell
Health > Wealth > Balance

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 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 Discover partnering with WW?

A: Discover 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 employees, spouses/domestic partners, and dependents 18 and above are eligible to participate. See sign-up by visiting Discover.WW.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 Discover will receive information about the total membership weight loss, Discover 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 the registration process for Discover. 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 Discover?

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

Offering 1: Digital

\$16.96 per month (non-reimbursable)

Offering 2: Digital + Workshops

Employee Price: **\$19.11 monthly** (\$0 per month after reimbursement for meeting attendance requirements)

Spouse/Domestic Partner (and Dependents 18+) Price:

\$38.22 per month (non-reimbursable)

You will be charged each month until you cancel your membership or if you are no longer eligible for the WW program plans through Discover. State taxes will be added where applicable.

Q: How do I receive reimbursement for my WW Digital + Workshop membership?

A: Only employees are eligible for a 100% reimbursement for the WW Digital + Workshop plan. Members must attend 10 Workshops in a 12-week / 3-month period.

Reimbursement forms can be submitted every 3 months. The WW Reimbursement Form can be found on Discover.WW.com

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, 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.

Join WW today!

Step 1: Visit Discover.WW.com

Step 2: Choose the plan that's right for you

Step 3: Follow the instructions using Employer ID: 15037803

Questions? Call 866-204-2885 or email wellnesshelp@weightwatchers.com
(Monday-Friday 8:00 am-10:00 pm ET; Saturday 11:00 am-5:00 pm ET.)