



Frequently asked questions

Q: What is WW and why is U.S. Bank partnering with 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.

U.S. Bank 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: 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 U.S. Bank registration process. If you have any issues, call WW at 1-866-237-6032 for assistance with getting your membership switched.

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

A: Yes, it will. Although U.S. Bank will receive information about total member weight loss, U.S. Bank will not receive any individual or personally identifiable information.

Q: Who can take advantage of the WW offerings?

A: Employees, spouses/domestic partners, and dependents 18 or older are eligible for the U.S. Bank WW program.

- **All employees** regardless of being enrolled in a U.S. Bank medical plan and **spouses/domestic partners and dependent children (18+) who are enrolled in a U.S. Bank medical plan** are eligible for discounted rates PLUS a 50 percent reimbursement when qualifications are met.
- **Spouses/domestic partners and dependent children (18+) not enrolled in a U.S. Bank medical plan** are eligible for discounted rates, but not the 50 percent reimbursement.

Workshops 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.

Q: What are the WW offerings and monthly cost through U.S. Bank?

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

Digital: \$16.96 per month + reimbursement

Digital + Workshops: \$38.22 per month + reimbursement

(See below for additional reimbursement opportunities.)

You will be charged each month until you cancel your membership or you are no longer eligible for the U.S. Bank WW Program. State taxes will be added where applicable.

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

A: To receive your reimbursement, complete and return the reimbursement form according to the instructions on the form, which can be found on usbank.ww.com. You will receive a confirmation email after submission. Your reimbursement will be processed within 30 days via your U.S. Bank paycheck. Reimbursements for spouses/dependents will be made through the employee's U.S. Bank paycheck. You must submit your reimbursement form following your first 12-weeks of participation and in 12-week increments thereafter. Forms must be received within 90 days of when you completed the 12 weeks for which you are requesting reimbursement. Also, please know since the reimbursement is paid via your U.S. Bank paycheck, it is considered taxable income.

Digital: Track 10 weeks in a 12-week period

Digital + Workshops: Attend at least 9 workshops in a 12-week period or attend at least 75 percent of weekly workshops for a Workshop series/session through a WW franchise or through WW Canada, Ltd*.

Q: How do I check the status of my reimbursement?

Visit <https://www.checkyourrebate.com> with the reference number listed in your confirmation email.

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.

Join WW today! Visit usbank.ww.com. Click the "See Discounted Rates" button, enter the U.S. Bank

Employer ID: **63163** and your membership type, and then click "Next Step" to select your offering.

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

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