



# Frequently asked questions



## 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 CFW & the Healthy Challenge Wellness Program partnering with WW?

**A:** CFW & the Healthy Challenge Wellness Program have teamed up with WW to bring you a program that gives you real-life solutions to get healthier, at no cost to you.

## Q: Who can take advantage of the WW offering?

**A:** All employees, spouses, and retirees enrolled in the city's health plan are eligible to participate.

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 CFW & the Healthy Challenge Wellness Program will receive information about the total membership's weight loss, it 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 your company'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 CFW?

**A:** CFW & the Healthy Challenge Wellness Program are offering the digital only plan at no cost to you!

### Offering: Digital

\$0.00 per month

## Q: Can I earn Healthy Challenge points if I sign up?

**A:** Employees can earn 500 points toward Health Challenge Cash Payout through Virgin Pulse by signing up between 6/1/2020 and 8/22/2020 and remaining actively enrolled for 12 weeks (3 months).

Eligible participants will be automatically awarded the points in late November or early December, before the 12/15/2020 deadline. Anyone who registers after 8/22/2020 and meets the above criteria, will qualify for points in the following year's Cash Payout.

## 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 [www.com/us/CFW](https://www.com/us/CFW) and follow the instructions to get signed up!

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