



# Frequently asked questions



## Q: What is WW?

**A:** WW is Weight Watchers reimagined. Our purpose is to inspire healthy habits for real life. 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 your life. WW welcomes everyone who wants to be healthier, not just manage their weight.

## Q: Why is Navy Federal partnering with WW?

**A:** Navy Federal has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, at a special price.

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

**A:** All U.S.-based employees 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 Navy Federal will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

## Q: What is the WW offering and monthly cost through Navy Federal?

**A:** Navy Federal is subsidizing a Digital offering, which includes access to the WW app. It does not include access to community meetings.

Your cost for the Digital offering is \$8.48 per month. You will be charged each month until you cancel your membership or if you are no longer eligible for the company subsidy.

## 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. Please note that Navy Federal is subsidizing a Digital option that does not include community meetings.

If you have any issues, call WW at 866-204-2885 for assistance with getting your membership switched.

## Q: Can I become a Lifetime Member with the Digital offering?

**A:** Lifetime is not currently available for the Digital offering.

## Q: Is WW still eligible for the Field Wellness Reimbursement Program?

**A:** The purpose of the Field Wellness Reimbursement Program is to provide branch and remote employees access to services and items similar to those available at campuses. Since WW is a subsidized offering available to all U.S.-based employees, it is no longer an eligible expense for reimbursement effective 10/1/2020.

## 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 [WW.com/us/NFCU](https://www.ww.com/us/NFCU) and have your employee ID ready.

**Questions?** Call WW Wellness Hotline at 866-204-2885 or email [wellnesshelp@ww.com](mailto:wellnesshelp@ww.com).