



# 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 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.

## Q: Why is Western Kentucky University partnering with WW?

**A:** WKU has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, at no cost.

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

**A:** All benefit eligible employees and spouses/partners participating in WKU's medical plan are eligible to participate.

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

**A:** Yes, it will. Although WKU 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 WKU?

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

**Offering 1: Digital**  
\$0 per month

**Offering 2: Digital + Workshops**  
\$0 per month

## Q: What information do I need when I am signing up?

**Employee ID** = WKU ID (9 Digit 800#) E.g.  
800456789

**Cross Reference Secondary Employee ID**  
= Primary Employee WKU ID + S + Secondary Employee DOB (mmddyyyy) E.g.  
800456789S11201980

**Spouse and Domestic Partner ID** = Employee WKU ID + S + Spouse DOB E.g.  
800456789S11201980

## 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 <https://wellness.weightwatchers.com>. Click "See Discounted Rates" button, enter Employer ID: **14920989** your membership type, and your unique identifier (explained above) then click "Next Step" to select your offering.

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

**WKU TopLife**  
A Healthy Campus Community