



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 General Mills partnering with WW?

A: General Mills 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 U.S. based benefits-eligible employees (salaried, nonunion, Cedar and Belvidere Unions) and their covered spouses/domestic partners are eligible to participate in WW program offerings.

Workshops are not available in some areas in the U.S. General Mills Workshop pricing is not available in the following areas:

- Philadelphia
- Eastern Pennsylvania
- Nashville
- Oneida County, NY
- Maine
- Southern Alabama
- Arkansas
- Utah
- El Paso, TX
- Mississippi
- Idaho
- SW Oregon

To find out if you reside in a non-participating area, please visit: <http://wwfranchisecountylist.com>.

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

A: Yes, it will. Although General Mills will receive information about the total membership weight loss, General Mills 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 General Mills registration process. If you have any issues, call WW at 1-866-204-2885 for assistance with getting your membership switched.

Q: What are the WW offerings and monthly cost through General Mills?

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

Offering 1: Digital

\$8.48 per month

Offering 2: Digital 360

\$12.75 per month

Offering 3: Unlimited Workshops + Digital

\$19.11 per month

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

Q: How do I earn wellness points through My Wellbeing for participating in WW?

A: Receive points for engaging with the WW program- visit the Rewards page on the Virgin Pulse platform to see all the ways you can earn when participating in the WW program.

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, 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 generalmills.ww.com, and Step 2: enter Employer ID: 13566951.

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.)