

# Friends & Family - Program FAQ's



## Employee related questions

### ***What is the Friend & Family program and how long does it last?***

As an employee, each program year (1 September 2022 to 31 August 2023), you will have the opportunity to offer three (3) Friend memberships that each last **three months** and are 100% paid by WW and three (3) Family memberships that last for **twelve months** and are 100% paid by WW.

### ***How do I request friend and family codes?***

Please follow the detailed instructions on the [WW Friends & Family page](#).

***Technical Requirements, should you experience issues getting to the dashboard with a prompt to contact the program administrator.***

Cookie information: Please note F&F employee dashboard uses cookies, please ensure that cookies are enabled on the browser you are using. Our cookies don't collect personal data and are used only while you are browsing the applications.

### ***What is browser cache?***

Browser cache or temporary Internet files are a way that browsers download website images, data, and documents for faster viewing in the future. By keeping a local copy of some website information, your browser will be able to load at least some information from each page you have visited without downloading that information again from the server. This can decrease the time it takes to load a webpage. The downside is that the information on a website may have changed while your browser loads an older version. It is recommended that you clear your browser cache every few weeks to keep it running efficiently. You may want to configure your browser's settings to delete or remove your browser's cache upon closing or exiting the browser window. How are cache & cookies deleted/cleared?

| How To:  | Instructions:  |
|--|--|
| Delete/clear your browser's cache and cookies        | <ul style="list-style-type: none"><li>• <a href="#">Internet Explorer</a></li><li>• <a href="#">Mozilla Firefox</a></li><li>• <a href="#">Google Chrome</a></li><li>• <a href="#">Safari (Mac)</a></li><li>• <a href="#">Safari (iOS)</a></li><li>• <a href="#">Microsoft Edge</a></li></ul> |
| Set your browser to delete/clear each time it closes | <ul style="list-style-type: none"><li>• <a href="#">Internet Explorer</a></li><li>• <a href="#">Mozilla Firefox</a></li><li>• <a href="#">Google Chrome</a></li><li>• <a href="#">Microsoft Edge</a></li><li>• Safari does not support this feature</li></ul>                                |

***Can I request more than three (3) friend or three (3) family codes during the year?***

The program does not allow you to be sent more than three (3) unique friend and three (3) unique family codes in any one (1) program year.

***Can I swap some of my family codes for friend codes or vice versa?***

There is no ability to swap codes between friends or family.

***Do I have to request all six (6) codes at once?***

No, you can request the codes at different times during each 12-month period. Please note that requests for codes are processed by an automated system.

***When will I receive a requested code?***

Requested codes are generally sent to you within 24 hours if you requested accurately. Once you receive, forward the email to your intended recipient. Please note that emails may end up in your spam, junk or social email folder. If you cannot find the email, you can resend it from the F&F Dashboard in Okta.

***Are there any tax implications for me from this program?***

In some countries there may be tax implications. We strongly recommend you read the program fact sheet for your country on the [WW Friends & Family page](#) before requesting any sign-up codes for your friends and eligible family members.

***I have a specific question about the tax I will be liable for under this program, who can I talk to about that?***

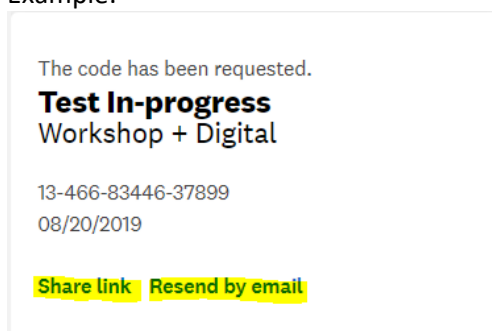
Please refer to the fact sheet for your country on the [WW Friends & Family page](#), it will give details of the relevant People Partner to contact for assistance with this question.

***I requested codes but never received the email from WW to forward on to my friend or family member, what should I do?***

Using the F&F employee dashboard you will be able to resend the email and share the link directly from the employee dashboard. You can access the dashboard through Okta and click on the Friends and Family application from there. Alternatively you can [click here](#) to be redirected to the F&F Dashboard. If you are having any trouble accessing the website, you can copy and paste the link below:

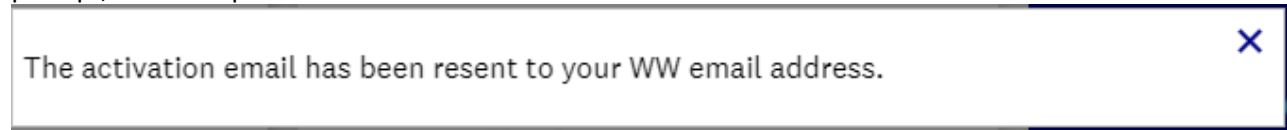
F&F Employee Dashboard Link - <https://friendsandfamily.weightwatchers.com/dashboard>

Example:



### Resending via email:

In the event that your Friend or Family member did not receive the code via email, you can go to the F&F Dashboard (link above) and resend the email to your employee WW email. You will receive the following prompt, once completed:



You will be able to forward the activation email to your Friend or Family member's email so they can activate their code.

### Manually share activation link:

If you prefer to send the activation link directly, instead of requesting an email to be sent, you can click on the "Share Link" button (see above image). Once you do, you will receive a notification stating that the Link has been copied to your clipboard.



You will be able to paste the link onto an email and send directly to your designated friend or family member. Below is an example of what the link may look like.

Example Link (Do not use): <https://www.weightwatchers.com/checkout/activation/12-345-678901-23456>

## Member related (as a friend or family member)

***If my Friend or Family member is already a member can they switch to take advantage of this free offer?***

Yes, you have to first request a Friends & Family code for them [via the employee process](#) and then once your friend or family member has the new code, they may switch to the free membership type. To do so, they must call the Contact Center (US is 1-800-651-6000) or for other countries the customer care team details are contained on the country fact sheets) to have this processed. It is important that they do not go online and try and switch or cancel their existing membership.

***Are there any restrictions on which family members I can nominate for the program? Which family members qualify?***

Because of tax requirements, product offerings and definitions of family vary by country. You'll find the specifics for your location and more details about how the program works via the fact sheet for each country on the [WW Friends & Family page](#).

***Can I request Friends & Family friend code for anyone who is under 18 years of age?***

Free WW membership under the Friends & Family program is only available to anyone at least 18 years of age.

***Can I request Friends & Family codes for anyone who lives outside the country in which I am employed in?***

Due to tax complexities, the F&F program offering is restricted to friends and family within the country where you work.

***Why do I have to disclose the family member relationship to me when requesting a code?***

This disclosure is necessary to meet tax reporting requirements in some countries. You will find the specific details about this in the fact sheet for your country on the [WW Friends & Family page](#).

***What are the options for extended family members to participate in the Friends & Family project if they aren't covered under the definition of family based on tax laws in my country?***

If the extended family member is not covered under the definition of family for your country (based on tax legislation) then you could nominate them for one of your friend codes, however they will only receive a 3-month 100% paid program

***Will my family member or friend need to pay anything up front?***

There is no payment due up front, however at sign-up they will be required to provide payment details and it will be explained to them that plans auto-renew at the end of the applicable plan period (3 or 12 months) and that they will continue to be charged monthly thereafter until they cancel their membership.

***Why is the Friends & Family program Digital (online) only in some countries?***

Because of tax requirements, product offerings and definitions of family vary by country. You'll find the specifics for your location and more details about how the program works via the country fact sheets on the [WW Friends & Family page](#).

***If a friend was nominated this year, can I nominate them again next year?***

Yes, you can choose to nominate the same person again if you wish, however the intention of the Friends & Family program is to invite new people to experience our WW Community.

***The code that was sent to my family member or friend doesn't work, what should they do?***

Please do not go online and request another code for them, they will need to contact the Customer Care team in the relevant country using the details at the bottom of the email that you forwarded them with their sign-up code & instructions.

***If I were to leave WW does the friend or family benefit cease immediately?***

No, it will continue for the remainder of the 3 or 12-month period until the person moves onto month by month recur billing until such time as they cancel their membership.

***Help - I accidentally requested the wrong program offer for my friend or family member: e.g.: I requested Online when I meant to request Meetings + Online***

Once you have received a F&F code via email, **there is no way to switch/swap/change or cancel them** – if you have not exhausted your allocation of codes for the year, you can request a new code for the correct program through the [WW Friends & Family page](#).

***If a friend or family member receives a code and doesn't activate it or partially uses it, can I reallocate it or swap it for a new code for a different friend or family member?***

Codes are issued and tracked by the employee. If a code is not activated prior to the end of the plan year (31 August 2020), it will expire. There is no process to transfer/swap/replace the code for a new code. Likewise, if your friend or family member partially uses their 3 or 12-month period, there is no option to replace the partially used code with a new code or transfer the remaining time period on the code to another friend or family member.

***If my friend decides not to use the code that I requested for them, can I give it to another friend?***

Yes, provided the code was not activated you can pass it to another friend – the code will still only work for the program channel you initially requested: Digital only or Digital + Studio.

***For the first program launch, when do my friends/family members have to activate any code they receive?***

All codes issued during this first program year must be activated before 31 August 2021, or else they will expire. Membership will be valid for 3 or 12 months from the date of activation, so as an example, if a family member activated their membership on 30 August 2023, it would be free for 12 months to 30 August 2024.

***What should we do if my friend or family member has a billing related issue?***

They will need to contact Customer Care in the relevant country for assistance. Please do not email the friends & family mailbox with billing or sign-up issues as we have no access to billing or member information.

***Are there any special membership rules or provisions for WW Friends & Family?***

No, once your friend or family member signs up, they will fall under the same rules as a WW Member today. This includes rules around pregnancy, age requirements, etc.

***Can my friend or family member attend At Work meetings with their membership?***

No, At Work meetings are a different type of program offering and is not part of the Friends & Family program.

***I'm an employee who isn't going to use all my free memberships. Can I re-assign them to one of my co-workers to use?***

Because of reporting and tax legislation in some markets you cannot use codes from a colleague for your friend or family member – all codes are linked to a specific employee and sharing codes may transfer tax liability from one employee to another.