

## Frequently Asked Questions

### **What is Weight Watchers and why are we offering their services and products?**

Weight Watchers offers weight-loss services and products founded on a scientifically based approach to weight management. Based on the philosophy that successful weight loss is achieved through the attainment of a series of realistic goals, Weight Watchers offers multi-dimensional ways to learn how to achieve and then maintain a healthy body weight for the long term. Weight Watchers incorporates healthful eating, physical activity, behavior modification, and for those who attend our meetings, a supportive atmosphere. Weight Watchers affirms that to lose weight safely and sensibly, a person must learn to eat more healthfully, increase physical activity, and handle the challenges encountered in the process of changing behavior. Syracuse University has teamed up with Weight Watchers to bring our benefit eligible faculty and staff effective weight management offerings at a special price.

### **How do I contact Weight Watchers?**

Weight Watchers Web site address is [www.weightwatchers.com](http://www.weightwatchers.com) and the toll-free phone number is 866-204-2885.

For more general FAQs about the Weight Watchers program, see pages 6-8.

### **What are the Weight Watchers offerings available to Syracuse University employees?**

#### **Option 1: Meetings (Weight Watchers Meetings with Monthly Pass\*)**

Access to weekly meetings at your workplace or the local community including *OnlinePlus*, our suite of digital tools and 24/7 Chat

#### **Benefits**

- Convenience and Flexibility
- Guidance and motivation from Leader who has been in your shoes and has lost weight on our program.
- Power of Shared Learning
  - Tools and strategies from people facing the same challenges, and encouragement to keep going.
- Confidential Weigh-in
  - A weekly weigh-in to help you stay accountable and assess your progress.
- 24/7 online chat support
  - Answers and Motivation whenever you need it on your own terms

To see if Meetings options are available in your area, please visit

<http://www.mypowwr.com/MPlocations.aspx>

#### **Option 2: OnlinePlus (Weight Watchers Online)**

Ability to follow our proven program entirely online with digital & mobile tools, and 24/7 Chat. No meetings.

### Benefits

- Convenience to follow the plan entirely online, anytime, anywhere — all at your own pace
- Tailored sites built to work for men and women
- Amazing digital tools, and a complete suite of mobile tools
- 24/7 online chat support
  - Whenever, Wherever support
  - Answers and Motivation whenever you need it on your own terms

Additionally, there are a number of products offered under the Weight Watchers trademark, either by Weight Watchers International, Inc. or through its licensees. These include a broad line of food products, best-selling cookbooks; exercise DVDs, a variety of food scales, and a national magazine. Availability may vary depending on location.

\*Available only in participating areas in the U.S. †Minimum enrollment required.

### **Who is eligible to participate in these offers?**

Active benefits-eligible employees only.

### **Is my weight kept confidential?**

Yes. Only Weight Watchers will see a copy of your weight tracker. Syracuse University does receive information about weight loss in aggregate numbers (groups, not individual names).

### **If I am currently a Weight Watchers member and want to take advantage of Syracuse University special pricing, how can I do this?**

If you are already registered for Meetings with Online*Plus* or Online*Plus*, you will still need to register under Syracuse University Weight Watchers portal to take advantage of the discounted pricing and subsidy. Please follow the instructions below. You can also call Weight Watchers at 866-204-2885 (Monday – Friday 8:00 a.m. – 10:00 p.m. EST; Saturday 11:00 a.m. – 5:00 p.m. EST) for assistance getting your membership switched over.

Please visit <https://wellness.weightwatchers.com>

Employer ID: **11186424**

Employer Passcode: **WW11186424**

**Note:** Click “Do you already have a weightwatchers.com account?” and enter your current user name and password into these fields to maintain your previous account history and favorites.

## weightwatchers

### A little more about you

Please fill in the information below to register and learn how you can start following the Weight Watchers program with offerings made available to you through your employer. Providing this information does not commit you to purchase - it just verifies which offers are available to you.

Name of employer: Syracuse University

All fields are required

### Personalize your account

▼ Do you already have a WeightWatchers.com account?

Log in with your current username and password.

Username:  [Forgot your username?](#)

Password:  [Forgot your password?](#)

### Option 1: Meetings (Monthly Pass)

#### How much time should I plan on spending at a Weight Watchers meeting?

Your group meeting, led by a trained Weight Watchers Leader, will last approximately 30-45 minutes.

#### What can I expect at a Weight Watchers meeting?

At Weight Watchers meetings you'll learn to follow the *PointsPlus*® plan. You'll get guidance, strategies and tips, plus:

- A Leader who has lost weight with Weight Watchers
- A supportive and caring environment
- Helpful tools, guides, books, and recipes
- Getting Started session for new members

At your first meeting, the staff will give you a private and confidential weigh-in. Your Leader will help you set your first weight-loss goal. Starting with 5% of your weight can be an attainable first step.

#### What are the requirements for becoming a Weight Watchers meetings member?

To become a Weight Watchers meetings member, you must:

1. Weigh at least 5 pounds more than the minimum healthy weight for your height, according to the Weight Watchers healthy weight ranges.
2. Be at least 17 years old.
3. Not be pregnant.
4. Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.

5. Sign the Health Release on the Registration Card.

### **What can I do if Meetings with Monthly Pass is not available in my local area?**

To find the meeting location convenient for you, visit [www.WeightWatchers.com/findmeeting](http://www.WeightWatchers.com/findmeeting) or call the Weight Watchers Wellness hotline at 800-767-7415. Monthly Pass is available for use in participating areas only. To see if Monthly Pass or other local meeting options are available in your area, please visit <http://www.mypowwr.com/MPlocations.aspx>

### **What is Meetings with Monthly Pass\*?**

With Monthly Pass\* you can get the convenience of Weight Watchers meetings in your workplace and unlimited meetings in your local community. Get FREE eTools, our internet weight-loss companion that helps you stay on track between meetings as well as FREE Weight Watchers smart device applications.

Purchase Monthly Pass\* through <https://wellness.weightwatchers.com> with Employer ID: 11186424 and Employer Passcode: WW11186424 to receive a special price and subsidy on this offering. For assistance, call 866-204-2885 (Monday – Friday 8:00 a.m. – 10:00 p.m. EST; Saturday 11:00 a.m. – 5:00 p.m. EST).

Cost: \$18.25 plus tax in CT, per month gets you unlimited meetings each week, Free Registration, Free eTools and Weight Watchers smart device applications. A valid payment method is needed to complete your sign-up. You will be charged each month \$18.25 until you cancel, so there's no need to make a payment when you attend a meeting. You may be charged up to 15 days prior to the end date printed on your Monthly Pass card to ensure that your next month's card arrives in time.

Weight Watchers Phone: Call 866-204-2885 (toll-free).

Hours: Monday through Friday from 8:00 a.m. to 10:00 p.m. EST and Saturday from 11:00 a.m. to 5:00 p.m. EST. You may also email [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com) with questions.

\*Available only in participating areas in the U.S.

### **Why do I have to complete my sign up for Meetings with Monthly Pass on a website to complete my registration?**

Your Meetings with Monthly Pass only becomes active after you complete the sign-up on our website. This is to ensure that you have fully read our terms and conditions and understand the pricing plan you are participating in. Even if our call center assists you with your registration, you will need to complete your sign-up for Meetings with Monthly Pass by visiting our website within 7 days of purchase to accept these terms and conditions. This will also enable you to print out your Monthly Pass Temporary Card, which you will need to show at any participating meeting until your first Monthly Pass card arrives in the mail.

### **How is Monthly Pass used?**

Immediately following completion of your purchase, you will have the ability to print a temporary Monthly Pass card and select the meeting location of your choice. At the Registration desk, you should show the staff person your Monthly Pass card and hand in your completed Registration Card. No payment is required.

### **Why was I billed twice in the same month for Monthly Pass?**

When you purchase Monthly Pass you pay for your first subscription month immediately. After your first month, we want to make sure you receive your Monthly Pass cards on time, so we bill you 15 days prior to your renewal date and mail you the next month's card. While it may appear that you have been double billed, the additional charge covers your next subscription month. So, you're only charged once for each month. Moving forward your credit card will be billed monthly, but always 15 days prior to the start of your next subscription month. Please note that if you purchased Monthly Pass in your meeting room with a credit card your initial payment can appear as late as your second month due to processing delays.

### **What can I do if Meetings with Monthly Pass is not available in my local area?**

Although Weight Watchers has approximately 4,800 meeting locations, there are some areas that do not participate in the Weight Watchers International Monthly Pass offering. However, our Customer Service representative will direct you on how to find a meeting in your area. Please call 866-204-2885 for more information.

### **What if I don't receive my Monthly Pass card in the mail or I lose my card?**

If you have a problem with mail delivery, or if you ever lose a card, you can print out a Monthly Pass Temporary Card from the WeightWatchers.com website after you log in with your user name and password. You can log in by clicking the "Log In" link located at the upper right corner of the homepage. Once you are logged in, click the "My Profile" link also located at the upper right corner of the page you are on.

Please contact Customer Service at [monthypass@weightwatchers.com](mailto:monthypass@weightwatchers.com) if you do not receive your card within two weeks.

### **How do I cancel Meetings with Monthly Pass if I no longer need it?**

We are committed to a hassle-free cancellation process. You can easily cancel your Monthly Pass on our website. Simply visit [www.weightwatchers.com/monthlypasscancellation](http://www.weightwatchers.com/monthlypasscancellation) or ask the Receptionist at your meeting for a copy of the Monthly Pass Cancellation Policy.

If you have already been billed for your next month, follow the instructions to receive a full refund for that month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy.

### **What is the minimum number of employees required to start an At Work meeting?**

The required meeting minimums vary by location. The average minimum is 15 members per meeting. You will be contacted directly from Syracuse University via your Syracuse University email address once 15 members have registered and the AtWork meeting can begin.

### **How long is the typical At Work meeting?**

At Work meetings are usually 30 to 45 minutes..

### **What is the role of my company's on-site coordinator?**

The role of the on-site coordinator is to:

1. Insure that the minimum number of participants is signed up in order to schedule a meeting

2. Reserve the room for the meetings
3. Make sure the room is set up appropriately
4. Work with the Weight Watchers Leader to organize the group
5. Direct employees to the meeting location, answer questions about meeting times, and refer employees to the toll-free number if necessary.
6. Provide regular updates to the Weight Watchers Leader about meeting location changes

#### How do I find out if an At Work meeting is available at my workplace?

Please visit <https://wellness.weightwatchers.com> with **Employer ID: 11186424** and **Employer Passcode: WW11186424**. Submit your personal and workplace information, including the zip code of the office in which you work. Select the “Attend Meetings” option on the next page. On the following page you will see active Monthly Pass At Work meetings available in your office zip code.

You may see a statement that says, “There are no At Work meetings at this site.” This is because Weight Watchers cannot open a new At Work Program at your site until 15 people have purchased Monthly Pass. To make a purchase, scroll down the page and click **BUY MONTHLY PASS** near a local meeting. **THIS DOES NOT MEAN YOU ARE TIED TO THAT MEETING.** Your purchase will count toward the 15 people needed to open a meeting in your workplace. Until that meeting begins, you may attend meetings in your local community. For questions, please call 866-204-2885.

#### If I miss my At Work meeting, can I weigh in and attend a traditional meeting?

Yes. Don't forget to bring your Monthly Pass card and membership book.

#### Option 2: OnlinePlus (Weight Watchers Online)

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You can follow Weight Watchers, step by step online, with interactive tools and resources like a weight tracker, progress charts, restaurant guides, and thousands of recipes and meal ideas to help you stay on track. Plus, connect with our FREE online community, day or night, for inspiration and motivation and download Weight Watchers smart device applications.

Purchase Weight Watchers through <https://wellness.weightwatchers.com> with **Employer ID: 11186424** and **Employer Passcode: WW11186424** to receive special corporate pricing. For assistance, call 866-204-2885.

Cost: \$8.05 plus tax in NY, per month.

#### How do I access OnlinePlus?

Once you have registered for and purchased an OnlinePlus subscription, you may access it via [www.weightwatchers.com](http://www.weightwatchers.com) and logging in. You will be recognized as a returning registered online subscriber. The easiest way to continue to access [www.weightwatchers.com](http://www.weightwatchers.com) is to save it as a “favorite” within your browser.

#### How do I get help for an OnlinePlus subscription?

Help is available in the upper right-hand corner of every page on WeightWatchers.com. Using this “help” button, you can e-mail your specific question to one of seven areas of inquiry: subscription process, tools and features, technical support, login help, start weight changes, cancellations, and Weight Watchers On-the-Go™. The typical response time is within 24 hours.

### **How do I cancel my Online subscription?**

We are committed to a hassle-free cancellation process. You can easily cancel your Weight Watchers Online account by visiting [www.weightwatchers.com/cancel](http://www.weightwatchers.com/cancel) or call 866-204-2885.

## **GENERAL WEIGHT WATCHERS FAQs**

### **What is Lifetime Membership?**

Lifetime Membership is a privilege you receive after completing your weight-loss journey as a Weight Watchers meetings member. You receive a Lifetime Membership recognition award when you:

1. Achieve a weight goal that is within the Weight Watchers healthy weight ranges (or a healthy weight determined by your physician) and are at least 5 pounds less than your initial weight, and
2. Have been on the Weight Watchers maintenance phase for 6 consecutive weeks as a current, paid meetings member\* and are no more than 2 pounds above your weight goal at the end of that period.

\*Please note that you may only become a Lifetime Member by getting to your healthy weight goal as a meetings member. Lifetime Membership is not available to online subscribers.

As a Lifetime Member, we encourage you to attend Weight Watchers meetings in your local area and anywhere in the world. There is no charge as long as you weigh in once a month at the first meeting you attend and you're no more than 2 pounds above your weight goal. Don't forget to show your Lifetime Membership book.

### **I am a Lifetime Member who has gained weight back. Can I return to Weight Watchers as a Lifetime Member?**

Yes. If you want to return to meetings as a Lifetime Member, simply show proof of Lifetime Membership by bringing your Lifetime Membership book or Lifetime Member number.

### **What if I have lost my Lifetime Member number?**

If you have misplaced your Lifetime Member number and became a Lifetime Member in the area in which you still reside, you can call 866-933-9027. If you have moved out of the area in which you became a Lifetime Member, fill out our Lifetime Membership Information Request Form. You should receive a response within 14 days.

### **What fees apply to Lifetime Members?**

Once you become a Weight Watchers Lifetime Member, you never have to pay a Registration fee at Weight Watchers again. And as a Lifetime Member, you are charged a meeting fee only if you are 2 pounds over your weight goal. In addition, you are not expected to pay a missed meeting fee unless you have not weighed in within a 1-month period.

### **How do activity *PointsPlus*® values work?**

When you log enough physical activity in the Activity Tracker in the Plan Manager, you'll automatically be credited with activity *PointsPlus*® values you've earned. Your earned activity *PointsPlus*® values can be swapped for food *PointsPlus*® values – and that's a big perk of being physically active: you can eat more food and still lose weight!

You can swap activity *PointsPlus*® values on the day you earned them, or on another day during your weight-tracking week. See your Plan Manager Settings for these options.



If you select the weekly swapping option, you can also choose whether any extra *PointsPlus*® values you use in excess of your Target on any given day will come from your activity *PointsPlus*® values first, or your weekly *PointsPlus*® Allowance. The *PointsPlus*® Tracker will automatically swap *PointsPlus*® for you, however you decide to use them.

### **What are Filling Foods?**

Filling Foods are satisfying choices you can rely on to help you stay fuller longer. Focusing on these foods can make a dramatic difference in your feelings of satisfaction and your ability to resist temptation when it strikes so that you can lose weight and keep it off.

### **Are member materials available in any language other than English in Weight Watchers meetings?**

Yes. Member materials are available in the meeting room in Spanish, upon request.

### **What happens if a Spanish-speaking employee calls Weight Watchers? How are they able to help the caller?**

Weight Watchers toll-free number does have Spanish-speaking representatives. If one is not available at the time of the call, the call will be transferred to voicemail where a message is taken. A Spanish-speaking representative will return the call as soon as possible during business hours.

### **Is Weight Watchers an allowable expense to be paid from a Flexible Spending Account (FSA) or Health Savings Account (HSA)?**

Pursuant to Syracuse University Health Plan policies and IRS regulations, Weight Watchers **may be** a reimbursable expense for people who have been advised by their doctor that they are obese and need to lose weight provided certain conditions are met. You need a doctor's Letter of Medical Necessity that 1) states your diagnosis of obesity and an obesity-related disease such as high blood pressure, that would be improved with weight loss and 2) states the doctor's recommendation that you lose weight. You also need a record of your expenses, such as paid invoices, receipts, or your Membership Book that is stamped with your attendance and payments. For reimbursement through an FSA, you must submit a doctor's letter or medical necessity form provided by the claims payer and proof of payments for treatment with your claim. For HSA, you do not need to submit any documentation; however, you should save these documents with your tax records in case you are audited by the IRS. You may claim reimbursement for the purchase price MINUS any subsidy you receive from Syracuse University.. Go to [www.irs.gov](http://www.irs.gov) to learn more, or ask your tax advisor for guidance. You can also find helpful information at [www.obesity.org](http://www.obesity.org).