



# FREQUENTLY ASKED QUESTIONS

## 1. WHAT IS WW/WEIGHT WATCHERS® AND WHY IS RELIANCE PARTNERING WITH THEM?

WW is Weight Watchers reimagined.

Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. We will always have the best weight-loss program on the planet, and now we're putting our decades of experience in behavior change to work for an even greater mission. We are becoming the world's partner in wellness. 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.

As a reflection of our new mission, we are moving from Weight Watchers to WW—a mark that's rooted in the familiar but reimagined to welcome everyone who seeks to be healthier, not just manage their weight.

Reliance has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, all at a special price.

## 2. WHO IS ELIGIBLE?

All U.S. full-time and part-time employees of Reliance Steel & Aluminum Co. and its subsidiaries, and all spouses/domestic partners who are enrolled in a Reliance Rewards medical plan, are eligible to participate in WW programs at a 50% discount.

## 3. WHAT WW OFFERINGS ARE AVAILABLE?

**Offering 1: DIGITAL + WORKSHOPS (formerly Meetings + OnlinePlus) – \$19.11 PER MONTH**

**STATE TAXES MAY APPLY**

### WHAT IS A DIGITAL + WORKSHOPS MEMBERSHIP?

Attend weekly, in-person group workshop at your workplace (where applicable) or in the local community. You will often see the reference to the Workshops membership as **WW Workshops with Monthly Pass**. You will need to show your Monthly Pass to enter a WW Workshop.

You'll also have access to Digital, the WW suite of digital and mobile tools. See below for details.

### WHAT CAN I EXPECT AT A WW WORKSHOP?

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Workshops are led by a trained WW Wellness Coaches and typically last 30-45 minutes. At WW Workshops you'll learn how to follow the SmartPoints® system, which includes tips and strategies, plus:

- Guidance from a WW Wellness Coach who has lost weight on WW
- A supportive and caring environment
- Helpful tools, guides, books, and recipes

At your first workshop, WW Studio Team (Wellness Coach and Wellness Guide) will give you a private weigh-in and give you the information and materials you need to get started right away.

## WHAT ARE THE REQUIREMENTS FOR BECOMING A WW DIGITAL + WORKSHOPS MEMBER?

To become a WW Digital + Workshops Member, you must:

- Be at least 18 years old
- Not be pregnant
- Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa
- Sign the Health Release on the Registration Card

## HOW DO I PARTICIPATE IN WW DIGITAL + WORKSHOPS IF WORKSHOPS ARE NOT AVAILABLE IN MY LOCAL AREA?

WW International covers about 86% of the U.S.; the remaining areas are covered by various WW **franchises**, and Digital + Workshops membership is not available in those areas. To see if Digital + Workshops membership is available in your area, please visit <http://wwfranchisecountylist.com>.

If you are located in a franchise area, you can still enroll in Digital and receive the company discount. See below for details about Digital.

## WHERE CAN I FIND MY MONTHLY PASS TO ENTER MY WW WORKSHOP?

You will need your Monthly Pass to enter a WW Workshop. Easily locate your Monthly Pass on our mobile app and/or website:

- iPhone/iPad: From the My Day screen, tap the Profile icon (top right), then My Monthly Pass Card under Resources
- Android: Tap the Profile icon (bottom right next to Connect), then My Monthly Pass Card under Resources

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- Desktop: From the My Day screen, select your Account in the top-right corner, then Settings, then Account & Billing, and enter your password, then select Plan Enrolled-Monthly Pass, which will display with the option to print

## HOW DO I GET HELP WITH A DIGITAL + WORKSHOPS MEMBERSHIP?

You may ask your meeting WW Studio Team for assistance in the workshop before or after the workshop time.

Help is available online in the upper right hand corner of every page on [weightwatchers.com](http://weightwatchers.com). Use the “help” button to email specific questions on Subscription Process, Tools and Features, Technical Support, Login Help, Start Weight Changes, Cancellations, and WW On-the-Go™. The typical response time is within 24 hours.

Within the WW mobile app, select “Help” on the bottom-right hand side of your screen to get assistance.

## **Offering 2: DIGITAL – \$8.48 (formerly known as *OnlinePlus*) PER MONTH (STATE TAXES MAY APPLY)**

### WHAT IS A DIGITAL MEMBERSHIP?

Digital allows you to participate in WW entirely online. It is a self-directed plan with interactive tools and resources such as food and activity trackers, restaurant guides, and thousands of recipes and meal ideas to help you stay on track. You can reach trained WW Wellness Coaches via the 24/7 Expert Chat feature.

The WW mobile app gives you access to Connect, our exclusive, members-only social media space where thousands of members share tips while supporting and motivating each other.

Workshop attendance is not available for individuals who enroll in this option.

### HOW DO I ACCESS DIGITAL ONCE I’VE REGISTERED?

- [weightwatchers.com](http://weightwatchers.com): Log in with your username and password, created during the registration process
- Download the **WW mobile app** to your phone or tablet. You will need to login with the username and password that you created during the registration process, and you can begin using the tools right away.

### HOW DO I GET HELP WITH A DIGITAL SUBSCRIPTION?



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Within the WW mobile app, select “Help” on the bottom-right hand side of your screen to get assistance.

## 4. HOW DO I EARN WELLNESS CREDITS FOR MY WW PARTICIPATION?

To earn up to 10 Wellness Credits with WW during each wellness program year (October 1 through August 31 of the following year), follow these steps:

**Step 1: Enroll** in the program of your choice (Digital + Workshops or Digital) to earn your first five Wellness Credits

**Step 2: Actively participate** for six consecutive months to earn five additional Wellness Credits

- **Digital + Workshops Members:** Attend a minimum of two WW Workshops per month or track your activity in your WW account a minimum of two times per month
- **Digital Members:** Track your activity\* a minimum of two times per month

## 5. HOW DO I ENROLL IN WW AT THE RELIANCE DISCOUNTED RATE?

To receive the Reliance 50% discounted rate, click on the WW tile on [wellnessatreliance.com](http://wellnessatreliance.com). It will take you to the WW website, where you will enter the information below as part of the registration process:

**Reliance Employer ID:** 14259845

**Employee ID:** Full First Name + Date of Birth (MMDD) + Last 4 digits of SSN  
(example: thomas07124444)

**Spouse/Domestic Partner ID:** Full First Name + Date of Birth (MMDD) + Last 4 digits of Employee’s SSN (example: jane01214444)

Reliance 50 % Discounted Rates (state taxes may be applicable):

Offering 1: **Digital + Workshops – \$19.11 per month**

Offering 2: **Digital – \$8.48 per month**

You will be charged the above prices (to your credit card or PayPal account) each month until you cancel your membership or are no longer eligible for the company discount.

I TRIED TO SIGN UP FOR DIGITAL + WORKSHOPS MEMBERSHIP AND GOT A MESSAGE STATING THAT MONTHLY PASS IS NOT AVAILABLE IN MY AREA. WHY?

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If you are located in a franchise area you can still enroll in Digital and receive the company discount. When you input your zip code during the registration process, you will see that Digital is the only available program for you to participate in.

## WHAT IF I'M A CURRENT WW MEMBER?

If you are a current WW member, you will still need to register under the Reliance Steel & Aluminum Co. WW program to take advantage of the discounted pricing. In addition to the login instructions above, follow these additional steps:

- Click **“Do you already have a weightwatchers.com account?”**
- Enter your current username and password to maintain your previous account history and favorites

For login or enrollment assistance, call WW at 866-204-2885 (Monday-Friday 8:00 a.m.-10:00 p.m. EST; Saturday 11:00 a.m.-5:00 p.m. ET). You may also email [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com).

## WHAT IF I'M A CURRENT OR RETURNING WW LIFETIME MEMBER?

If you are a current Lifetime Member, you do not need to register under the Reliance program. If you lost your Lifetime Member status, you can register for Digital + Workshops under the Reliance program to take advantage of the discounted pricing. See your Wellness Coach or read the [Lifetime Membership FAQ](#) for details.

## 6. HOW DO I CANCEL MY MEMBERSHIP?

We are committed to a hassle-free cancellation process. You can easily cancel your membership on our website. Simply log in to your account, go to “Settings” and then “Account” to view your cancellation options. If you would like assistance with cancelling your account, please call 866-204-2885.

If you have already been billed for your next month, call WW Wellness Hotline at 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](#).

## 7. IS MY WW INFORMATION KEPT CONFIDENTIAL?

Yes. Reliance Steel & Aluminum Co. receives information about weight loss in aggregate numbers only, and will not receive any individual or personally identifiable information.



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### 8. CAN MY FLEXIBLE SPENDING ACCOUNT (FSA) OR HEALTH SAVINGS ACCOUNT (HSA) APPLY TOWARD WW?

Pursuant to Reliance Steel & Aluminum Co. policies and IRS regulations, WW 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 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 an 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 Reliance Steel & Aluminum Co. Go to [irs.gov](https://www.irs.gov) to learn more, or ask your tax advisor for guidance. You can also find helpful information at [obesity.org](https://www.obesity.org).