



# 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:** Benefit eligible employees and spouse/domestic partners enrolled in General Mills medical plan who have enrolled in the My Wellbeing Program that have a BMI of 25 or greater and/or the waist circumference for males greater than 40 and less than or equal to 80, for females greater than 40 and less than or equal to 80.

If you are not a current WW member through General Mills or no longer meet the BMI or waist circumference requirement after completing your 2019 biometric exam you will no longer be eligible for the General Mills WW program offering.

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
- East Michigan
- Las Vegas
- Puerto Rico
- Nashville
- Oneida County, NY
- Arizona
- Central Michigan
- Maine
- North Michigan
- Southern Alabama
- Arkansas
- Utah
- El Paso, TX
- Mississippi
- Idaho
- SW Oregon
- Saginaw, MI

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 1-866-237-6032 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 + Workshops

\$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 My Wellbeing Points by attending Workshops and/or track your food and/or activity on your digital app at least four times within a three-month period.

## 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](http://generalmills.ww.com), and Step 2: enter Employer ID: 13566951.**

**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.)