



# Frequently asked questions

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## **What is Weight Watchers®/WW?**

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.

## **Why is Southern States Cooperative partnering with WW?**

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

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

Membership and weight information is kept confidential however if your Employer requires certain information concerning participation at WW (e.g. Participation activity, weight data, etc.) the data will be shared with your Employer or third-party administrator.

## **What are the WW offerings through Southern States Cooperative?**

Three WW offerings are available to you. You can choose the plan that fits your lifestyle.

- Offering 1: Digital (previously referred to as *OnlinePlus*)
- Offering 2: Digital + Workshops (previously referred to as *Meetings + OnlinePlus*)
- Offering 3: WW for Diabetes (includes Digital + Workshops and one-on-one support from a Certified Diabetes Educator [CDE])

## Who can take advantage of the WW offerings through Southern States Cooperative?

All Southern States Cooperative employees and medical plan spouses are eligible to participate. Workshops (which used to be called meetings) and WW for Diabetes offerings are not available in some areas in the U.S. To find out if the county you reside in is a non-participating area, please visit: <http://wwfranchisecountylist.com>.

To become a WW member, you must:

- Be at least 18 years old.
- Not be pregnant.
- Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.

## What is the cost of the WW offerings through Southern States Cooperative?

- Offering 1: Digital (previously referred to as *OnlinePlus*): \$8.48 per month
- Offering 2: Digital + Workshops (previously referred to as *Meetings + OnlinePlus*): \$19.11 per month
- Offering 3: WW for Diabetes: \$19.11 per month

State taxes will be added where applicable.

You will be charged the listed prices each month until you cancel your membership or if you are no longer eligible for the company subsidy.

## How do I register for the WW offerings through Southern States Cooperative?

You can purchase any of these offerings at [www.weightwatchers.com/us/ssc](http://www.weightwatchers.com/us/ssc) with Employer ID: 14519805 to receive a special price and subsidy.

Remember to have your employee ID ready, too! Employees add 001 to the end of 6-digit ID. Medical plan spouses add 002 to the end of your spouse's employee ID. For example: Employee = 098542001, Medical Spouse = 0-98542002. If you don't know your employee ID, please log into <https://my.adp.com> > click your name (top right) > profile.

For assistance, call 866-204-2885 (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET). If you have any questions you may also email [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com).

If you are a current WW member, you can still take advantage of the discounted pricing and

subsidy. Please call WW at 1-866-237-6032 (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET) for assistance with getting your membership switched to the Southern States Cooperative special pricing.

## How do I take advantage of the Virgin Pulse incentive offered by Southern States Cooperative?

WW participation data is automatically sent to Virgin Pulse from WW. Points will be awarded based on the actions and achievements below:

	Action	Point Value
<b>Lifetime Membership Status</b>	Achieve WW Lifetime Status (one-time award)	8,000
<b>Digital + Workshop</b>	Registration in Digital + Workshops Program	2,000
	Attend minimum of two Wellness Workshops per month	1,000
<b>Digital</b>	Registration in Digital Program	1,000
	Track activity 20 times per month	500
	Track activity 10 times per month	250

## How do I cancel my WW membership?

Our cancellation process is hassle-free. You can easily cancel your Digital or Digital + Workshops (previously known as Meetings + Online*Plus*) membership on our website. Simply log in to your account, go to “Settings,” and then go to “Account” to view your cancellation options. If you would like assistance with cancelling your account, 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.