



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.

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

Yes, it will. Although PRA Health Sciences will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

What are the WW offerings through PRA Health Sciences?

WW Digital (previously referred to as OnlinePlus) is being offered through PRA.

The WW Digital program allows you to follow the WW Freestyle program completely online! Get support wherever you go with:

- Wellness Wins- our one of a kind member rewards program that recognizes and inspires you to build healthy habits. Wins can be redeemed for exclusive products and experiences!
- SmartPoints—WW Freestyle and our proven science-backed SmartPoints system helps nudge you toward a healthier pattern of eating, and everything is on the menu! Plus there are 200+ zero point foods that you don't have to measure or track, giving you extra freedom and flexibility
- 24/7 Expert Chat—on demand support and guidance from a trained Wellness Coach who has been successful on the program
- Headspace—access to exclusive mindfulness content and WW exclusive resources from Headspace
- Recipes & Customized Meal Ideas—more than 4,000 healthy recipes give you so many delicious ways to love what you eat
- Seamless Activity Tracking— connect your favorite device to your WW account to track your FitPoints.
- Connect—our members-only social platform, makes you part of our super-supportive online community

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Who can take advantage of the WW offerings through PRA Health Sciences?

All benefit plan eligible employees are eligible to participate.

Spouses and dependents are not currently eligible to participate.

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 PRA Health Sciences?

Digital (previously referred to as *OnlinePlus*): \$8.48 per month

State taxes will be added where applicable.

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

Is PRA Health Sciences providing a subsidy to assist with the cost?

Yes. PRA Health Sciences will be subsidizing 50% of the membership costs, bringing the monthly price to \$8.48 per month.

If I am already enrolled, will I be eligible for the subsidy?

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 PRA Health Sciences special pricing.

How do I register for the WW offerings through PRA Health Sciences?

You can purchase this offering at <https://wellness.weightwatchers.com> with Employer ID: 14587098 to receive a special price and subsidy. 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.

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Can I pay through payroll deduction?

No. You will be prompted to pay upfront for your membership with a debit card, credit card, or pay pal account. You will pay \$8.48 when you enroll for your first month. The plan automatically renews monthly thereafter at \$8.48 until you cancel.

How do I cancel my WW membership?

Our cancellation process is hassle-free. You can easily cancel your Digital 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.