



# 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 HD Supply partnering with WW?

HD Supply 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?

Yes, it will be kept confidential. HD Supply will not receive details regarding individual member results.

## What are the WW offerings through HD Supply?

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

Choose the right plan for you	Digital	Digital + Workshops	WW for Diabetes
<b>Easy-to-use app and website</b> Track your food, activity, and weight any time with our digital tools.	*	*	*
<b>Endless food options</b> With our database of 4,000+ delicious recipes, you'll eat what you love and lose weight.	*	*	*
<b>Encouragement from a vast online community</b> Keep in touch with other members on their weight-loss journeys and share tips, tricks and ideas with each other.	*	*	*
<b>Motivation from others with similar goals</b> Share your journey with fellow members through weekly in-person workshops.		*	*
<b>Insightful coaching from a WW expert</b> Get strategies from someone who's been in your shoes and lost weight.		*	*
<b>Food plan</b> Tailored to individual needs.			*
<b>Weekly emails</b> information on diabetes and weight-loss management.			*
<b>Confidential and unlimited access</b> to a Certified Diabetes Educator (CDE).			*

## Who can take advantage of the WW offerings through HD Supply?

All HD Supply employees and their spouses and dependents 18+ are eligible for the special pricing.

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.

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## What is the cost of the WW offerings through HD Supply?

Choose the right plan for you	Digital	Digital + Workshops	*WW for Diabetes
Monthly Value	\$16.96	\$38.22	\$65.95
<b>HD Supply Monthly Contribution</b>	<b>50%</b>	<b>50%</b>	<b>100%</b>
<b>Your price per month</b>	<b>**\$8.48</b>	<b>**\$19.11</b>	<b>\$0.00</b>

### How do I register for the WW offerings through HD Supply?

You can purchase any of these offerings at [wellness.weightwatchers.com](http://wellness.weightwatchers.com)

**To purchase the Digital or Digital + Workshops Membership, enter Employer ID: 12252853**

**\*To purchase the WW for Diabetes Membership, enter Employer ID: 13121759**

*Kaiser Permanente plan members who wish to participate in the WW for Diabetes program must submit a request through the HD Supply HR Portal at [hr.hdsupply.com](http://hr.hdsupply.com).*

*In order to maintain your WW for Diabetes company-paid subscription, you must participate in the program each month.*

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. 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 HD Supply special pricing.

\*\*This will be your price per month if you meet the reimbursement requirements outlined below.

### How do I receive reimbursement for my WW membership?

HD Supply associates, spouses and adult dependents are eligible for 50% reimbursement of fees upon attending at least 10 Workshops within 3 consecutive months or after tracking at least 10 weeks in 3 consecutive months for WW Digital subscriptions. Reimbursements should be filed every three months on the HD Supply Wellness Reimbursement form.

### 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 + OnlinePlus) 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.