Weight Watchers offers weight-loss services and products founded on a scientifically based approach to weight management. Based on the philosophy that successful weight loss is achieved through the attainment of a series of realistic goals, Weight Watchers offers multi-dimensional ways to learn how to achieve and then maintain a healthy body weight for the long term. Weight Watchers incorporates healthful eating, physical activity, behavior modification, and for those who attend our meetings, a supportive atmosphere. Weight Watchers affirms that to lose weight safely and sensibly, a person must learn to eat more healthfully, increase physical activity, and handle the challenges encountered in the process of changing behavior.

Why are we offering Weight Watchers services and products?

Weight Watchers incorporates healthful eating, physical activity, behavior modification, and for those who attend Weight Watchers meetings, a supportive atmosphere, and is based on the philosophy that successful weight loss is achieved through the attainment of a series of realistic goals. Our company has teamed with Weight Watchers to bring our employees effective weight management offerings at a special price.

What are the Weight Watchers offerings?

1. **Weight Watchers At Work Meetings**

   At Work meetings offer, unlimited meetings each month at the University of Rochester or in the community. Membership includes eTools and Internet weight-loss companion with interactive tools that you can access anytime to help keep you on track between meetings.

2. **Weight Watchers Online subscription**

   With an Online subscription you can follow the Weight Watchers plan step-by-step online, with interactive tools and resources like a weight tracker, progress charts, restaurant guides and much more. It is available in two versions specifically designed for men and women with tailored content that speaks directly to each audience.

What is the Weight Watchers support system?

Weight Watchers offers a support system through meetings that is interactive, contemporary, and encourages hands-on learning through group activities and discussions. All meeting Leaders have learned how to lose and maintain their weight in the Weight Watchers program and are trained to respond to each member’s needs. This support system continues throughout the maintenance phase of the program, when members learn how to stay at their selected weight goal.

Who is eligible to participate and receive the 50% reimbursement?
All University of Rochester regular full-time and part-time faculty and staff are eligible to participate. Those that complete the program by attending 16 consecutive weekly meetings or utilizing the online tools for 16 consecutive weeks are eligible to receive 50% reimbursement.

**What is the process of reimbursement?**

After the completion of the program all eligible employees’ names are sent over on a list by the current leader. Upon receipt of this list, Well-U processes the reimbursement. Typically employees will see the reimbursement in their paycheck within two to three weeks after the session ends.

**Do I have to be enrolled in the Universities health care plan to receive reimbursement?**

No.

**Does the University receive information about my weight and/or my weight loss?**

No. Well-U is not privy to private employee information.

| Attending an At Work Weight Watchers Meeting |

**Where do I begin?**

To start your journey in weight watchers you must first purchase a monthly pass.

**How does the Monthly Pass work?**

Monthly Pass offers members the flexibility to attend meetings anywhere. It is a recurring billing model, which renews each month at the special University of Rochester pricing until you cancel. Your credit card will be charged up to 15 days prior to the end of your first month, and each month thereafter, to ensure you receive your new Monthly Pass on time. An e-mail address and a credit card or debit card are required.

**Is a credit or debit card required to purchase Monthly Pass?**

Yes, a credit card or debit card is required. Flexible Spending Account Debit Cards cannot be processed for a Monthly Pass purchase. Monthly Pass is set up as a reoccurring billing model. You may view and print a screen shot of your billing history from your Weight Watchers account.

**Is an e-mail address required to purchase Monthly Pass?**

Yes, an e-mail address is required.

**What if I don't receive my Monthly Pass card in the mail or I lose my card?**

If you have a problem with mail delivery, or if you ever lose a card, you can print out a Monthly Pass Temporary Card from the WeightWatchers.com website after you log in with your user name and password. You can log in by clicking the “Log In” link located at the upper right corner of the homepage. Once you are logged in, click the “My Profile” link also located in the upper right corner of the page you are on. Please contact Customer Service at monthlypass@weightwatchers.com if you do not receive your card within two weeks.
How quickly will members receive their Monthly Pass after purchase?

Members have the ability to print out a temporary card after activation of their Monthly Pass before their permanent pass arrives in the mail, which means they can start attending meetings the same day of purchase. A permanent Monthly Pass is mailed to each member’s home each month as long as his or her account remains active.

Do I have to cancel my Monthly Pass if I want to stop being charged?

Yes. Members can cancel their Monthly Pass through their Weight Watchers.com account, by e-mail or by mail. Note that we cannot process cancellation requests at meeting locations. To cancel your Monthly Pass, follow the instructions below:
- Login to weightwatchers.com and visit the “Help” or “My Profile” areas
- E-mail cancelmonthlypass@weightwatchers.com
- Call Weight Watchers Customer Service at 1-800-651-6000
- Write to us at Weight Watchers North America, PO Box 307, Jericho, NY 11753 - Attention: Monthly Pass Refunds

For additional information go to: http://www.weightwatchers.com/monthlypasscancellation

If a member registers for Monthly Pass and later cancels during the course of the month, will their credit be prorated for the number of days left on their Monthly Pass?

No. Except in special refund circumstances, there are no refunds for the current subscription month. If a special refund circumstance exists, the member will be refunded for the entire month, as refunds are based on subscription months and are not prorated. A full set of rules surrounding Monthly Pass cancellations and refunds can be found at: http://www.weightwatchers.com/monthlypasscancellation.

If a member already has a Monthly Pass subscription, do they need to cancel and sign-up for another subscription via the Weight Watchers portal?

No, all Monthly Pass members, regardless of how they purchased their Monthly Pass are welcome to attend the At Work meeting. However, if they want to obtain the special University of Rochester pricing, they may wish to cancel their current subscription and sign up for a new subscription with the special University of Rochester pricing. If they wish to do this, they can transfer their existing account history to their new account so they will not lose previously recorded data.

What happens at the end of each month? Do I need to do anything to renew my Monthly Pass?

No. Your Monthly Pass automatically renews each month at the special University of Rochester pricing until you cancel. You will be charged the special University of Rochester pricing each month. Your credit card will be charged up to 15 days prior to the end of your first month, and then each month on that date thereafter, to ensure you receive your new Monthly Pass on time.

I see two charges on my credit card during the first month after purchasing my Monthly Pass? Is this correct?
Your credit card will be charged up to 15 days prior to the end of your first month, and then each month thereafter, to ensure you receive your new Monthly Pass on time. For this reason, you may see two charges on your credit card for the first month, and one charge each subsequent month.

I already attend Weight Watchers meetings outside of work, am I eligible to receive reimbursement?

No. You must sign up at one of the UR locations to be eligible for reimbursement. You may attend meetings outside of the UR and be eligible for the reimbursement once you sign up here.

What can I expect at a Weight Watchers meeting?

At Weight Watchers, weight management is a partnership that combines our knowledge and experience with your efforts. We teach you about good nutrition, activity, and healthy behavior. Upon joining, you are weighed and choose an initial weight goal and ultimate goal. If your ultimate goal is within the Weight Watchers healthy weight ranges chart (which is based on Body mass Index) or has been prescribed by your doctor, you will be eligible for Lifetime Membership when you achieve it and complete the maintenance phase of the Program. At the end of your first meeting (or the first At Work meeting), you should stay for the “Getting Started Session,” where the Leader takes new members through Week 1 materials. The Weight Watchers two food plans (The Flex Plan and the Core Plan) are explained, and you choose the one that suits you best initially. The POINTS Food System is also explained. Members are also taught the 8 Good Health Guidelines and the four pillars of the Weight Watchers program, which include eating healthy, being active, optimizing healthy behaviors, and the importance of a supportive environment.

The current Weight Watchers meeting times do not really fit into my schedule, are there any other options for me?

Yes. As long as you have signed up here at the University you may attend any location for the duration of your Weight Watchers group (this is typically 17 weeks). Once you have completed your session elsewhere be sure to return you Weight Watchers weigh in booklet to the University leader that you originally signed up with so that your name may be added to the reimbursement list (they will verify your attendance).

I recently left my position at the University, can I continue to attend the at work meetings?

No. In order to maintain eligibility to our at work program you must remain a regular full-time/part-time faculty or staff member. Please visit the Weight Watchers site to find local meeting locations.

Do I have to talk in the Weight Watchers meetings?

No. You can participate in the group discussion as much or as little as you want. If you don’t feel like speaking in a group, you can simply listen. You will still learn from our 40-plus years of experience new ways to manage your weight and feel great about yourself.

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Subscribing to a Weight Watchers Online Program
How is payment for the Online subscription made?

You pay for the Online subscription by inputting your credit card information when you are registering through the Weight Watchers portal.

After registering for and purchasing the Online subscription, how can I access it online?

Once you have registered for and purchased a Weight Watchers Online subscription, you may access it via a link from your company’s website or by going directly to WeightWatchers.com and logging in. In all cases, once you log on to WeightWatchers.com, you will be recognized as a returning registered Online subscriber. The easiest way to continue to access WeightWatchers.com is to save it as a “favorite” within your browser.

How do I get help for a Weight Watchers Online subscription?

Help is available in the upper right-hand corner of every page on WeightWatchers.com. Using this “help” button, you can e-mail your specific question to one of seven areas of inquiry: subscription process, tools and features, technical support, login help, start weight changes, cancellations, and Weight Watchers On-the-Go™. The typical response time is within 24 hours.

How do I cancel my Online subscription?

Log on to your account, scroll to the bottom of the page, and click the “contact us” link. Choose “cancel my account” and follow the instructions.