Employee FAQ’s:

I’m already a Weight Watchers customer. (with either active etools or a current Monthly Pass) How do I keep my old account history information in the new account I want to create?

1. Call Customer Service at 1-866-204-2885
2. Let the representative know:
   a. You are signing up as a new customer through the portal
   b. You need to cancel your current account
   c. You want to keep your old information in the new account
   d. If any refund is due, the representative will process this
3. Make sure you have the correct username and password
4. Go back to the registration page and register
5. Select either the Monthly Pass or Online option
6. Enter your previous username and password

Will my monthly subscription automatically renew?

Monthly Pass will automatically renew each month until you cancel. After your first month, your account will be charged $[price] for [number of months] months. Thereafter, your account will be charged the standard monthly fee (currently $[price], plus tax for Connecticut) until you cancel.

Please Note:
If you no longer meet the criteria for the special pricing made available by your company (for example, if you are participating as an employee and are no longer employed by your employer or if you are participating as a dependant of an individual that is no longer employed by such company), then beginning on your next billing date, you will be charged the standard monthly rate for Weight Watchers Online (currently, $[price]) until you cancel.

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.
How do I print a temporary card?

1. Log in and click “My Profile” located at the top of every page on the site.
2. Click the “Monthly Pass Temporary Card” link in the My Account box.
3. Print the page.

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. However, you may request a receipt for your weekly fees and you may submit the receipt to your insurance company if they authorize weight loss services reimbursement.

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

Yes, an e-mail address is required.

How does a Monthly Pass payment plan work?

Monthly Pass offers members the flexibility to attend meetings anywhere. It is a recurring billing model, which renews each month at the standard monthly plan fee (currently $39.95, plus tax in Connecticut) until you cancel. If your employer or insurance provider offers a subsidy, you will be charged in accordance with the terms and duration of the subsidy offered by your employer or insurance provider. Your credit card will be charged up to 15 days prior to the end of your second 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.

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

Members can cancel their Monthly Pass through their Weight Watchers.com account, by e-mail or mail. Note that we cannot process cancellation requests at meeting locations. To cancel 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.

To confirm what type of subscription you have, please look at the Weight Watchers logo located at the top left of your screen when you are logged in to the website. If it says Weight Watchers Online you will not be able to switch your Weight Watchers Online account to Monthly Pass directly on the website.

If you would like to attend meetings and sign up for Monthly Pass, you will need to cancel your Weight Watchers Online subscription before you can sign up for Monthly Pass.

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

Your Monthly Pass automatically renews each month at the standard monthly plan fee (currently $39.95, plus tax in Connecticut) until you cancel. If your employer or insurance provider offers a subsidy, you will be charged in accordance with the terms and duration of the subsidy offered by your employer or insurance provider. Your credit card will be charged up to 15 days prior to the end of your second month, and each month 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 second month, and each month thereafter, to ensure you receive your new Monthly Pass on time. For this reason, you will see two charges on your credit card for the first month, and one charge each subsequent month.
I know the meeting has already started. Is it too late for me to sign up?

With Monthly Pass, you can subscribe at any time and attend the At Work meeting.

What do I need to bring to a meeting if I attend locally?

Monthly Pass allows you the flexibility to attend local meetings as well as At Work. Just bring your Monthly Pass and any other supplies you would normally bring to At Work meetings (e.g. weight books, program material).

How does PayPal Work?

PayPal acts like a digital wallet where you can securely store all your payment options, such as your bank account and credit card. When you want to make a payment, you don’t have to pull out your credit card or type your billing info every time. Simply click on the PayPal checkout button, log in to your PayPal account, and select your preferred payment method. PayPal will complete the payment process—without sharing your info with merchants and sellers.