



Frequently asked questions



Q: What is WW?

A: WW is Weight Watchers reimagined. Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. 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. WW welcomes everyone who seeks to be healthier, not just manage their weight.

Q: Why is The Commonwealth of Virginia partnering with WW?

A: The Commonwealth of Virginia has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, all at a special price.

Q: Who can take advantage of the WW offerings?

A: The Commonwealth of Virginia employees enrolled in a state health plan are eligible for WW discounted pricing and 50% subsidy and can sign up for WW at wellness.weightwatchers.com with **Employer ID: 63569**. State plans include COVA Care, COVA HealthAware, COVA HDHP and Kaiser Permanente HMO.

The Commonwealth of Virginia employees not enrolled in a state health plan, spouses, and adult dependents are eligible for WW discounted pricing only and can sign up for WW at wellness.weightwatchers.com with **Employer ID: 15269416**

Workshops (which used to be called meetings) 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: 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.

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

A: Yes, it will. Although The Commonwealth of Virginia will receive information about the total membership weight loss, The Commonwealth of Virginia will not receive any individual or personally identifiable information.

Q: If I'm a current WW member can I receive the special pricing?

A: Of course! There's an option to link your current account through The Commonwealth of Virginia's registration process. Call WW at 1-866-237-6032 for assistance with getting your membership switched.

Q: What are the WW offerings and monthly cost through The Commonwealth of Virginia?

A: Choose the plan that fits your lifestyle.

Offering 1: Digital

\$8.48* or \$16.96** per month

Offering 2: Digital + Workshops

\$19.11* or \$38.22** per month

You will be charged each month until you cancel your membership or if you are no longer eligible for The Commonwealth of Virginia's WW Program. State taxes will be added where applicable. Tax additional in AK, CT, HI, SD, and WV, see page 2 for details.

*Employees enrolled in a state health plan.

**Employees not enrolled in a state health plan, spouses, and adult dependents.

Q: How do I cancel my WW membership?

A: Our cancellation process is hassle-free. You can easily cancel your membership on our website. Simply log in to your account, go to "Settings," > "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.

Questions?

Call 866-204-2885 or email

wellnesshelp@weightwatchers.com

(Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET.)

Join WW today!

Visit wellness.weightwatchers.com, enter your **Employer ID**, and follow the instructions.



Frequently asked questions



Q: What is tax additional in AK, CT, HI, SD, and WV?

A: WW collects sales tax on all services sold to consumers and organizations. There are a handful of states whereby state law, WW must provide a breakdown of sales tax collected via the WW dotcom site or invoices.

Sales tax is included within the price of the WW offerings sold directly to consumers or organizations in all states with the exception of Connecticut and New York.

Why companies are not tax exempt?

The purchase of WW services is subject to sales tax, where applicable, because the member (employee) is the purchaser (consumer) of the service.

When a company subsidizes all or a portion of the cost of the service, the company is merely providing its share of the total amount due. The fact that the total due includes sales tax does not mean the company is being subjected to sales tax. The member, not the company, is the taxable party in the purchase of WW services.

Does WW charge tax for the Workshop and Digital offerings?

Workshops are taxed in 5 different states (listed below), Connecticut being the only state with explicit tax. Digital is currently only taxed in New York*. *WW charges tax is "on top of" the "Digital" offering price

Taxable states with tax rates:

- Connecticut - 6.35%
- Alaska – no state tax but taxable in some cities and rates vary by location
- Hawaii – state rate 4% and a rate that varies by county
- South Dakota – state rate 4% with a rate that varies by city
- West Virginia – 6%
- New York – range from 7.00% to 8.875%

Why tax is bundled in some states and not others:

Weight loss services are subject to sales tax in only a handful of states. CT is one of the states that taxes weight loss services. When the digital +workshop program was rolled out, an internal decision was made to add sales tax to the cost of the monthly pass sold in CT. For the few other states where weight loss services are taxable (for example South Dakota), the digital + workshop is sold tax included. Please note that we do remit sales tax to all states where weight loss services are taxable.

How does the tax appear on invoices?

Invoices display the tax as a separate line item for the 6 specified states above.

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