



FAQ

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What is Weight Watchers?

Weight Watchers is a weight management program designed to help you build sustainable, healthy habits. Unlike restrictive diets that focus solely on "good" vs. "bad" foods, WW uses a **science-backed points system** that considers food's overall nutritional profile - not just the calories. The goal of the program is to help you lose weight while still enjoying foods you love, focusing on long-term lifestyle changes rather than a temporary "fix."

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Why is Case Western Reserve University partnering with WW?

Case Western Reserve University has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, all at a special price.

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Who can take advantage of the WW offerings?

All Case Western Reserve University benefits-eligible faculty and staff are 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

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

Yes, it will. Although Case Western Reserve University will receive information about the total memberships weight loss, it will not receive any individual or personally identifiable information.

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Do I need an Employee ID to sign up for WW?

Yes, you will need your Employee ID to receive the special pricing. This is not your Network ID, but the seven digit employee ID you can find on your pay stub.

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

Of course! There is an option to link your current account through Case Western Reserve University's registration process. IF you have any issues, call WW at 1-866-237-5032 for assistance with getting your membership switched.

Join Today! To sign up or for more information visit [WW.com/CWRU](https://www.weightwatchers.com/CWRU)

Questions: Call 866-204-2885 or email wellnesshelp@ww.com



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What are the WW offerings and monthly cost through Case Western Reserve University?

You can choose the program that fits best for you!

- **Core: \$10.25**
- **Core+: \$19.11**

Program Descriptions:

Core: The Core program is a digital-first membership using the signature Points System. Access to the app includes advanced food tracking, adjustable modes, body scanner, and sleeping tracking, access to 12,000+ recipes, and an in app digital community.

Core+: The Core+ program includes everything in the Core program PLUS unlimited coaching, workshops, and peer support, access to the GLP-1 Success Pathway, and the Menopause Pathway.

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How do I cancel my membership?

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

Join Today! To sign up or for more information visit [WW.com/CWRU](https://www.com/CWRU)

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