

FREQUENTLY ASKED QUESTIONS



Who can purchase Monthly Pass and where is it accepted?

Monthly Pass is accepted at most locations in the US. To find one near you, visit our website at www.weightwatchers.com/monthlypasslocations. Most Weight Watchers members can purchase Monthly Pass except individuals who:

- 1) Are pregnant;
- 2) Are under 18 years of age;
- 3) Are no more than 5 pounds above the recommended minimum weight for their height;
- 4) Have an active medical diagnosis of bulimia nervosa

You will also need a valid credit card, an e-mail address, access to the Internet and a working printer.

How do I sign up and pay for Weight Watchers Monthly Pass?

To sign up for Monthly Pass, you can pay for the first month at your meeting or on our website at www.weightwatchers.com/monthlypass. If you pay for the first month at your meeting, you will need to enter the Access Code from your Starter Voucher to complete your sign-up on our website.

A valid credit card is needed to complete your sign-up on our website. Your credit card will be charged automatically each month at our monthly rate (currently \$49) until you cancel, so there's no need to make a payment when you attend a meeting. Your credit card may be charged up to 15 days prior to the end date printed on your Monthly Pass card to ensure that your next month's card arrives in time.

Why do I have to complete my sign up for Monthly Pass on the WeightWatchers.com website to receive a Monthly Pass card each month?

Your Monthly Pass only becomes active after you complete the sign-up on our website. To complete your sign-up, you need to go to our website within 7 days of purchase and enter the Access Code printed on your Monthly Pass Starter Voucher. This will also enable you to print out your Monthly Pass Temporary Card, which you will need to show at any participating meeting until your first Monthly Pass card arrives in the mail.

Please note that you will be required to pay for the next meeting you attend if you do not complete the Monthly Pass sign-up on our website and show your temporary card. Remember, the sooner you complete your sign-up for Monthly Pass on our website, the sooner you can start using Weight Watchers eTools to help you stay on track between meetings.

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 at the upper right corner of the page you are on. Then locate and click the "Monthly Pass Temporary Card" link.

In addition, please make sure to check that your shipping address is correct and that all necessary information is filled in. We have discovered that the majority of undeliverable cards are due to an incomplete/incorrect shipping address. This shipping address field is located in the Contact and Billing Information section of "My Profile." If your address is correct and you still have not received a card within two weeks, please contact Customer Service at MonthlyPass@weightwatchers.com for assistance.

I currently subscribe to Weight Watchers eTools. Can I switch to Monthly Pass without losing any money?

Yes, you can easily switch to Monthly Pass directly on the website. To switch, log in to your Weight Watchers eTools account. **If you do not log in first, your subscription will not convert properly.** Then click the "My Profile" link located at the top of any page on the website. Click the "Switch Payment Plan to Monthly Pass" link to complete your sign-up for Monthly Pass.

If you have already purchased Monthly Pass in your meeting room, use the Access Code printed on your Starter Voucher to complete the switch on our website.

You will automatically receive a refund for the current month (and any future months) of your existing Weight Watchers eTools account. Once your refund is processed you will receive a confirmation e-mail to the address we have on file. Note that while we will process all the refunds as fast as we can, there might be a one week delay before you see the refund appear on your account.

How do I cancel Monthly Pass when I no longer need it?

We are committed to a hassle-free cancellation process. You can easily cancel your Monthly Pass on our website. Simply visit www.weightwatchers.com/monthlypasscancellation or ask the receptionist at your meeting for a copy of the Monthly Pass cancellation policy. If you have already been billed for your next month, follow the instructions to receive a full refund for that month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the cancellation policy.

How will my personal information I provide to Weight Watchers on the website be protected?

Weight Watchers takes safeguarding your information very seriously so that you can feel confident and protected. We use 128-bit Secure Socket Layer (SSL) technology, the industry standard encryption protocol, to keep your information secure during transmission. You can also go to www.weightwatchers.com/legal/privacy.aspx for more details about our privacy policy.

 Call 1.800.651.6000 ext. 199
WeightWatchers.com/Arizona

 **WeightWatchers®**
Stop Dieting. Start Living.

*Weight-loss data based on 12-week study comparing people who were instructed to attend Weight Watchers meetings and use eTools to people who were instructed to attend Weight Watchers meetings alone.

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