

WEIGHT WATCHERS AT WORK

FREQUENTLY ASKED QUESTIONS

What is Weight Watchers?

Weight Watchers is the leading global brand in weight management, committed to providing a comprehensive approach to weight loss that is based on the latest scientific thinking. The program is focused on long-term results as it helps you lose weight in a sustainable way by promoting a healthier lifestyle and a new relationship with food and activity. You eat nutritious, satisfying foods that you enjoy and the result is that you lose weight at a healthy rate and keep it off!

What is Weight Watchers At Work?

The At Work program brings the meeting to you! A trained Weight Watchers leader, who lost weight while on the Weight Watchers program, comes to your workplace to provide experienced guidance at weekly meetings.

For whom is the Weight Watchers program?

The program is suitable for anyone with at least 5 lbs to lose and is looking to lead a healthier lifestyle. Your leader will help you determine your goal weight range, which is typically within a healthy BMI of 20-25.

What happens when I reach my goal weight?

Weight Watchers wants you to achieve your goal weight! Once you have achieved your goal weight, you will go through a minimum six week maintenance period to learn how to maintain your weight. When you have completed this maintenance period, you will be refunded the remaining time left on your series and you will become a Weight Watchers Lifetime member. Lifetime status entitles you to free eTools and meetings free for life, provided that you weigh-in on a monthly basis and keep your weight within two pounds of your goal weight.

Do I need to purchase special supplements or meal replacements from Weight Watchers?

No. Our 2-week Simple Start Plan and our *PointsPlus* Plan helps you look at food in a whole new way. Learn to choose foods that will keep you feeling fuller longer. The Plan allows room for your favourites and treats, so there's no need to feel deprived.

Will my group know what I weigh?

No. Your weigh-in will be conducted discreetly. Your information is confidential and known only to your group leader.

How long does the meeting take?

The meetings are typically scheduled for an hour. During the first 15 minutes, members are weighed-in and then the weekly topic discussion will be approximately 30 minutes, leaving some time at the end of the hour to weigh-in anyone who may have arrived late or have specific questions related to their own progress.

What is the cost?

The fees depend on the series length. Please attend the Overview Session, or speak to the Leader for specific details related to your series.

Important to note:

- At Work meetings never charge a registration fee
- At Work series offers free access to eTools, a savings value of \$17.95 per month
- Split payments are available for all series lengths
- Fees are pro-rated for members joining mid-series

I am already a Weight Watchers member – can I join the At Work series?

The Weight Watchers At Work meetings do require a minimum number of registrants. Members currently attending a community meeting and paying weekly will be asked to register for the series to attend.

Members attending community meetings using Monthly Pass may attend the meeting. Online subscribers will be asked to register for the series. Arrangements can be made for refunds of monies paid if there is any crossover time.

What other support is there for me?

In addition to your At Work meeting, you can attend meetings in the community if you would like to review the meeting topic again. You also have access to eTools, our internet weight-loss companion, which allows you to track your food and activity online or from your iPhone or Android smartphone. You can also find more information and communicate with others at any time on our website, www.WeightWatchers.ca. You can also call our Customer Service department at 1-800-651-6000 for additional clarification and resources.

What happens if I am unable to attend my weekly At Work meeting?

You are always welcome to attend a community meeting that same week by simply presenting your prepaid At Work Membership Book. As an At Work member, you have the flexibility to attend anywhere that works best for you on any given week! You can search for a convenient community meeting in your area at www.weightwatchers.ca.

If I am already a member of a Weight Watchers community meeting or online, how can I join the At Work program?

We often have members transfer their community membership or online subscription into the workplace due to the convenience of having the program offered at work. Simply speak to the Leader of the meeting and they will assist you with this, at no additional cost

I have special dietary concerns, can I still join Weight Watchers?

Weight Watchers can be modified to fit dietary needs. Our Leaders have information to help follow the plan if you are Vegetarian or Vegan, or if you have medical concerns such as Diabetes. Our Leaders can speak to your individual questions at the Overview Session.

What if I cannot continue Weight Watchers, but I have already paid?

The Weight Watchers At Work Program grants refunds in situations where the member:

- Leaves the employment of the Client Company
- Needs to discontinue due to medical reasons (i.e. pregnancy or for a reason with an accompanying Dr.'s note)

If you have other circumstances, you can speak to your Leader directly. Refunds outside of these conditions may be taken to a Territory Manager for approval.

The meeting at my workplace already started. Can I still join?

Absolutely! First check with your company's Client Contact for the meeting to confirm the day, time and location of the meeting, and also if there are any special circumstances for your meeting (such as if Payroll deduction is an option for you). When you attend the meeting, the Leader will be able to tell you what week of the series the group is on, provide you with a pro-rated amount for the series, and discuss the payment options available to you.

If you have additional questions, please attend the scheduled Overview Session, or stop by your At Work meeting to speak with the Leader.