

## Weight Watchers Canada Health Solutions

### Extraordinary Offer for Your Company

#### FAQs

[Back](#)

**Section 1:** General FAQs

**Section 2:** For the At Work member in a series which has ended

**Section 3:** For former Weight Watchers members

**Section 4:** For new Weight Watchers members

**Section 5:** Troubleshooting

#### Section 1: General FAQs.

[Back](#)

**1. I don't have a credit card; can I take advantage of this offer?**

Payment by valid credit card or PayPal is required. This is activated with a Visa, Mastercard or American Express. A PayPal account will need to be active and funded.

**2. How long is this offer available?**

As this is truly an extraordinary offer, it is a one-time offer and will be available to your company for **30 days** from the time it was initially offered.

**3. Is the price really the same for Meetings + Online or Online subscriptions?**

For the first three months, yes! Whichever option you select, the fee is \$9.99 + tax/month and Join FREE! When the three months are over, the plans will renew at the regular rate for that subscription type:

- Meetings + Online currently CAD \$56.29 + tax/month
- Online currently \$22.99 + tax/month

**4. What happens when the three months is over?**

Your plan will automatically renew, at the regular rate for that subscription plan, until you cancel.

**5. Can I cancel any time?**

Yes!

**6. I am an existing Weight Watchers member. Can I take advantage of this offer?**

No. This offer is valid for:

- New members (or rejoining members), and
- At Work Members who's series has expired.

**7. Can I call Weight Watchers Customer Service, or go to a local Meeting to sign up for this offer?**

No. This is an exclusive web-link just for your company. You must access it through that link and sign yourself up. There are some specific FAQs below if you need more assistance with that.

**8. How do I know when and where Weight Watchers Meetings are held?**

Just go to our [Find a Meeting](#) feature at [www.weightwatchers.ca](http://www.weightwatchers.ca) and enter in the town or postal code where you want to attend.

You can also call Weight Watchers Customer Service at 1-800-651-6000 and inquire.

**9. What happens if I missed out on the Extraordinary Offer through my company's unique web-link and it has now expired?**

It was a one-time and limited time offer that was available for 30 days. It cannot be re-offered to your company, or through Weight Watchers Customer Service or through your local Meeting room.

**10. I have another question that I don't see covered here. Who can I reach out to?**

We'd be happy to help. Please send your question by email to [healthsolutions@weightwatchers.ca](mailto:healthsolutions@weightwatchers.ca). We'll get back to you as soon as possible!

## Section 2: For the At Work Member in a series which has ended

[Back](#)

- A) I've never activated my free eTools voucher provided to me in my At Work Meeting: *please go to Section 4*, and follow instructions as if you are a new member.**
- B) I want to *continue my journey with community meetings + online tools*:**
- *After the conclusion* of your last At Work Meeting, call Weight Watchers Customer Service at 1-800-651-6000 and cancel your free eTools **prior** to taking advantage of the *Extraordinary Offer*.
  - The *Extraordinary Offer* cannot be added to a current subscription, therefore, your eTools subscription must be cancelled.
  - Advise your Customer Service Representative that you need to cancel *today*, because you wish to take advantage of the *Extraordinary Offer* to join community meetings presented to your company before it expires. (The *Extraordinary Offer* is a one-time only offer, valid for 30 days from the time it is shared with your company.)
  - It is possible that you may still have free weeks of eTools available in your account, as we often 'over compensate' our members with digital tools in the At Work setting, as the series may have delays or closures due to Statutory Holidays, company events or closures, weather-related closures, etc. Therefore, you have received the free digital tools for the period of your At Work Series, as promised. If the Customer Service Representative advises you that you still have free weeks, you can let them know that you need to cancel now, in order to purchase a Monthly Pass and sign up for the *Extraordinary Offer* before it expires.

Join today!



Meetings  
+  
Online

Join for Free and  
Save over 70%\*  
on our 3 Month  
Plan!

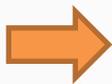
Get Started



Online

Save over 70%\*\*  
on our 3 Month  
Plan!

Get Started



Meetings + Online – Excellent choice!

Which subscription plan would you like?

Have a promotion code?

**3-Month Savings Plan**

C\$ 2<sup>31</sup> /wk

\*Join for Free and Save Over 70%!

PLAN SELECTED

3-Month Savings Plan	C\$ 239.29
Signup fee	C\$ 334.99
Savings/Discount	C\$ 548.30
Your Savings	C\$ 881.29
<b>Total</b>	<b>C\$ 99.99</b>

**SELECT THIS PLAN**

\*Join for Free and Save Over 70% on Meetings + Online Offer: Pay \$9.99 (+ tax) per month for 3 months when you purchase the Weight Watchers Meetings + Online 3-month plan within 30 days from the date the offer is presented to your company. Plan auto-renews monthly thereafter at the standard monthly rate until you cancel. Plan is discounted to reflect waiver of Starter Fee plus an additional discount of over 70% off the discounted price. Savings are calculated based upon our standard monthly plan fees (currently \$56.29) over a 3-month period plus Starter Fee (\$34.99). No Cancellation penalty. Offer available to employees of select Weight Watchers Health Solutions client companies only. Plans must be purchased online. Applicable taxes added to all fees at checkout. Offer available in participating areas only.



### STEP 1.

Once your eTools account has been cancelled, then you can go to the web-link provided to your company, and select the **Get Started** button under Meetings + Online

### STEP 2.

Wow, that IS an Extraordinary Offer!

Click on blue button **SELECT THIS PLAN**

weightwatchers

Choose your plan | Create your account | Add payment details | Review order

You've chosen a 3-Month Savings Plan-Meetings + Online plan.

Fill in the info below to get started.

Were you a member before? [Login and find my profile](#)

First name  Last name

Username

Email

Password

Yes! You give your consent to WeightWatchers.ca Limited on behalf of itself and Weight Watchers Canada Ltd. (Weight Watchers) to send you exclusive email newsletters and periodic updates about services, products, events and offers from Weight Watchers. You can withdraw your consent at any time.

I understand that the Weight Watchers programs are not designed for individuals with bulimia or anorexia, children under the age of 18, or pregnant women.

**ADD PAYMENT DETAILS**



### STEP 3.

Because you have been a member before with an active eTools account, select the **Login and find my profile** area. This way you can get back in to your former digital account!

You've chosen a 3-Month Savings Plan-Meetings + Online plan.  
Add your payment information.

Credit Card  PayPal

Card Number

Credit Card Number  MM/YY

Billing Address  Shipping Address

First name  Last name   Same as billing address

1234 Main Street

Street Address 2

City  Oakville

Province  Ontario  Postal Code  L6H 6P8

Phone number  9055551212

**STEP 4.**  
You will see we've already gotten to know you! Please make any necessary corrections to any of the pre-populated fields, and enter in your Credit Card Information. Select **SUBMIT PAYMENT**

- You will see one more screen that asks you to review your order. Once you are comfortable, and have agreed to the subscription agreement, complete your order! That's it! Congratulations!
- You will receive a digital copy of your Monthly Pass (this is proof of your valid membership) via email. It will also appear in your Weight Watchers Canada app under **Your Profile** (the head and shoulders silhouette in the top right corner of your **My Day** screen). Once you select **Your Profile**, you will see **My Monthly Pass Card** about half-way down your screen. No need to print out your email, if you wish to use your App.
- From **Your Profile**, you can also use the **Find a Meeting** feature to find a meeting near your work, home, or anywhere you happen to be!

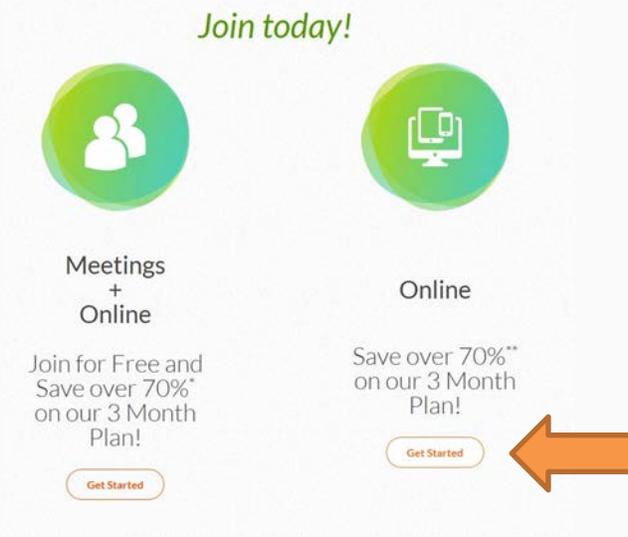
**C) I want to continue my journey entirely Online (no meetings)**

- After your At Work Series ends, and you wish to continue as an Online member, you may wish to take advantage of as many free weeks of digital tools you may have available to you, prior to the expiry of the *Extraordinary Offer*. If you are not sure how many weeks of free eTools you still have, you can call Weight Watchers Customer Service at 1-800-651-6000 to inquire.
- It is possible that you may still have free weeks of eTools available in your account, as we often 'over compensate' our members with digital tools in the At Work setting, as the series may have delays or closures due to Statutory Holidays, company events or closures, weather related closures, etc.
- The *Extraordinary Offer* is a one-time, limited time offer, valid for 30 days from the time it was shared with your company. Therefore, you may wish to continue with a few weeks of free eTools (if you have them available) prior to signing up for the *Extraordinary Offer*.
- The *Extraordinary Offer* cannot be added to a current subscription, therefore, your eTools subscription must be cancelled prior to signing up for it.
- You can cancel your eTools as of the date you wish to sign up for the *Extraordinary Offer* by calling Weight Watchers Customer Service at 1-800-651-6000. Advise your Customer Service Representative that you wish to cancel as of today (not end of plan) because you intend to sign up for the *Extraordinary Offer* offered to your company, for a limited time.

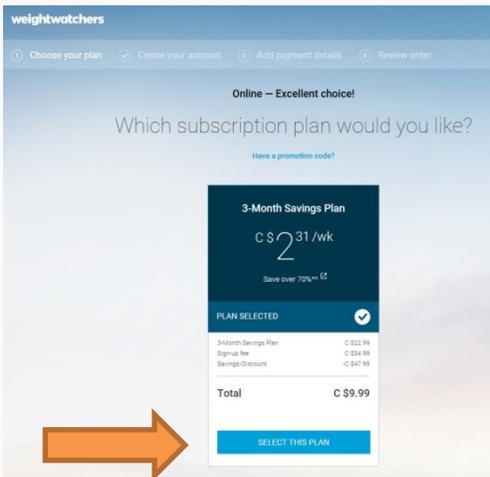
**Please note**, it is entirely up to you, the individual member to assess which option you feel suits your needs best. Whether to:

- continue with the duration of free eTools (even if it goes beyond the expiry date of the *Extraordinary Offer*, thereby not taking advantage of it); or

- continuing with free eTools without cancelling, which would result in recur billing of \$22.99+ tax / month in accordance with the initial subscription agreement, or
- to ask the Weight Watchers Customer Service Agent to cancel your eTools *end of plan* which will cancel online membership and eTools access as of the end of the subscription period, and not result in any recur billing, or
- cancel your eTools while the *Extraordinary Offer* is still valid for your company, and then sign up for that offer using your pre-existing username and password, and maintaining all your data. The illustrations below assume you have selected this option:



**STEP 1.**  
Once your eTools account has been cancelled, then you can go to the web-link provided to your company, and select the **Get Started** button under Online



**STEP 2.**  
Wow, that **IS** an Extraordinary Offer!

Click on blue button **SELECT THIS PLAN**

**STEP 3.**  
 Because you have been a member before with an active eTools account, select the **Login and find my profile** area. This way you can get back in to your former digital account!

**STEP 4.**  
 You will see we've already gotten to know you! Please make any necessary corrections to any of the pre-populated fields, and enter in your Credit Card Information. Select **SUBMIT PAYMENT**

➤ You will see one more screen that asks you to review your order. Once you are comfortable, and have agreed to the subscription agreement, complete your order! That's it! Congratulations!

Chances are, when you've been a Weight Watchers in the past, whether in Meetings or entirely Online, you were registered to use our online tools and/or Weight Watchers App on your Smart Phone.

We want to help you login to your pre-existing profile.

**A) I remember my former Username and Password:**

Awesome! Once you select your choice of either Meetings + Online or Online membership from your exclusive web-link, follow the instructions outlined previously in 1(b) if you've selected Meetings + Online, or 1(c) if you've selected Online.

**B) I have no idea what my former Username and Password was:**

It happens to the best of us!

- From your exclusive web-link, select which subscription plan you prefer, either Meetings + Online **OR** Online;
- When you see the plan details (as in Step 2 in Section 1, above), Click on blue button **SELECT THIS PLAN;**
- Even though you do not know your Username and/or Password, please follow the same instructions in Section 1, Step 3 above, and select the **Login and find my profile** area;

Under the Blue Bar, click **Forgot Username or Password?**

Then, enter in the email address which you feel was associated with your previous account, then select the orange **Find Account** button. You will receive an email shortly, with assistance.

**C) I still need help discovering my former username and password:**

Please call Weight Watchers Customer Service at 1-800-651-6000.

## Section 4: For those wanting to join Weight Watchers

[Back](#)

We're honoured to have you invite us on your journey to the healthiest you yet. If you haven't heard of our new Freestyle program, check out this short video [here](#)

You have an opportunity to choose from two subscription methods, either:

- a) **Meetings + Online tools:** Attend weekly meetings where you will connect with other members and find unconditional support. Use the online tools to stay on track between meetings.
- b) **Online:** Our easy-to-use eTools let you work the program on your own terms. 100% online, with 24/7 chat support

Want to know where Meetings are, and what time they're held? Just go to our [Find a Meeting](#) feature at [www.weightwatchers.ca](http://www.weightwatchers.ca) and enter in the town or postal code where you want to attend.

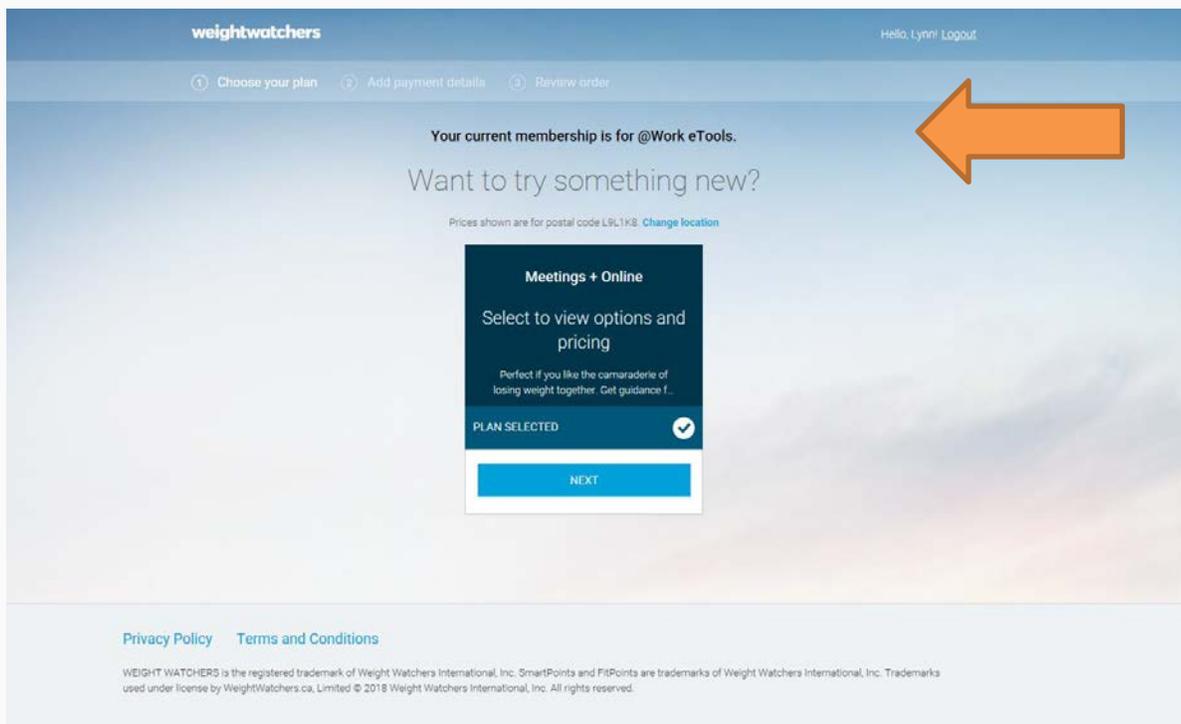
You can also call Weight Watchers Customer Service at 1-800-651-6000 and inquire.

Ready to get started? Just click the web-link provided to your company and select Meetings + Online, or Online subscription, and complete the required fields. You'll be asked to select a Username and Password for access to all the digital tools. Keep in mind, your Username may be visible to other members when you choose to participate in our Social Media Community, CONNECT. Your password must be a minimum of 8 digits, and must contain at least one letter, and at least one number.

## Section 5: Troubleshooting

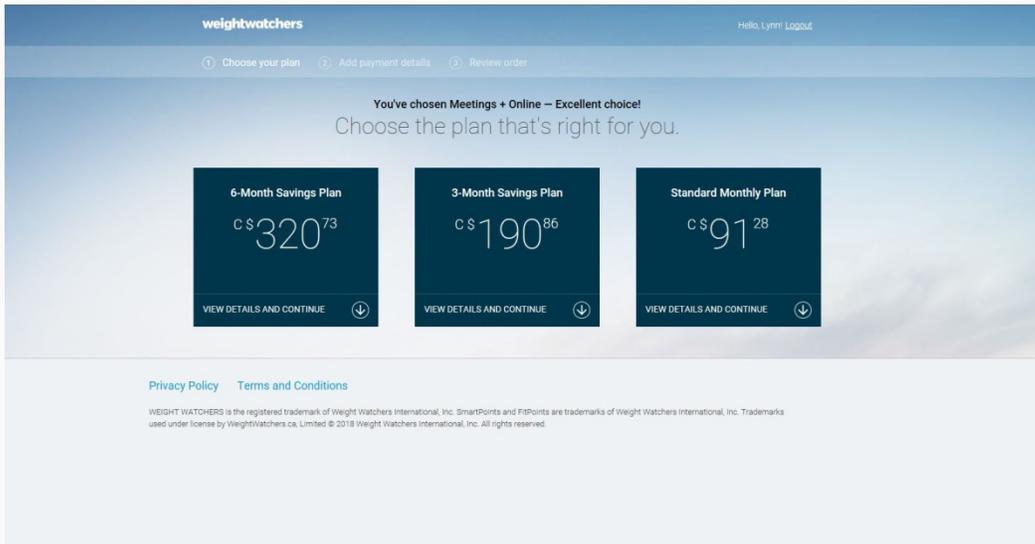
[Back](#)

1. I'm seeing this screen, it says I'm currently an @Work member with eTools. It doesn't look right. What's wrong?



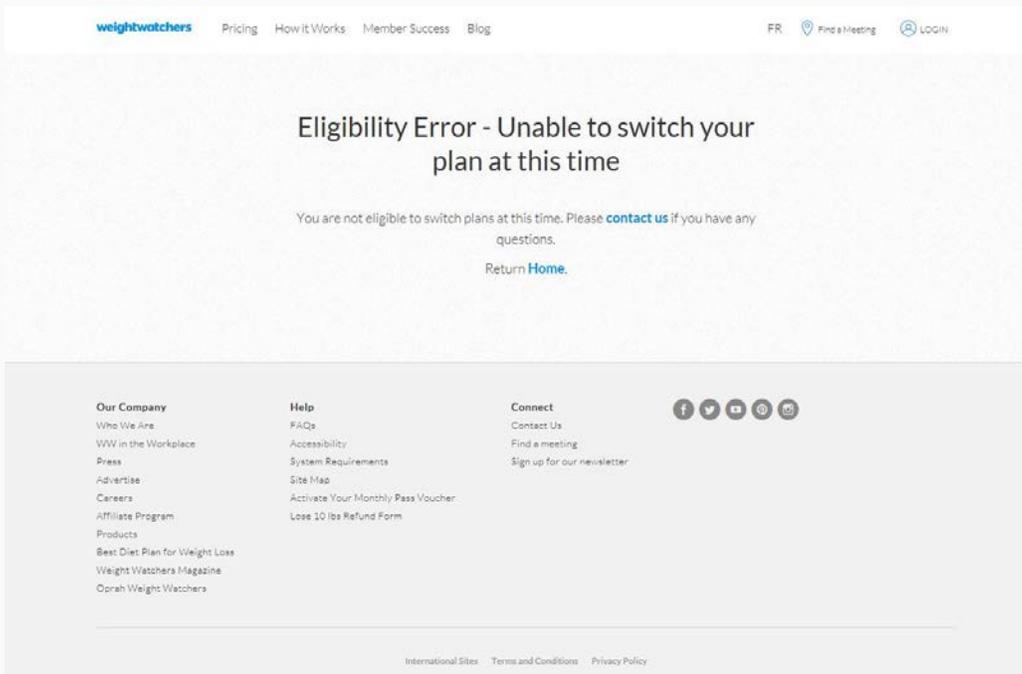
Oops, looks like you still have an active eTools account! Please ensure that you call Customer Service and cancel your eTools today, then you can refer to Section 2 (b) or 2 (c) to continue as a former At Work member.

2. I'm seeing this screen. This is not the \$9.99 + tax offer I thought I was getting. What's wrong?



Oops, looks like you still have an active eTools account! Please ensure that you call Customer Service and cancel your eTools today, then you can refer to Section 2 (b) or 2 (c) to continue as a former At Work member.

3. I'm seeing this screen. What's wrong?



Oops, it looks like you may have an active subscription with Weight Watchers. This offer is for At Work members whose series has ended, or new members.