



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 a food's overall nutritional profile—not just its calories. The goal of the program is to help you lose weight while still enjoying the foods you love, focusing on long-term lifestyle changes rather than a temporary "fix."

2

What are the Weight Watchers Offerings through TowneBank Corporate

TowneBank Corporate provides access to Weight Watchers full scale behavioral lifestyle program, which includes access to the Weight Watchers app, and coach-led Workshops. You will be matched with the tailored program that gives you the tools and support you need to meet your unique goals which includes:

Core: Customized food plan, expert nutrition guidance, 12,000+ recipes, 200+ ZeroPoint® foods, the easy-to-use WW app, and always-on support.

Core+: Everything Core offers, Plus:

- Unlimited in-person and virtual Workshops
- Access to the Menopause Pathway
- Access to the GLP-1 Success Pathway

3

Who can take advantage of the Weight Watchers Offering through TowneBank Corporate?

All Employees are eligible to participate.

4

What is the cost of the Weight Watchers Offering through TowneBank Corporate?

- Core: \$9.00 per Month
- Core+: \$20.00 per Month

State taxes will be added where applicable. You will be charged the listed prices each month until you cancel your membership or if you are no longer eligible for the company subsidy.



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How do I register for the Weight Watchers Offering Through TowneBank Corporate?

You can enroll at [ww.com/wellness](https://www.weightwatchers.com/wellness). When enrolling you will first need the TowneBank Corporate **Access ID: 15909622** and then enter in **your unique Employee ID to verify eligibility**.

For assistance, call 866-204-2885 or email wellnesshelp@ww.com

If you are a current WW member, you can still take advantage of the free membership under CGI. Please call WW at 1-866-204-2885 for assistance with getting your membership switched to the CGI special pricing. They will assist you in canceling your account and re-enrolling under CGI. You will be able to link your previous account history by using the same email address you used when enrolling in WW originally.

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How do I cancel my Weight Watchers membership?

Our cancellation process is hassle-free. You can easily cancel your Core or Core+ membership on our website. Simply log in to your account, go to "Settings," and then go to "Account" to view your cancellation options. If you would like assistance with cancelling your account, you can call 866-204-2885.