

FREE ETOOLS FOR LIFETIME MEMBERS

Basic Facts To Know About Free eTools for Lifetime Members

WHAT IS IT?

What is the Free eTools for Lifetime Members program?

Free eTools for Lifetime Members is a special opportunity for eligible Lifetime Members to receive free access to eTools in recognition of their tremendous achievement. They can continue to receive free access to eTools as long as they maintain their eligibility.

What are the Lifetime Member's eligibility requirements for getting Free eTools?

The requirements for Free eTools for Lifetime Members are the same as the requirements for Free Meetings for Lifetime Members. They need to weigh in once every calendar month and be within 2 pounds of their goal weight.

Does this apply to new Lifetime Members or all Lifetime Members?

All Lifetime Members still at goal and attending each month.

Is there a weight eligibility restriction?

Yes. The Lifetime Member can not be below the lowest weight in their Weight Watchers Healthy Weight Range.

If they are below their Healthy Weight Range, will sign-up be halted?

Yes. A page with the headline "Sorry, Weight Watchers online products are not able to meet your needs at this time" will appear and explain why they can not continue sign-up.

SIGN-UP

How will they sign-up?

At the time the member reaches Lifetime status, the Leader/Receptionist will give the Lifetime Member their first Free eTools for Lifetime Members Voucher. The Voucher includes their special *Access Code*, and all the necessary instructions for sign-up. If the Lifetime Member is a new eTools user they follow the **New Users** instructions on the Voucher. If they currently use eTools they follow the **Existing Users** instructions. At their next month's weigh-in, give them another Voucher. At that time the Lifetime Member will only need to follow the **Existing Users** instructions on the Voucher.

Does the Lifetime Member have to enter their credit card information at sign-up?

Yes they do. If the Lifetime Member loses their eligibility for Free eTools but wants to continue using eTools, they will begin to be billed monthly until they cancel, using the credit card information entered at sign-up. (Also see next question)

What if the Lifetime Member is no longer within the requirements (skipped a weigh-in or is more than two pounds from their goal weight)?

They will not be given a new Voucher from their Leader/Receptionist at that weigh-in. They will be able to continue using eTools for Free until the end of their current Free subscription period. Before the new period begins the member will have to cancel their eTools subscription, otherwise they will be charged the fee that is in existence at that time. They will continue to be billed each month until they cancel or are back within Lifetime Member guidelines.

Will Lifetime Members be notified if their Free eTools subscription is ending?

Yes, we will send a notification email {14} days prior to the expiration of the current free program, reminding the Lifetime Member to weigh in at the meeting room and collect a new free eTools access code if they are eligible, to continue their free subscription.

THE VOUCHER

How long is the Voucher good for?

Each voucher is good for 8 weeks. This is in case a member weighs in at the beginning of the current month and the end of the next month.

Does the Lifetime Member have to wait until the current Voucher expires before entering a new Access Code?

No. They can enter the new code at anytime. The system will simply add 8 additional weeks to the end of their current Free eTools subscription.

SWITCHING AN EXISTING ACCOUNT (ETOOLS OR MONTHLY PASS)

How do current Monthly Pass or eTools Subscribers switch to Free eTools?

Eligible Lifetime members who are current subscribers of Monthly Pass or eTools can switch to free eTools by following the **Existing Users** instructions on their *Free eTools for Lifetime Member Voucher*. For eTools users, the free eTools rate will begin as soon as they switch their account status, even mid month. They will automatically receive a prorated refund for the unused portion of that subscription month. For Monthly Pass subscribers, the free eTools program will start after their current Monthly Pass program expires. If a Lifetime Member wants a prorated refund for the unused portion of the Monthly Pass membership they will need to call customer service directly.