

I'm already a Weight Watchers customer and want to change to Monthly Pass. How do I keep my old account history information in the new account I want to create?

1. Call Customer Service at 1-866-204-2885.
2. Let the representative know:
 - a. You are signing up as a new customer through the portal
 - b. You need to cancel your current account**
 - c. You want to keep your old information in the new account
 - d. If any **refund is due**, the representative will process this.
3. Make sure you have the correct username and password
4. Go back to the registration page and register
5. Select either the Monthly Pass or Online option
6. Enter your *previous* username and password