



bodykey

by  NUTRILITE™

Weight-Loss Programme

Frequently
Asked
Questions



Things to know about bodykey by NUTRILITE™

1. What are the benefits of bodykey by NUTRILITE™?

Following collaboration with scientists, nutritionists and exercise experts, NUTRILITE™ has launched a special weight-loss programme – bodykey by NUTRILITE™ – that analyses your DNA via a *Genetic Test* to tell us how your body responds to fat, carbohydrates and exercise. This information, together with details of your eating preferences and lifestyle registered at Design My Plan, are used to tailor your Diet and Exercise Plan, in accordance with the Nutrilite Health Institute (NHI) guidelines for healthy eating and dieting. The programme also offers expert online support and motivation through *My bodykey Online Coach*. Special bodykey™ food and drink products and NUTRILITE™ supplements further support you on your weight-loss journey.

2. If the programme doesn't suit me, can I get my money back?

It is possible to return the bodykey Kit if the genetic test box is complete and still sealed. Please read the terms and conditions printed on the outside of the box before opening it. Since bodykey by NUTRILITE™ is not a standard product, but more of a service, the standard Amway Satisfaction Guarantee does not apply. Following the industry standard about intellectual property, this programme is not returnable if the genetic test box seal has been removed because it is not controllable and therefore open to fraud.

3. Do I have to be 18 to participate?

Yes. The programme is not suitable for minors.

4. What is the maximum age for participation?

There's no given maximum age to participate in this programme. However, you need to be aware that this programme is not designed to treat or cure any diseases or medical conditions. With this in mind, we have set up some participation conditions that need to be considered before signing up to bodykey by NUTRILITE™. For more details, see www.bodykey@amway.co.uk / www.bodykey@amway.ie

5. Do I need to exercise?

In order to lose weight and maintain its loss, it is important not just to change your eating habits, but also your exercise habits. The good thing is, however, you can do any exercise you like! We are sure that you will be able to find an exercise that you enjoy, such as dancing or walking the dog.

6. Do I have to cook?

It is recommended that you do cook. However, there are many very easy recipes for people who do not like to cook or do not have the time. In addition, you are always free to exchange one of the meals with a bodykey™ instant meal.

7. How difficult are the recipes?

The recipes can be chosen according to their level of difficulty. The levels are shown on each recipe, together with the preparation time, so it is really easy to choose a recipe that suits you.

8. When can I go back to normal eating/not exercising?

The idea behind the programme is to improve your overall well-being. This also means that you will change your lifestyle in order to look and feel better. If you want to maintain your weight and well-being, you will also have to maintain your lifestyle.

9. Why am I not losing weight?

Usually, everyone participating in the bodykey by NUTRILITE™ programme will be able to reach his or her personal weight goal. If you are not losing weight, we suggest that you check whether or not you have followed the Diet and Exercise Plan provided, or whether you have been on the programme long enough. We do not recommend losing weight too quickly – only about 500g per week – as you should be looking for a long-term and sustainable solution to weight loss.

10. What if I don't like the food products?

We offer a wide range of products to choose from. Alternatively, you could choose from our recipe suggestions found online.

11. Can I follow the programme if I have heart problems, kidney problems or diabetes? Or any other type of illness?

Please make sure you visit your doctor before deciding to follow the bodykey by NUTRILITE™ programme. This programme is not designed to treat or cure any diseases or medical conditions. Please note that allergies are not covered within the programme. If you are unsure about certain ingredients we recommend you consult your doctor. With this in mind, we have set up some participation conditions that need to be considered before signing up to bodykey by NUTRILITE™. For more details, see [www.bodykey@amway.co.uk/](mailto:www.bodykey@amway.co.uk) www.bodykey@amway.ie

12. Does this mean I need to stop using my POSITRIM™ products?

POSITRIM products will not be available in future. They are being replaced by the specially developed bodykey™ foods that are targeted to your individual needs.

bodykey™ Kit

13. If there is something missing from the bodykey Kit when it arrives, how do I arrange for the contents to be complete?

Please contact bodykey team using the Contact us form.

14. What should I do if my unique code is not working?

Please contact bodykey team using the Contact us form to investigate.

15. The bodykey Kit was opened before I received it and I want to replace it. How do I do this?

Please do not accept any opened bodykey Kit. Please document the situation and send us back the bodykey Kit and its contents and we will arrange for a replacement to be sent to you.

16. I have lost the Genetic Test box in which I should submit my swabs to the laboratory; what should I do?

If you are a registered Amway Business Owner:

- Please send this email to your local Amway contact center (infocenter-uk@amway.com) together with your ABO number and we'll deliver to you the replacement cotton swabs free of charge.
- Please have your remaining unique code stickers stored safely to be used for the replacement cotton swabs.
- After receiving the replacement swabs, please follow the *Genetic Test* Instructions and stick the same unique codes on the swabs again.
- Please send it to the laboratory for analysis.

If you are a customer:

- Please contact your registered Amway Business Owner providing this email and your contact details.
- Your Amway Business Owner will order replacement swabs for you
- After receiving the replacement swabs, please follow the *Genetic Test* Instructions and stick the same unique codes on the swabs again.
- Please send it to the laboratory for analysis.

For general questions about My bodykey™ Online Coach, please click here to fill-out the contact form.

We apologise for any inconveniences which it may cause.

17. Why do I need to send three samples?

Usually the first swab will be enough to give us your genetic analysis. Only in cases such as inefficient cell collection or unexpected microbiological degradation of the DNA, will the laboratory need a second analysis.

18. What happens if my samples get lost?

They will be completely destroyed after result submission.

19. What happens to the swabs after they are analysed?

They will be completely destroyed.

20. How long do I have to wait for my results?

The results will be available online within 10-15 working days. You can always check the status of the analysis online. bodykey team using the Contact us form bodykey team using the Contact us form

21. What can I do while I wait for my Genetic Test results to be received by bodykey?

While our experts are busy developing your individualised plan, you can begin to use many of the helpful features of My bodykey™ Online Coach. A Getting Started phase has been designed to help you become mentally and physically motivated for your weight-loss journey. This phase provides the ideal opportunity to begin defining your weight-loss goals, preparing yourself for your upcoming commitment, and to begin implementing some great tips and tricks for better diet and exercise habits.

Products

22. Why are there no vitamin and minerals in the instant meals?

The bodykey™ meals are only one part of the whole weight-management programme. As your recommended diet plan will also include “normal“meals, your daily diet could be supported by NUTRILITE™ food supplements (vitamins and minerals).

23. Do you use genetically modified ingredients?

No. This is the general rule for all our NUTRILITE products.

24. How much carbohydrate can be blocked by the Carb Reducer?

Up to 2/3 of the carbohydrates found in a standard 600kcal meal.

25. How much fat can be blocked by the Fat Reducer?

Up to 27.4% of the fats found in a standard meal.

26. Using the Carb Reducer/Fat Reducer, I have experienced stomach-ache. What can I do?

The active ingredients in both products reduce the digestion of dietary carbohydrates/ fat, which may lead to flatulence (passing of gas) or stomach-ache in some individuals during the initial period. This is not a cause for concern, as these sensations will dissipate as soon as your body adapts to the new diet.

27. Can I take the Carb Reducer with diet products from another category (ie reduced fat products) or in combination with other diets (ie WeightWatchers™ products)?

We do not recommend that you mix your individually calculated bodykey™ diet with any other diets or diet categories. The bodykey products are specifically developed to support you with your personalised diet plan, which is based on your genetics and on your personal lifestyle.

28. If I get bored with the food products, can I stop eating them and still achieve my goal?

We are trying to offer a wide range of products from which you can choose. Alternatively, you could choose an online recipe suggestion.

29. Can I eat only the bodykey instant meals without taking anything else?

No – the bodykey meals are only one part of the whole weight-management programme. You also need your individual “normal“meals and food supplements as a healthy part of your daily diet. Also, do not forget the recommended physical activities!

30. If I don't like the taste of the products, what should I do?

The idea is to replace one meal per day with a highly convenient bodykey food product, preferably the meal you have the least time for preparation, however, if your routine is broken (for instance, you are on a business trip) you can swap these around using a default setting on My bodykey™ during the weight loss phase. We also provide other tools in order to support you on your way to your optimal body weight. In the weight maintenance phase, you can delete bodykey products from your daily plan.

Genetic Test

31. One swab is broken; what should I do?

Just use the two remaining swabs for sampling.

Usually the first swab will be enough to give us your genetic analysis. Only in cases such as inefficient cell collection or unexpected microbiological degradation of the DNA, will the laboratory need a second analysis.

If all swabs are broken, please contact bodykey team using the Contact us form to request a fresh Genetic Test box.

32. Does the Genetic Test detect any disease or give a prognosis on my expected lifetime?

No.

My bodykey™ Online Coach

33. How do I register?

In order to register for the bodykey by NUTRILITE™ programme and receive lifetime access to My bodykey Online Coach, go to the registration form and use the unique code found in your Genetic Test box. You will be asked to create a username and password.

Upon registering, you must also provide a valid email address. This is of utmost importance, as all information about the programme will be sent to you via email.

34. As I do not have a computer, can I follow the programme in an internet café?

You do not need your own computer because you access the bodykey by NUTRILITE™ programme through the internet. However, you will find it is more convenient to have your own computer.

35. Can I use my mobile to access the bodykey platform? Do you have an app?

At a later stage it is planned that My bodykey™ Online Coach will be available in a mobile-friendly version.

36. Why do you ask for my ABO number in the contact form?

If you provide us with your ABO number we can provide you with better customer service. If you are a customer it would be beneficial to provide the ABO name and postal code to improve customer service.

37. Who sees my data? Does my upline see my information?

Your data is kept secure and is not given to any third parties. It will only be seen by the experts that will define your Diet and Exercise Plan. The upline will have no access to any information.

38. The programme is taking too long to load; what can I do?

It is likely that your internet connection is slow and this affects applications such as bodykey. If the problem persists, please contact your internet provider and ask if they can improve your connection. If this is not the cause of the problem, please email bodykey team using the Contact Us form. Please note that you should always use the latest version of common internet browser as this could affect platform usability. If you are using Internet Explorer you are required to use at least EI 8 or higher to enjoy all of the platform functionalities.

39. I cannot log in because I have forgotten my password/username – how do I regain access?

Please ensure you type in the correct username and password. Check that you do not have the CAPS lock button on when you enter your password. If you have forgotten your password or username, please go to the “I have forgotten my password” page and follow the instructions provided.

40. Can I change my name after registration if I get married?

Yes. Just go to your user profile page and amend your name accordingly.

41. Can I use the page from another country, as it is in my language/has my preferred recipes?

You are able to participate on all bodykey country pages. Products and recipes are only adapted to the country where the bodykey Kit is purchased. Therefore differences in the recommendations and product availability will appear. The unique code provided within the bodykey kit isn't linked to any country access and offers the flexibility to participate in another country's programme where available.

42. Can I change my username?

We highly recommend creating your username carefully and ensuring that it suits you. It is possible for Customer Service to change the login of the user, however this procedure may take some days to complete.

43. Why do I have to ask my ABO for the products?

The Amway business model means that Amway does not sell products directly to customers, but conveniently from your Amway Business Owner.

44. Can I participate in the programme without my ABO?

Yes, your participation is completely independent of your line of sponsorship.

Everyone can participate in the programme. If you are a customer you would need an ABO to purchase the programme and corresponding products. After purchasing the bodykey Kit, you can register on the bodykey platform and receive the personalised programme based on your Genetic Test results and preferences.

45. Will I receive instant replies to my questions?

Due to the fact that there are many bodykey participants and because we wish to consider your questions carefully, it will take a short while before our experts respond to your query. Under our terms and conditions, we state that we will send a response within 48 hours of receipt of your question. However, in many cases, a faster response is possible.

46. Why do I need an email address?

Upon registering, you must provide a valid email address. This is of utmost importance, as all programme information will be sent to you by email, as well as notification when your personalised Diet and Exercise Plan is ready.

47. I have followed the programme successfully for three months. Can I now pass this on to my husband?

Unfortunately, this is not possible. In order to receive a fully personalised programme, your husband needs to provide his DNA sample and Design My Plan information.

48. My family eats what I eat, so are the recipes only for people who need to lose weight?

No, the recipes can easily be used for your family as well. They have been developed by nutritionists, are healthy and balanced and can be eaten by everyone.

49. How trustworthy is my Body Mass Index (BMI)?

Your BMI is used to assess whether or not you really need to lose weight. However, the BMI value doesn't tell us anything about the amount of fatty tissue in our bodies, which is why we also measure the waistline.

50. Can I track my progress?

You can track your progress any time on the platform.

51. Which system requirement does my computer need for the online programme?

The bodykey™ platform only requires you to have access to the internet from a normal computer with software with which you can browse web pages, watch videos (e.g. mvg) and open files such as PDF or word documents. As this is an online platform, you can also use a computer belonging to a friend or follow the programme from an internet café. Please note that you should always use the latest version of of the common internet browser as this could affect platform usability. If you are using internet explorer you are required to use at least IE 8 version or higher to enjoy all of the platform functionalities.

52. What should I do if I become ill during the programme period and must take medication?

If you become sick and must take medication, you should consult your doctor on whether you can continue the programme. If the doctor recommends against continuing, you should stop your participation until you feel better or have your doctor's confirmation that you may participate once again.