BODYKEY® by NUTRIWAY® FAQ

Please note that the BODYKEY FAQ comprises of few section as below:

- A. Overall BODYKEY Program
- B. BODYKEY Personalised Assessment
- C. BODYKEY Meal Replacement
- D. InBodyBAND
- E. InBodyBAND features/ modes
- F. BODYKEY App
- G. BODYKEY Challenge
- H. Meal Advice and Food database
- I. Other

A. Overall BODYKEY Program

1. What is BODYKEY?

The BodyKey® by NUTRIWAY® program is a comprehensive and personalised weight management solution. This program is a collaboration of key elements: assessment tool, scientifically formulated products and comprehensive services all designed to work together to help you reach your personal weight management goals. It's personalised and easy.

2. What are the key components that make BODYKEY so special?

The BODYKEY by NUTRIWAY® program helps take the guesswork out of weight loss.

- The BODYKEY Personal Assessment provides a compass for your wellness journey. It helps you see where you are today, points the way to your best path forward, enabling you to lose weight in a more efficient and effective way. It also allows you to recalibrate as you move closer to Optimal Health.
- Based on the results from the Personal Assessment, BODYKEY provides personalised recommendations on your diet and physical activities plan via the BODYKEY mobile app. It is uniquely yours and based on what science says you can do—big and small—to make your weight loss journey easier and long lasting. For more information, see "What is BODYKEY Personalised Assessment?"
- To guide you and keep you motivated during your entire weight loss journey, the BODYKEY App is like your live coach to guide you on your meal and exercise plan. It will report your progress at any time you wish. BODYKEY has also partnered with InBodyBAND to provide tracking of your body composition and your physical activity, giving you a seamless experience in your entire weight loss journey. For more information on InBodyBAND, see "What is InBodyBAND?"

3. How much weight can I expect to lose if I follow the plan?

You can determine your own weight loss goal. Amway cannot guarantee that your use of the program will reduce your weight or improve your fitness level, however for healthy weight loss, we encourage you to aim for an average of 1kg per week through healthy eating and a stable exercise plan. Upon completion of the BODYKEY Personalised Assessment, each individual has different eating and exercise plans designed just for them to maximise their success.

4. How can I join this BODYKEY Program?

The best way to join the BodyKey Program is to join up as an Amway IBO, and get started with either the BodyKey Registration 60 day Pack or an alternative registration pack. If you are not an Amway IBO, you may contact any Amway IBO to purchase the BODYKEY Bundle to start your 60-day BODYKEY weight loss journey. Alternatively, you may visit our website www.amway.com.au or www.amway.co.nz for more information.

5. What is the duration of the BODYKEY program?

It is a 60 day program. If your desired weight loss goal is higher after the 60 days, you can extend the duration by purchasing additional BodyKey meal replacements shakes to meet your desired goal. BodyKey offers a 60 day program to get you into a healthy habit or routine. Additionally, after 60 days, BODYKEY and other Amway products can help you keep healthy for the long term.

6. Is the program designed for children below 12 years of age?

The program is intended for use by adult individuals and is not intended for use by minors, pregnant or lactating women or individuals with any type of health conditions or food allergies/intolerances.

7. Where can I learn more about BODYKEY program?

You can visit at the following website for more information.

Australia: www.nutriwaybodykey.com.au
New Zealand: www.nutriwaybodykey.co.nz

8. How is BODYKEY different from other programs that are being offered by Amway?

BODYKEY is the 1st globally branded weight management program offered by Amway. It is a comprehensive and personalised weight management solution, based on clinically backed science. For more information on the science behind the BODYKEY program, see "What is the science behind BODYKEY by Nutriway?"

9. What is the science behind BODYKEY?

The BODYKEY program is offered by Nutrilite®, marketing locally as Nutriway. BODYKEY grew from core principles and decades of industry research that have enabled Nutrilite to become the world's #1 selling vitamins and dietary supplements brand* with over 80 years of leadership in the nutrition and wellness industry. The BODYKEY program takes the guess work out of weight loss. It is supported by the Nutrilite Health Institute – from nutrition plans to scientifically advanced weight management products to physical activity to setting realistic goals – it helps you safely and effectively lose weight and helps you keep it off.

The BODYKEY Meal Replacement is also the No. 1 meal replacement shake globally that contains no artificial flavours, colours, sweeteners or preservatives.** It is developed based on exclusive "BODYKEY" taste mapping technology. It has been designed based on your taste. It is a scientifically formulated, well balanced meal containing 25 vitamins & minerals which provides you with at least 1/3 of daily nutritional needs while controlling your calorie intake.

10. If I have achieved my desired weight, what do I need to do next?

Congratulations! You are encouraged to continue maintaining a healthy lifestyle. The BODYKEY program and BODYKEY/ Nutriway Products can help you continue to eat right, fill your nutrition gap by taking the right supplements and exercise regularly to achieve long term wellness.

B. BODYKEY Personalised Assessment Tool

1. What is BODYKEY Personalised Assessment?

The BODYKEY Personal Assessment is a clinically backed questionnaire based on scientifically validated methods known to give the greatest impact on weight loss. It is a comprehensive, global assessment to evaluate an individual's results in the six key lifestyle components critical to success - Diet, Physical Activity,

^{*}Euromonitor Internatinal Limited.www.euromonitor.com/amway-claims 2014

^{** &}quot;BODYKEY by NUTRIWAY® Shake limited to powder form, Global Brand rankings based on: Source Euromonitor International Limited; Packaged food, Meal Replacement Slimming, UBN, Retail Value RSP, % breakdown 2014."

Mindset, Stress, Sleep, and Meal Habits. It also uses your results to generate personalised, research-based recommendations that, when followed, make it easier for a wide range of individuals to lose weight and keep it off. For more information on taking the Personalised Assessment, see "How do I take the BODYKEY Personalised Assessment?"

2. Who designed the questionnaire in the BODYKEY Personalised Assessment tool?

The assessment was designed by leading scientists at the Nutrilite Health Institute after in-depth study of the most accurate, research-based, globally accepted tools for evaluating an individual's current status in six key lifestyle areas—Diet, Physical Activity, Mindset, Stress, Sleep, and Meal Habits. Each section of the assessment is designed around clinical findings and backed by strong scientific rationale.

3. How often do I need to re-take the assessment?

Once you have achieved your goal or every two or three months, you can re-take the assessment to understand your current stage and also use the result to determine your best path forward.

4. If I am not a BODYKEY member, can I have the access to the BODYKEY Personalised Assessment Tool?

The BODYKEY Personalised Assessment Tool is exclusively for BODYKEY members. Contact your Amway IBO to find out more or to sign up as Amway IBO.

5. How does sleep relate to weight loss?

Research shows that poor sleep can negatively impact hormones that regulate appetite and metabolism resulting in a higher calorie intake of 250-500 calories per day. **How does stress relate to weight loss?** Stress reduces the brain's pleasure chemical, dopamine, which reduces the reward we get from food and can lead to overeating. When you're stressed, the primitive part of the brain takes over and the thinking part becomes less active leading you to make poorer decisions. Lastly, stress overrides your body's regulatory system, increases impulsivity and disrupts your energy balance.

C. BODYKEY Meal Replacement

1. Why is the BODYKEY Meal Replacement not gluten free? What is the advantage of being gluten free? If it is not gluten free, is there any disadvantage?

At this time, NUTRIWAY® products are not certified gluten-free. Although we follow strict good manufacturing practices and cleaning processes, foods and dietary supplements manufactured on shared equipment may result in trace amounts of gluten. While most Nutriway products that we manufacture contain little or no gluten, we are not able to continually guarantee a gluten-free status due to the potential for cross-contamination.

Background

Gluten is a protein found in wheat, rye, barley and crossbreeds of those grains. It is not tolerated by people with celiac disease, a hereditary, chronic inflammatory disorder that damages the small intestine and interferes with the absorption of nutrients.

At this time, NUTRIWAY products are not certified gluten-free. Although we follow strict good manufacturing practices and cleaning processes, foods and dietary supplements manufactured on shared equipment may result in trace amounts of gluten.

2. Are gluten- free products superior to those that are not gluten-free?

There is no evidence to suggest that gluten-free products are healthier or of higher quality than products that are not gluten-free.

3. We use fructose & sucrose in BODYKEY Meal Replacement, is there any reason for using both sugar?

This is a controversial area of science, therefore we are focusing our efforts on reducing the overall sugar content of our products rather than promoting one source as better as or worse than the other. We are also trying to use blends so as not to have too high a level of any single sugar source. The combination of fructose and sucrose imparts more sweetness in combination than alone. Therefore we can reduce overall sugar content while maintaining the desired sweetness level.

4. Is there any dairy used in the BODYKEY Meal Replacement?

The raw material which is used in our MR formula is a fat powder that includes some dairy, therefore it is not considered to be a nondairy creamer. It is a nutrient source that simply delivers energy and helps deliver a creamy texture and good taste. The amount of fat in this product falls within a healthy range of dietary intake so the presence of these ingredients is not a disadvantage.

5. How does the BODYKEY Meal Replacement compare to Positrim® even through both offer similar ingredients?

The BODYKEY Meal Replacement formula maximises the use of new ingredient technologies to deliver a higher quality product with less fillers as well as optimised flavor and texture. This includes the use of more concentrated sources of protein as well as advanced flavor optimisers.

6. Can I add other ingredients to the Meal Replacement shake to make my own smoothies?

Yes, and this is a great way to create more variety, however be aware that adding additional ingredients to the Meal Replacement Shakes will not only change the flavour but also change the calorie count and the macro nutrient ratios. Recipes can be found on nutriwaybodykey.com.au and nutriway.bodykey.co.nz

D. InBodyBAND

1. What is the InBodyBAND?

InBodyBAND is a fitness/activity tracker that measures body composition, heart rate, activity levels such as steps you take, distance you travel and calories you burn. It can also measure your sleep at night. Synced with a smartphone through Bluetooth, it also provides incoming call/text notifications. As a complex activity tracker, it also reminds its user to be more active when he/she is inactive for a certain amount of time. InBodyBAND comes with body composition measurement. Amway is the sole distributor of this product in SEA/ANZ

2. Who is InBody?

InBody is a Korean company that specialises in professional body composition analysers and has more than 20 years of experience in the body composition industry. It is a medical device manufacturer that launched the 8-electrodes segmental body impedance analyser models in hospitals, fitness centers, professional sport teams and hotels.

3. What is InBodyBAND made of?

Wrist Band material (TPSiV) and the screen are made of Acrylic with a UV coating with OLED. TPSiV is a silicon-based rubber material which is a popular material for smartphone cases for its skin-friendly and UV/chemical resistant. In terms of screen, the acrylic with UV coating and Organic LED (OLED) are selected to make sure users can read the screen even under strong sunlight. It is bright enough to be read during the night and day.

4. What type of technology is the InBodyBAND using to measure body fat? How does it work?

Bioelectrical impedance analysis (BIA) is considered one of the most reliable and accessible methods of screening body fat. BIA measures the impedance or resistance to the signal as it travels through the water that

is found in muscle and fat. Thus, the more muscle a person has, the more water their body can hold. The greater the amount of water in a person's body, the easier it is for the current to pass through it. In other words, more fat, higher resistance. With this technology built in the InBodyBAND, and the information such as your body weight and height, the band is able to calculate your body fat by percentage. Users can use this number as an indicative number to improve his/her overall fitness level.

It is an activity tracker that calculates your Body Fat Percentage, Muscle Mass, Body Fat Mass, BMR and BMI. Utilising two finger electrodes on the top of the band and two wrist electrodes at the bottom of the screen, the InBodyBAND calculates your body composition in less than ten seconds. It also tracks heart rate with ECG electrodes, sleep patterns, calories eaten and consumed, and steps taken. InBody also connects to the user's smartphones via bluetooth, and the data can be uploaded and monitored through the BODYKEY App. The InBodyBAND combines technology of BIA (Bioelectrical Impedance) with the accessibility of an activity tracker.

5. How accurate is the InBodyBAND?

For maximum accuracy, InBody has conducted a wide variety of tests in different situations, during the development of the InBodyBAND. Please note there may be some difference based on walking patterns.

Since the InBodyBAND is designed to be worn on the wrist, accuracy may be compromised if you frequently engage in activities with a lot of body movement but little arm movement (and vice-versa). This is common on all wrist-worn activity trackers that are available on the market. Walking that truly helps improve health must be persistent and long. However walking less than a few steps is not actually meaningful in terms of body management.

The accuracy, depends on the balance of the upper and lower body since it can only measure the impedance of the upper body. In the case of a well-balanced body, the body composition analysis is expected to be as accurate as other body composition analysers for households.

6. What are the difference between the InBodyBAND and other activity tracker available in the market? Please refer to the comparison chart in the Nothing Compares brochure.

7. How can I buy the InBodyBAND?

The InBodyBAND is not available on its own. It is part of Body Key by Nutriway 60 day JumpStart kit.

8. Has INBODY offered this InBodyBAND to any other distributor in Australia and New Zealand?

No. At this moment, Amway has the exclusive rights to distribute it.

9. Can the InBodyBAND work independently from the App?

The app is designed to be used with the InBodyBAND. If you are using the InBodyBAND, you are required to have the BODYKEY app. However you are able to use the InBodyBAND even if you don't activate your master code. You may need the app in the beginning to enter your height, weight, target goal, etc. After the initial setup, the InBodyBAND is also a perfect stand-alone device, which means that you can still use the device without the app. Note, as your weight changes, you are recommended to conduct the InBody test with the app so that your weight can be updated accordingly. Besides the InBody test, you may use the Band independently for the step counting and heart rate measurement.

10. Why am I not able to connect the InBodyBAND with the BODYKEY App?

The InBodyBAND uses bluetooth to communicate with your smartphone. Please make sure your phone's bluetooth is turned on. When establishing a connection, ensure that the two connecting devices are within a close range and during a bluetooth data transfer, do not place any obstacle between the device and the connecting device. Sometimes the connection/ data transfering may fail which could be due to the internet connection being weak or unstable.

11. Is there any warranty on the InBodyBAND?

The InBodyBAND carries a 1 year manufacturing warranty from the date of purchase. The 1 year warranty is offered as a standard warranty period for most activity trackers offered in our market.

The InBodyBAND warranty does not cover:

- Damage, accidental or otherwise, to the InBodyBAND while in the possession of a consumer not caused by a defect in material or workmanship.
- Damage caused by accident, misuse, tampering with or failure to follow the care and special handling provision in the manual.
- Damage and/or scratches to the finish of the band, screen or other components cause by wear or accident.
- Damage caused by significant impact or contact with water.
- Damage caused by repairs or alterations of the InBodyBAND by anyone other than Amway Service Center.

12. How should I wear my InBodyBAND and which wrist should I wear on it?

The InBodyBAND has an adjustable clasp so it can fit almost all wrist sizes. Position the band so that the button faces away from the wrist. Align the clip to one of the holes on the band and fasten it. It should be worn on your non-dominant wrist with the sensor in contact with your wrist.



13. Is it water resistant? Can I wear it while swimming?

The InBodyBAND is splash resistant for the purpose of washing your hands, but not while you are showering or swimming. However, it would be best to avoid moisture as much as possible and ensure the micro USB cover is closed properly at all times to prevent water getting into the USB port.

14. My InBodyBAND does not turn on?

Please charge your InBodyBAND first. Press and hold the on button for 3 seconds, if it still does not turn on even after the battery is fully charged, the charger might not be receiving enough power from the USB port or the USB port may be malfunctioning.

15. Does the data on the InBodyBAND get erased after a day?

The InBodyBAND can store data for a maximum of 7 days if the data is NOT uploaded to the BODYKEY App. Please note that the Body composition will not save unless conducted using the BODYKEY app. Once the data is transferred to the app, then the band will no longer store the previous days' data.

16. Why the InBodyBAND battery degrade/deteriorate over time?

Like any rechargeable device in the market. A healthy battery, ions flow freely between a cathode and an anode. Charging a battery forces ions from the cathode to the anode; using the battery reverses the flow. Over time, this process wears out the cathode, which results in reduced capacity. A high-end lithium-polymer battery can lose about 20 percent of its capacity after 1000 charge cycles. Another way to think of this is to imagine that every time you recharge your device, you are shaving a few seconds off its maximum battery life. Erratic charging and heat speed up this degradation. The estimated shelf life of the battery (under normal use circumstances) is 3 years. The battery is not replaceable.

17. I need to charge my InBodyBAND more often lately.

If you conduct the InBody Test and Heart Rate Test more than 5 times a day or you receive a lot of notifications (sms/ text messaging), your InBodyBAND battery will run out faster - therefore you need to charge it more frequently.

18. Can I clean my InBodyBAND with Amway Dish Drops or LOC Multi-Purpose Cleaner?

Use a clean, damp cloth to clean your band. For dirty stains on the band, we suggest you clean it with alcohol/ toothpaste.

19. I lost my Micro USB cable, can I use other cable to charge my InBodyBAND?

Yes, you can use a normal standard genuine smartphone USB cable to charge your InBodyBAND.

20. How long does it take to charge my InbodyBAND?

The first time it may take 2 -3 hours but if you charge regularly, it should take 30 – 60 minutes.

E. InBodyBAND Features/ Modes

1. Time

a. The time shown is not accurate, how can I change it to our local time?

There is 2 ways of setting up the time (i) When you have installed the BODYKEY App on your smartphone as instructed and connected the InBodyBAND to the app over Bluetooth, once the connection is established, the time is set to the current time (ii) Set the time manually – at the time screen, press and hold the button for 3 seconds to set the current time. The digits, indicating time will start flashing when you press and hold the button for 3 seconds. Press the button to set the hour, and then press and hold the button for 1 second to set the minute. When you finished setting the current time, press and hold the button for 3 seconds to finish the setup.

b. I am not able to set the time manually after syncing the InBodyBAND with the BODYKEY app? You are not able to set the time manually after you sync your InBodyBAND with the BODYKEY app, the time will be automatically set up when you connect to your smartphone.

c. Will the "Time" being changed automatically if I travel to different time zone?

The "Time" will not change automatically in a different time zone. As the Band is paired and synced with your smart phone, it follows the time set in your mobile phone. If you wish to change the time manually, See 1a. Question for the instruction.

2. InBody Test



a. What is InBody Test?

InBody Test is a measurement of Body Fat of your upper body. The test result will be shown as Percentage of Body Fat on screen.

b. Why am I not able to measure InBody Test?

The InBody Test mode may not be used while the product is charging. It also requires good contact between all four electrodes and your skin. Please make sure that your hands do not touch each other. If you have very dry skin or hairy skin, it may affect the test as well.

c. How does InBodyBAND measure my body fat?

You must install the BODYKEY App and sync with your InBodyBAND before taking the InBody Test. The Body Fat measurement will take into account on your height and weight. You can also do the InBody test without the app, but the result will not be saved.

d. How to get an accurate test result?

The Body fat measurement will take into account your height and weight. Therefore, you must key in your personal information on the BODYKEY app before you conduct the InBody Test. Please make sure your posture is correct during the test.

e. InBodyBAND measure Body Fat Mass from the upper body. For a person with "Pear-shaped" body, will the data be accurate?

The data accuracy difference between the InBodyBAND and Professional InBody Device is around 3%. Because the InBodyBAND measures the Body fat fass from the upper body, for a person with "Pearshape"body the data accuracy difference can be higher than 3%. Mainly it depends on % of fat mass in the upper or lower body.

f. If a person has "water retention" issue, will the Body Fat Mass data be accurate?

A person with "water retention" issue will affect the Body Fat % reading because the InBodyBAND measures the impedance which total body water is calculated. Based on InBody's unique algorithms, the muscles mass and body fat are calculated from the amount of the total body water. Recommendation: To monitor/record your body fat reading every day for a month to establish a baseline for your body fat %.

g. Can a patient with pacemakers or other medical implants use the InBodyBAND?

Patient can use the InBodyBAND to track sleep and steps, but are not allowed to conduct the InBody Test & monitror Heart Rate because the InBodyBAND uses Bioelectrical Impedance Analysis (BIA) to analyse body composition - The body impedance is measured using the micro Alternating Electric Current (AC) which pass low intensity & harmless electric signal from the electrodes to our body. With this, there is a minute risk that the signal could cause a pacemaker or other implanted medical device to malfuntion.

h. Pregnant women are not encouraged to use InBodyBAND to conduct InBody Test?

InBodyBAND use Bioelectrical Impedance Analysis (BIA) which is not harmful to the body, however pregnant women's body composition changes considerably in order to support the developing child. Under these circumstances, body fat percentage readings could be inaccurate and misleading.

Heart Rate



a. How does InBodyBAND measure my heart rate?

The InBodyBAND employs Electrocardiogram (ECG) to measure the heart rate. When a heart pumps blood, it sends out an electric signal. Using the electrodes, the InBodyBAND directly measures the electric signal from the heart, providing an accurate results.

b. Why am I not able to measure Heart Rate?

This happens when the wrist electrodes did not touch your wrist completely or your finger did not touch the finger electrodes gently. Ensure your hands don't touch one another. If you have very dry skin or hairy skin, it may affect the test as well. Apply some lotion to improve the contact.

c. Why do we need to measure heart rate as it is not shown in the BODYKEY App?

Exercise is part of the most important step towards achieving weight loss goals. A heart rate monitor helps you to ensure that you are working at the correct intensity to burn the most calories.

3. Steps

a. How does InBodyBAND track my movement?

The InBodyBAND uses a 3D motion sensors to detect movement. When worn on the body, the motion sensor converts all movements into digital measurement values (data). The InBodyBAND analyses the digital data to provide detailed information concerning frequencies, durations, intensities, and movement patterns, and determine the number of steps walked, exercise duration, calories burned, and distance covered.

b. Why isn't the step count increasing when I walk with my InBodyBAND?

The InBodyBAND will start counting from the 8th step onwards. It may be considered as a threshold. If a person walks only a few steps and rests, their body won't burn much energy. Only the continous/long walking would consume calories, which may be converted as walking steps.

c. My InBodyBAND recorded more/less steps count? Please follow the below troubleshooting steps:

- 1. Wear the InBodyBAND and take 100 steps. (note: 30 steps is for internal information)
- 2. Click on the side button to check your Step count.
- 3. Continue walking and you should see the step count increase.
- If there is a deviation of ave. +/- 10%, the band is not defective
- A person who recorded a lot more/ less than ave +/- 10%, it could be due to that person has abnormal walking pattern or soft walk whereby the band is unable to track the step count accurately.

d. Will the Band count the steps if I were to cycle, do yoga, or other non-step based workouts? The InBodyBAND uses a 3D motion sensor to detect movement - If there is no movement, it will not be detected as step. However, the BODYKEY app allows you to record non-step physical activity. Check out the app to "add Activity" by keying the intensity & time for such activity to calculate the calories burn.

e. InBodyBAND will track steps and calories burnt. If I wear my InBodyBAND for hiking, will the total calories burnt be duplicated if I add "hiking" in my activity record? Should I take the calorie record from my InBodyBAND or activity record?

If you add "hiking" in your activity record and wear InBodyBAND for hiking, the total calories burnt will be double counted. The InBodyBAND calculates the calories burnt using METS methods. This means the calories burnt will be measured by weight, the speed of walk etc. Because "hiking" is basically a walking activity and the InBodyBAND measures walking activity, we recommend to take the calorie record from your InBodyBAND.

f. Does the InBodyBAND calculate steps even while working seated?

A wide range of test have been conducted for typing, writing, computing and other types of office activities. In general, the InBodyBAND does not calculate steps while working seated. However, additional steps may be recorded when you make big arm movements.

4. How does InBodyBAND track/measure Sleep Pattern?

The InBodyBAND uses a precision motion sensor and powerful algorithm to automatically track your sleep based on your movement. If there is a movement for a period of time, it is recognised as sleep and sleep algorithm is executed to measure the sleep. But if the sleep time is too short (less than 1hour), it may not be

measured. If there is a lot of movement when you start to sleep, the actual sleep measurement will start at a later time than when you laid down to go to sleep.

5. Does InBodyBAND track when we are taking a nap?

The InBodyBAND uses a precision motion sensor and a powerful algorithm to automatically track your sleep based on your movement - it can also measure a nap. But if the sleep time is less than 1 hour, the sleep pattern may not be measured since the motion sensor cannot track the movement.

6. The InBodyBAND recorded that I was "sleeping" although I did not sleep during that hour?

This scenario will happen when you put your InBodyBAND at an angle or if you are watching TV without any movement.

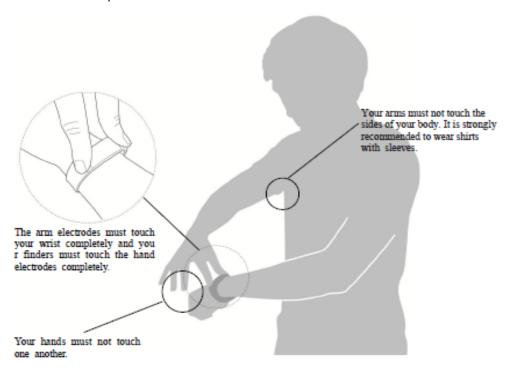
7. Does InBodyBAND release electricity to the body if we wear it all day long, even during sleep?

No. InBodyBAND compliances with FCC rules whereby the device may not cause any harmful interference on the human body.

8. Accurate Test Guidelines

To get an accurate test for the InBody Test and Heart Rate test the examinee must maintain a proper posture to have an accurate test results:

- The arm electrodes must touch your wrist completely and your fingers must touch the hand electrodes completely.
- Your arms must not touch the sides of your body. It is strongly recommended to wear shirts with sleeves.
- Your hands must not touch one another.
- Always read the manual before use. Use as directed.



F. BODYKEY App

1. Where can I get the BODYKEY app?

The BODYKEY App is a mobile app. It is available in both the Apple App Store and Google Play Store. Search for mobile apps called "BODYKEY"

2. How to become a BODYKEY member?

To be a BODYKEY member, you need to:

- Purchase a BodyKey by Nutriway 60 day JumpStart Kit and it will come with Master Code for the BODYKEY App access.
- Download the BODYKEY app from Apple App Store or Google Play Store.
- Upon completion of App installation, you will be prompted to input some basic information upon download.
- To activate your BODYKEY membership, select the "Assessment" icon on the dashboard page, and you will be prompted to input the master code. Follow the instruction to complete the registration.

3. I lost or misplaced my master code, is there any way I can retrieve it?

Contact the Amway Contact Centre and they can verify that you have purchased a BodyKey by Nutriway 60 day jumpstart Pack and the mastercode not previously been entered. If the unique mastercode has been used, a new one will not be reissued.

4. I am not able to retrieve/ forget my BODYKEY App password

You can reset your password in the app, go to "Setting" "Profile" to rekey your password. When you are on the login page, after keying in your mobile number, select "Find Password" then a temporary password will be sent to your email that you used to register with BODYKEY App earlier on. Once you log in, you are free to reset your password.

4. Will my BODYKEY membership expire?

Yes. Your membership is valid for 180 days. You can activate again by key-in a renewal code. Each renewal is valid for 180 days.

5. How can I renew my BODYKEY membership?

You may obtain the renewal code with purchase of Nutriway Optimal Health Pack. Input the renewal code in your app upon the expiry of the previous code then you can continue to enjoy all features up to another 180 days. Upon expiry, select "Assessment" and you will be prompted to key-in renewal code accordingly. Note, BodyKey membership will cannot be renewed if it has not been originally activated. To get your initial mastercode, purchase a BodyKey by Nutriway, 60 day jumpstart Pack or registration Pack

6. What are the additional features in the BODYKEY app which a registered BODYKEY user can enjoy?

You are able to use the "BODYKEY Assessment tool" for 180 days for each activation of Master code and renewal code. Upon completion of the Assessment, you will receive a personalised diet plan and exercise plan. Meanwhile, you are eligible to participate in any BODYKEY Challenge if it is conducted by the company.

7. How do I know when my BODYKEY membership is due for renewal?

You will receive a notification/ message via the App several days before expiration.

8. Can I use a renewal code for my 1st time activation of the BODYKEY membership?

No. You need your Master code via purchasing the BodyKey by Nutriway 60 day JumpStart Pack, is a prerequisition for 1st time activation and it can be followed by multiple renewal codes - renewal every 180 days.

9. Will the BODYKEY App work in all mobile platforms?

No, it is compatible with Android BLE compatible and IOS 7 or later. This app is optimised for iPhone 4s, 5, 6, and 6plus.

10. Who can I contact if I have any technical problem with the app or InBody Band?

You may contact AMWAY Customer Service Team

Australia: 1800 454 647 New Zealand: 0800 611 611

11. I was not an IBO at the point of BODYKEY membership registration, but now I am an Amway distributor, do I need to update my profile status?

Yes, you are encouraged to update your profile and input your IBO number for validation. Your existing data will move to a new account seamlessly.

11. What does "InBody Score" mean on the BODYKEY app?



InBody Score is an index used to understand the state of one's muscle and fat analysis. A score of 80 points is ideal, it indicates a well-balance of fat and muscle in your body. There is room for improvement if your score is below 80.

Internal information: The average indicated in this chart is based on the accumulated data InBody have so far. In another words, an average of 68 indicates that a normal person's score is lower than the theoretical mean score.

12. What is the criteria to determine the normal range of Body Fat Mass?

The formula for Body Fat Percentage is "(Body fat ÷ Weight) x 100.

13. I lent my InBodyBAND to my friend for a few days, how can I delete his/ her records in the BODYKEY app? When you pair the band with your app, you may follow the instruction to conduct InBody test accordingly. Meanwhile, the app will also capture the step data from the band of that day (just 1 day). You may start a new day the following day.

14. Why is my ideal weight so low?

The suggested ideal weight is at the lower end of the healthy weight range for adults. Body Mass Index (BMI) recommendations could vary according to gender and ethnicity. Your weight range is specified in the interpretation commentary Use this as a guide to develop your own realistic goals based on your personal situation

G. BODYKEY Challenge

1. How do I participate in the BODYKEY Challenge?

- Purchase a BODYKEY JumpStart 60 Day Pack (VS/QO 261014 or 261062) and it will come with Master Code for the BODYKEY App access.
- Download the BODYKEY app from Apple App store or Google Play Store.

- Activate your BODYKEY membership by inputting the Master code which provided in the BODYKEY 60 day Jumpstart Kit.
- Complete your BODYKEY Personalised Assessment.
- Form a team of 4.
- Team Leader who must be an Amway IBO to sign up the Challenge via the BODYKEY app. The challenge starts the next day after sign up.
- Team leader who will be responsible to sign up on behalf of the team. Team leader to provide the details of each team member as guided by the BODYKEY app. A group photo is required upon sign-up.
- One of the team members must be a new IBO who has joined Amway less than 90days from the date of entering the challenge. More than 1 new IBO in a team is welcomed.
- See Challenge Terms and Conditions at www.nutriwayvbodykey.com.au or www.nutriwaybodykey.co.nz

2. Do you have to be an Australian/New Zealand Citizen to qualify?

Participation is open only to all residents in Australian/New Zealander who are 18 years of age or older as of date of entry. If an IBOs entry is void or disqualified due to any reason, all team members will no longer eligible to participate in the BODYKEY Challenge in this season.

3. Who is eligible to be the team leader?

• The leader team must be a valid Amway IBO. Among your team members, there must be at least 1 new IBO. See the Challenge Terms and Conditions for more details at www.nutriwaybodykey.com.au or www.nutriwaybodykey.co.nz

4. Can I join or form more than 1 team?

No. Each participant can participate once during the entire challenge registration period between the 21st September 2015 to 30^{th} November 2015.

5. What is the duration of each Challenge?

This Challenge is a 60-day program. Once you are ready to form a team, you may join any time during the registration period.

6. Do I (as a participant) need to submit a before and after photo?

Yes. The team leader will be responsible for submitting your photo ("before" & "after" picture in 1 photo) at the end of the challenge. All teams have 10 days from the end of their challenge to submit the photos.

7. How do I qualify for fortnightly prizes?

Once you register to join the 60-Day BODYKEY Challenge, you are automatically entered into a fortnightly contest. Check out BODYKEY website for more details and the Terms and Conditions:

Nutriwaybodykey.com.au or nutriwaybodykey.co.nz

8. How will I receive my prize and how long will it take?

Winners will receive an email advising them that they have won and prizes will be mailed.

9. Can I get cash or exchange my prize?

No, all prizes are not refundable, transferable or exchangeable.

10. What is the criteria for the grand prize? How is this judged?

Upon completion of the Challenge, the team leader is required to submit all team member's photos and a story. The story is limited to a maximum of 1000 words. The story will be judged based on the criteria listed below. All participating teams are completing against all teams in Malaysia, Singapore, Brunei, Thailand, Philippines, Australia and New Zealand. The top 11 teams will be notified by email or telephone in accordance

with the information provided on the BODYKEY sign-up on. There will be 2 winning teams chosen from Australia/New Zealand.

The team story should include the following:

Your story should include the following:-

- Compelling team's transformation weight loss journey
- How the team overcame emotion and physical barriers
- Overall team spirit on working together
- Overall improvement on appearance and wellness level
- Joy of achievement

You might also want to include the following in your story even though they are not direct judging criteria:

- Program impact on your Amway business
- BODYKEY score

11. How is this judged?

The judging will be done by a panel of Amway judges based on:

- (20%) The overall weight loss as shown in before and after photos
- (40%) Story describing your team's journey
- (40%) Your weight loss based on the following formula:

Initial Weight - Final Weight = % of weight loss

12. How is my before and after weight validated?

You have two ways to validate your starting and ending weight. You can either make an appointment with the Naturopath in your closest Business Centre who will weigh and record your details OR you can visit your local GP and request a note from them validating your before and after weight. This should be submitted along with your entry. Amway will require two weighs in: the initial weigh in within the first 7 days of the team signing up to the Challenge and a final weigh in 7 days after the Challenge is finished.

13. What is the BODYKEY score and how is it being determined?

It is determined based on your calorie management, exercise routine, sleep management, disciplines of keeping track of your data during the challenge period. The BODYKEY score helps track how well and how consistently you and your team are utilising the BODYKEY tools and app. Utilising the tools effectively will help you and your team stick to the program and reach your goals.

14. How can my team participate in the fortnightly challenge? And what is the criteria?

Upon joining the BODYKEY Challenge, your teams will be automatically entered into the fortnightly contest by their team's total calorie burnt, total weight loss, total steps, total body fat loss, total BODYKEY score tracked via the BODYKEY app. This contest competes against the teams within Amway Australia/New Zealand. Visit www.nutriwaybodykey.com.au or www.nutriwaybodykey.co.nz for more information and Terms and Conditions.

15. How does the company know my team's total calories burnt or total weight loss?

You are required to sync the BODYKEY App with the InBodyBAND every day before 12 midnight. To make sure your data is updated to our system, the BODYKEY App must be wifi-connected on daily basis. From the data collected, Amway will able to determine the winning team. Every team can only win once during their 60-day period. So, all teams are encouraged to input the data daily and transfer the info from the InBodyBAND promptly. There are also two weigh in requirements at the start and end of the Challenge to accurately track your team's weight loss.

16. What if I become pregnant during my participation in the Challenge?

In order to ensure your safety, if you become pregnant during the Challenge or you are pregnant, your entry will be void.

17. Is there any guideline to follow with regard to photo submission?

Yes, you may visit our BODYKEY website to find out more www.nutriwaybodykey.com.au or www.nutriwaybodykey.co.nz. At the end of the Challenge, if you are the Team Leader, you will need to submit individual full-length photos of each of your team members and a group photo. Each team is given 10 days to complete the task. Each individual picture should show the before and after view (full-length views). Each of the team member must wear the InBodyBAND in the photos. Visit BODYKEY Website for more information.

18. Where can I find more information with regard to the BODYKEY Challenge?

You can visit BODYKEY website for more information and for the Challenge Terms and Conditions www.nutriwaybodykey.com.au or www.nutriwaybodykey.co.nz.

H. Others / After Sales Service

1. Why does the InBodyBAND come with such a short warranty period compared to the rest of the high ticket item offered by AMWAY?

The InBodyBAND comes with 1 year warranty from the date of purchase. This is a standard warranty period offered by most wearable fitness trackers on the market.

2. Why is the InBodyBAND battery not replaceable?

The InBodyBAND battery is not replaceable because it is fully integrated with the PCB in the device.

3. How can we switch the info on the BODYKEY App to a new phone?

Download the BODYKEY App on your new phone and key in your profile (password & phone no) that you registered with the BODYKEY App.

4. I have recently changed phone with a new mobile number, can I move my existing data to my new phone with my new mobile number?

You may download the BODYKEY App to your new phone and key in your old mobile number and password to login. Once you log in, you can update your mobile number.

5. When the InBodyBAND is not properly connected/synced with the BODYKEY App, please follow the below troubleshooting steps:

- a. Close all the apps that are running on your phone. They may be interrupting the Bluetooth pairing.
- b. Turn off the Bluetooth function and turn it on again.
- c. Restart the BODYKEY app and the Bluetooth pairing.
- d. If customer still experience the same problem, please restart their smartphone.

6. How can we retrieve all our data if we accidently delete the BODYKEY App or switch to a new phone Download the BODYKEY App on your new phone and login in with your original mobile number and password that you registered with earlier.

7. Can I return the BODYKEY 60 day JumpStart Pack or InBodyBAND under the Amway Satisfaction Guarantee Policy?

Yes, you can return the BodyKey 60 day Jumpstart Pack under Amway's 90 Day 100% Satisfaction Guarantee. You cannot return the band separately nor can you return the pack without the band.

- 8. If I am no longer able to turn on the InBodyBAND due to bad battery, how can I check the serial number? You are not able to check the serial number once the battery is totally "dead".
- 9. Can I replace my InBodyBAND's strap or clip if it is worn or lost?

Yes, please contact our customer service for purchase procedure.

J. Meal Advice and food database

1. How has the meal advice been generated?

The meal advice has been developed by an Australian dietician / Nutritionist and adheres to the BodyKey weight management program macronutrient guidelines as set by the Nutrilite Health Institute. The meal advice provides a guide to the types and portion sizes of foods that are recommended based on the caloric intake required to meet your goals and also the carbohydrate and fat intake to best support your diet type (low fat vs low carbohydrates)

2. Are there recipes for some of the food recommendations?

No, intentionally we have kept the meal advice simple so there is no need to create elaborate recipes, however if you do need some guidance on how to prepare any of the recommended foods, we suggest you use a healthy recipe alternative.

4 Are there any more food suggestions other than what is showing in the App?

Yes, more food advice suggestions can be found on the website www.nutriwaybodykey.com.au or www.nutriwaybodykey.co.nz

5. Why are there fast foods on the food database?

Even the most committed and organised of us can experience times where we have a momentary lapse of willpower, need a quick and convenient alternative or may be in a situation where the only food at a party is pizza. The reality is, it can happen and we have added some of the more common and widely available fast foods to make it easier to record your food consumption. In fact, having these foods on the database can even act as a deterrent by making you reconsider your choice once you see the impact on your daily caloric intake!

6. What if I don't like the food advice provided?

The meal advice provides direction on the types and quantity of food you should be consuming considering your diet type (low carb or low fat), your weight goals and daily activity. This is not a comprehensive meal planner, it is a guide to help you understand the types of foods that meet the caloric and macro nutrient ratios. Remember, the key to the success of the BodyKey program is that it is personalised, so we encourage you to use the food database to develop the types of meals and eat the types of foods that work for you.