

BodyKey™ FAQ

Please note that the BodyKey FAQ comprises of the sections below:

- A. BodyKey Programme – Overall
- B. BodyKey Personalised Assessment
- C. BodyKey by NUTRILITE™ Meal Replacement Shake
- D. InBodyBAND
- E. InBodyBAND features/modes
- F. BodyKey App
- G. BodyKey Challenge
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A. Overall BodyKey Programme

1. What is BodyKey?

The BodyKey by NUTRILITE™ Weight Management Programme is a comprehensive and personalised weight management solution. It 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 programme is a holistic programme which helps take the guesswork out of weight management.

- The BodyKey Personalised 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 weight loss 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 assessment, BodyKey gives personalised recommendations on your diet and physical activity plan via the BodyKey App. It is based on science and uniquely tailored to make your weight-loss journey easier and for long-term results. For more information, see "What is BodyKey Personalised Assessment?"
- To guide you and keep you motivated in your entire weight-loss journey, the BodyKey App is like your coach, guiding 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 the tracking of your body composition and your physical activity to give 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 weight loss goal. For healthy weight loss, we encourage an average of 0.5kg – 1kg per week. Upon completion of the BodyKey Personalised Assessment, each individual will be given different eating and exercise plans designed to maximise their success.

4. How can I join the BodyKey Programme?

If you are not an AMWAY Business Owner (ABO), you may contact any ABO to purchase the BodyKey Jump Start Kit and start your 60-day BodyKey weight-loss journey. Alternatively, you may visit our website www.amway.my or www.amway.sg to register your details with us.

5. What is the duration of the BodyKey Programme?

It is a 60-day programme to get you into adopting healthy habits and a health routine. Additionally, after 60 days, BodyKey and other AMWAY products can help you keep the weight off in a healthy way for the long term.

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

This programme is designed for individuals who are 18 years of age and above.

7. Where can I learn more about BodyKey Programme?

Depending on where you are from, you may visit the following websites for more information.

AMWAY Australia	www.bodykeyau.com.au
AMWAY Indonesia	www.bodykey.co.id
AMWAY Malaysia & Brunei	www.bodykey.my
AMWAY New Zealand	www.bodykey.co.nz
AMWAY Philippines	www.bodykey.ph
AMWAY Singapore	www.bodykey.sg
AMWAY Thailand	www.bodykey.co.th
AMWAY Vietnam	www.bodykey.com.vn

8. How is BodyKey different from other programmes that are being offered by AMWAY?

BodyKey is the first globally branded weight management programme 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 programme, see “What is the science behind BodyKey by NUTRILITE?”

9. What is the science behind BodyKey?

The BodyKey programme is offered by NUTRILITE. It bloomed from core principles and decades of industry research that 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 Programme is easy to follow and takes the guesswork 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 by NUTRILITE Meal Replacement Shake is also the number one meal replacement shake globally that contains no artificial flavours, colours, sweeteners or preservatives.** It is developed based on exclusive BodyKey taste mapping technology. It is a scientifically formulated, well balanced meal containing 25 Vitamins & minerals which provides you at least one third of your daily nutritional needs while controlling your calorie intake.

*Methodology Explanation: Source Euromonitor International Limited; Vitamins and Dietary Supplements, World, GBN, Retail Value RSP, % breakdown, 2014.

** BodyKey by NUTRILITE™ 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.

10. 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 Programme and BodyKey/NUTRILITE Products can help you continue to eat right, fill your nutritional gap with the right supplements and motivate regular exercise to achieve long term wellness.

B. BodyKey Personalised Assessment Tool

1. What is the BodyKey Personalised Assessment?

The BodyKey Personal Assessment is a clinically backed questionnaire which is scientifically validated and known to give the greatest impact on weight loss. It is the first comprehensive, global assessment to evaluate an individual's results in the six key lifestyle components critical to success – Diet, Physical Activity, 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 may retake 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 user, can I have the access to the BodyKey Personalised Assessment Tool?

The BodyKey Personalised Assessment Tool is exclusively for BodyKey users. Contact your servicing ABO to find out more.

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 caloric intake of 250-500 calories per day. Prolonged sleep issues have also been shown to result in weight gain or difficulty losing weight.

6. 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. You tend to make poorer decisions. Lastly, stress overrides your body's regulatory system, increases impulsivity and disrupts your energy balance, which will eventually make you less active.

C. BodyKey by NUTRILITE Meal Replacement Shake

1. Why is the BodyKey Meal Replacement Shake not gluten-free? What are the advantages of being gluten-free? If it is not gluten-free, are there any disadvantages?

At this time, NUTRILITE products are not certified gluten-free. Although we follow strict Good Manufacturing Practices cleaning processes, foods and dietary supplements manufactured on shared equipment may result in

trace amounts of gluten. While most NUTRILITE products that we manufacture contain little or no gluten, we are not able to continually guarantee 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.

In the US, current Food & Drug Administration regulations define the term “gluten-free” as containing less than 20 parts per million (milligrams per kilogram of food) gluten. Current US Food & Drug Administration regulations bring the definition of “gluten-free” more in line with similar standards in Europe and Canada.

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. Does the NUTRILITE Health Institute have a formal position regarding gluten-free diets?

The NUTRILITE Health Institute does not have a formal position regarding gluten-free diets. However, our scientists are continually monitoring the literature to ensure that NUTRILITE products remain safe and effective. Based on their assessment, they have provided guidance for people following a gluten-free diet.

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

Gluten-free eating has become popular with people who want to improve their health and those who have a history of digestive complaints. For digestive complaints, consulting a physician to ensure a proper diagnosis would be advisable before starting a gluten-free eating plan.

People with no formally diagnosed gluten intolerance may still choose to follow a gluten-free diet. However, gluten-free products are often not a healthier food choice. Many gluten-free products are high in calories, fat, and sugar so it is still important to check food labels.

The NUTRILITE Health Institute promotes a diet rich in plant foods, including a variety of fruits, vegetables, and whole grains as this pattern of eating has been consistently shown to promote optimal health. Whole grains are a great source of fibre, nutrients such as B vitamins, and phytonutrients. It is difficult to consume an adequate amount of healthy whole grains when following a gluten-free diet. Whole grain gluten-free choices such as amaranth, millet, and quinoa can help ensure a healthy and balanced gluten-free eating plan.

People following a gluten-free diet may also desire gluten-free dietary supplements. If they have celiac disease or formally diagnosed gluten intolerance, this is a requirement that must be followed. However, for people who are following a gluten-free diet to improve overall health or to reduce mild digestive complaints, a gluten-free supplement is not likely to provide any additional health benefit.

4. Fructose and Sucrose are both found in the BodyKey by NUTRILITE Meal Replacement Shake, are there any reasons for using both sugars?

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.

5. Is there dairy in the BodyKey by NUTRILITE Meal Replacement Shake?

The raw material used in our Meal Replacement formula is a fat powder that includes some dairy, therefore it is not considered to be a non-dairy 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 are not a disadvantage.

6. Why is the BodyKey by NUTRILITE Meal Replacement Shake more expensive than Positrim even though both offer similar ingredients?

The BodyKey by NUTRILITE Meal Replacement Shake formula maximises the use of new ingredient technologies (Taste Mapping Technology) to deliver a higher quality product with less fillers as well as optimised flavour and texture. This includes the use of more concentrated sources of protein as well as advanced flavour optimisers.

D. InBodyBAND

1. What is the InBodyBAND?

The 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 your smartphone via 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 is the first and only fitness tracker which has the body composition measurement function. AMWAY is the sole distributor of this product in South East Asia/Australia & New Zealand (SEAANZ).

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 the first medical device manufacturer that launched body impedance analyser models in hospitals, fitness centres, professional sport team and hotels.

3. What is the InBodyBAND made of?

The material for the wrist BAND is TPSiV and the screen is made of Acrylic with UV coating with Organic LED (OLED) display. TPSiV is a silicon-based rubber material, which is also a popular choice for smartphone cases, as it is skin-friendly and UV/chemical resistant. For the screen, acrylic with UV coating and Organic LED (OLED) are selected to ensure users can read the screen even under strong sunlight. It is bright enough to be read 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 with the information such as your body weight and height, the band is able calculate your body fat percentage. Users can use this as an indicative number to improve his /her overall fitness level!

It is the first and only activity tracker that calculates Percent Body Fat, 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 pattern, calories consumed, and steps taken. The InBodyBAND can also be synced with the user's smartphones via Bluetooth, and all data can be uploaded and monitored through the BodyKey App. InBodyBAND combines BIA technology 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. For normal walk/run, accuracy of the step count is 90% accurate. 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 among all wrist-worn activity trackers that are available in the market. Walking that truly helps improve your health must be persistent and long, and taking a minimal amount of steps is not actually meaningful in terms of body management.

In terms of body composition analysis, the reproducibility of InBodyBAND is 1% under a controlled environment. The accuracy, on the other hand, depends on the balance of upper and lower bodies since it can only measure the impedance of upper body. In 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 differences between the InBodyBAND and other activity trackers available in the market?

Many people compare the InBodyBAND with activity trackers such as JUP3 since the two products are in same price range and have pretty similar features. However, the InBodyBAND has clear advantages over its competition.

- 1) Screen: JUP3 lacks a screen, which means that users won't be able to see step count, calorie consumption, remaining battery, etc.
- 2) Time: Whether an activity tracker can work as a watch is actually one of the most frequently asked questions. JUP3 without a display can't display the time while the InBodyBAND can also function as a watch both day and night with its bright OLED screen.
- 3) Activity level: InBodyBAND distinguishes between running and walking, providing more accurate activity information.
- 4) Body composition: Even if JUP3 can measure the body impedance, it cannot analyse your body. Rather, it just tells you how dry your skin is. On the other hand, InBodyBAND can measure body fat, showing users how much progress they are making, and continuously motivating them.
- 5) Calorie consumption: Both JUP3 and InBodyBAND measure Basic Metabolic Rate (BMR) and Active calorie consumption. However, InBodyBAND calculates BMR based on body composition (fat, muscle, etc.) while the JUP3 estimate is simply based on weight.
- 6) Incoming Call/Text notifications: InBodyBAND will vibrate for any incoming call/text while JUP3 does not.

7. How can I buy the InBodyBAND?

The InBodyBAND is not available on its own. It is part of BodyKey Jump Start Kit offering.

8. Does InBody offer the InBodyBAND in Malaysia, Brunei or Singapore?

No. At this moment, AMWAY has the exclusive rights to distribute this item.

9. Can the InBodyBAND work independently from the BodyKey App?

The app is designed for use with the InBodyBAND. If you are using the InBodyBAND, you are required to have the BodyKey App. You are able to use the InBodyBAND even if you do not activate your app with the Master Code. You may need the app 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. However, 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 InBodyBAND independently for the step counting and heart rate measurement.

10. Why am I unable to connect the InBodyBAND with the BodyKey App?

The InBodyBAND is to be synced with your smartphone via bluetooth. Please ensure your phone's bluetooth is turned on. When establishing a connection, ensure that the two connecting devices are within close range and during a bluetooth data transfer, do not place any obstacles between the InBodyBAND and the connecting device. Sometimes connection/data transferring fails due to weak or unstable internet connection.

11. Is the InBodyBAND under warranty?

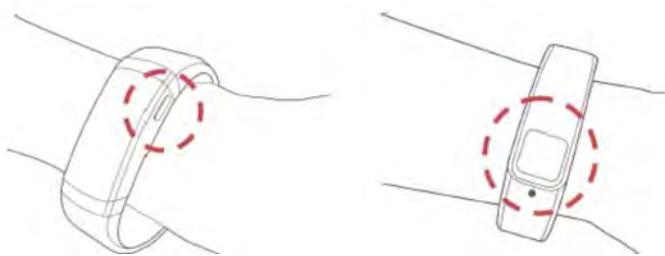
The InBodyBAND carries a one year manufacturing warranty from the date of purchase. The one year warranty is offered as a standard warranty period for most activity trackers offered in our market.

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 caused 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 the AMWAY Service Centre.

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 further up on your forearm so that it fits snugly. This is to ensure that the wrist electrodes are properly in contact with your skin. Align the clip to one of the holes on the band and fasten the body. It should be worn on your non-dominant wrist.

**13. Is it water resistant? Can I wear it for swimming?**

InBodyBAND is water-resistant for purposes such as hand washing, but not for showering and swimming. However, it would be the best if it can avoid moisture as much as possible and to ensure that the micro USB cover is properly closed at all the time to prevent water getting into the USB port.

14. Why does my InBodyBAND not power on?

Please charge your InBodyBAND first. Press and hold the button for three seconds, if it still does not power 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 seven days if the data is NOT uploaded to the BodyKey App. Please note that the Body composition test results will not be saved unless conducted using the BodyKey App. Once the data is transferred to the app, the band will no longer store the previous days' data.

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

This is the case for any rechargeable device in the market. In 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 shave 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 three 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 five times a day or you have a lot of notifications (sms/text messaging), your InBodyBAND battery will run out faster hence you will need to charge it more frequently.

18. Can I clean my InBodyBAND with AMWAY HOME DISH DROPS™ Concentrated Dishwashing Liquid or L.O.C.™ Multi-Purpose Cleaner?

Use a clean, damp cloth. If the band is dirty or stained, we suggest that you use alcohol/ toothpaste to clean it.

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

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

E. InBodyBAND Features/ Modes

1. Time 

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

There are two ways of setting up the time

- (i) When you install the BodyKey App on your smartphone as instructed, connect the InBodyBAND to the app via Bluetooth, when the connection is established, the time will be set to the current time.
- (ii) Set the time manually – at the time screen, press and hold the button for three seconds to set the current time. The digits, indicating time will start flashing when you press and hold the button for three seconds. Press the button to set the hour, and then press and hold the button for one second to set the minute. When you finish setting the current time, press and hold the button for three seconds to finish the setup.

b. Why am I 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 set change automatically if I travel to different time zone?

It will not change automatically in different time zone. As the InBodyBAND is paired and synced with your smartphone, 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 the InBody Test?

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

b. Why am I not able to take the InBody Test successfully?

You cannot enter the InBody Test mode while the product is charging. It also requires good contact between all four electrodes and your skin. Please ensure that your hands are not touching. If you have very dry or hairy skin, it may affect the test as well.

c. Must I sync the InBodyBAND with the BodyKey App before taking the InBody Test?

Yes. In order to get an accurate Body Fat measurement, you must sync the InBodyBAND with the BodyKey App. Prior to that, please ensure you have keyed in your height and weight on the BodyKey App as this will be taken into account.

By taking InBody test without the app, the results will not be saved and the Body Fat measurement will not be accurate.

d. How to get accurate test results?

The Body Fat measurement will take into account your height and weight. Therefore, you must input your personal information to the BodyKey App before you conduct the InBody Test. Please ensure to maintain correct posture while taking the test.

e. The InBodyBAND measures Body Fat Mass from the upper body. Will the data accurate for a person with a "pear-shaped" body?

The data accuracy difference between the InBodyBAND and a Professional InBody Device is around 3%. Because the InBodyBAND measures Body Fat Mass from the upper body, a person with a "pear-shaped" body may experience a data accuracy difference of higher than 3%. It all depends on percentage of fat mass in the upper or lower body.

f. Will the Body Fat Mass data be accurate for a person with water retention?

A person with water retention issues will affect the Body Fat percentage reading because InBodyBAND measures the impedance where the total body water is calculated. Based on InBody's unique algorithms, muscle mass and body fat are calculated from the amount of water you have in your body.

Recommendation: To monitor/record your body fat reading every day for a month to establish a baseline for your body fat percentage.

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

Patients may use the InBodyBAND to track sleep and steps, but they should not conduct the InBody Test or use it for Heart Rate monitoring because the InBodyBAND uses Bioelectrical Impedance Analysis to analyse body composition. The body impedance is measured using micro Alternating Electric Current which passes low intensity and harmless electrical 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 malfunction.

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

The InBodyBAND uses Bioelectrical Impedance Analysis (BIA), it is not harmful to the body, however a pregnant woman's body composition changes considerably in order to support the developing foetus. Under these circumstances, body fat percentage reading could be inaccurate and misleading.

Heart Rate 

a. How does the InBodyBAND measure my heart rate?

The InBodyBAND employs Electrocardiogram (ECG) technology to measure your 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 accurate results.

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

It happens when the wrist electrodes do not touch your wrist completely or your finger does not touch the finger electrodes gently. Ensure that your hands do not 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 even though it is not displayed 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 sensor to detect movements. 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 thus determines 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 eighth step onwards. It may be considered as a threshold. If a person walks only a few steps and rests, the body will not burn much energy. Only continuous/long walking would consume calories and thus converted into steps walked.
- c. **My InBodyBAND recorded more/less step count?**
Please follow the below troubleshooting steps:
 1. Wear the InBodyBAND and take 100 steps.
 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
 - For a person whose step count deviates by more/ less than ave +/- 10%, it could be due to that person having an abnormal walking pattern or a "soft walk" where the band is unable to track step count accurately.
- d. **Will the InBodyBand 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 movements. If there is no movement, it will not be detected as steps taken. However, the BodyKey App allows you to record non-step physical activity. Check out the app to "Add Activity" by keying the intensity and time for such activities to calculate the calories burnt.
- e. **As the InBodyBAND tracks steps and calorie burnt, if I wear it while hiking, will the total calorie burnt being duplicated if I add "hiking" in my activity record? Should I take the calorie record from the InBodyBAND or activity record?**
If you add "hiking" in your activity record and wear the InBodyBAND for hiking, the total calories burnt will be double counted. The InBodyBAND calculates the calories burnt by using the METS methods. It means the calories you burn will differ based on your weight, the speed in which you are walking etc. Because the hiking is basically a walking activity and the InBodyBAND measures walking activities we would recommend for you to take the calorie record from InBodyBAND.
- f. **Does the InBodyBAND calculate steps while seated and working?**
A wide range of tests 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 the 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 no movement for a period of time, it is recognised as sleep and sleep algorithm is executed to measure your sleep quality. If the sleep time is too short (less than one hour), it may not be measured. If you move around a lot in the initial stages of slumber your actual sleep measurements will start much later.

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

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 one hour, the sleep pattern may not be measured since the motion sensor cannot track the movement or lack thereof.

6. The InBodyBAND recorded that I was sleeping although I was not asleep?

This may happen when you put your InBodyBAND at an angle or if you are sedentary, e.g. watching TV without any movement. The band will track this as sleep.

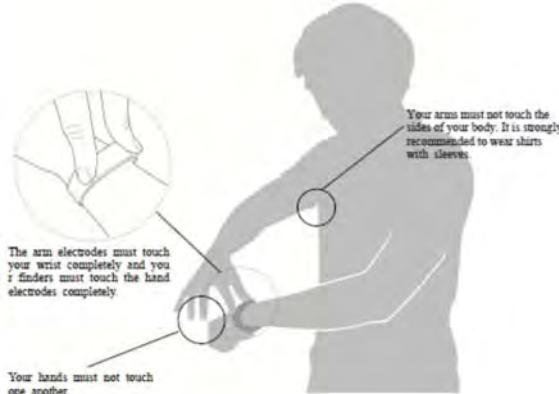
7. Does the InBodyBAND release electricity to the body if we wear it all day and even to sleep?

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

8. Accurate Test Guidelines

You must maintain proper posture to get accurate results for the InBody Test and Heart Rate test.

- 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 a shirt with sleeves while conducting this test.
- Your hands must not come in contact with one another.



F. BodyKey App

1. Where can I get the BodyKey App?

The BodyKey App is a mobile app which is available for download at both the Apple app store and Google Play Store. Search for "BodyKey" by AMWAY.

2. How do I become a BodyKey member?

To be a BodyKey member, you need to:

- Purchase a BodyKey Jump Start Kit (Sku: 266314 / 266316 ZIPP). It will come with a Master Code for the BodyKey App access. The Master Code will be printed on the receipt or packing list.
- Download the BodyKey App from the Apple App store or Google Play Store.

- Upon completion of the app installation, you will be prompted to key in some basic information.
- 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 instructions to complete the registration.

3. I have lost or misplaced my Master Code, is there any way I can retrieve it?

The Master Code is printed on the receipt or packing list with your order. Alternatively, please write in to myhelpdesk@amway.com and for further assistance.

4. I am not able to retrieve or I have forgotten my password for the BodyKey App.

You can reset your password in the app. Go to Setting> Profile to re-enter your password. When you are on the log in page, key in your mobile number and select “Find Password”. A temporary password will be sent to the email that you previously had used to register with the BodyKey App. Once you log in, you are free to reset your password.

5. Will my BodyKey membership expire?

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

6. How can I renew my BodyKey membership?

You may obtain the renewal code with purchase of one BodyKey by NUTRILITE Meal Replacement Shake. Input the renewal code in your app upon the expiry of the previous code and you can continue enjoying all features up to another 180 days. Upon expiry, select “Assessment” and you will be prompted to key in the renewal code accordingly.

7. 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 Challenges if it is conducted by the company.

8. How do I know when my BodyKey membership is due for renewal?

You will receive a notification/message through the app several days before expiration.

9. Can I use a renewal code for the first time activation of my BodyKey membership?

No. Your Master Code via purchase of the BodyKey Jump Start Kit (266314 / 266316 ZIPP), is a prerequisite for first time activation. You may renew after every 180 days with renewal codes obtained via purchase of the BodyKey by NUTRILITE Meal Replacement Shake.

10. Will the BodyKey App work on all mobile platforms?

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

11. Who can I contact if I have any technical problem with the app?

You may contact the AMWAY Customer Service Team as below.

AMWAY Australia	1800 454647
AMWAY Brunei	673 2239281
AMWAY Indonesia	012 57980800
AMWAY Malaysia	603 7946 2800/ 2288
AMWAY New Zealand	0800 611611
AMWAY Philippines	632 8148181
AMWAY Singapore	6550 9911/ 9950
AMWAY Thailand	02 7258000
AMWAY Vietnam	1900 1850

12. I was not an ABO at the point of my BodyKey membership registration, but now I have since signed up, do I need to update my profile status?

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

13. What does the “InBody Score” found on the BodyKey App mean?



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

The average indicated in this chart is based on the accumulated data that InBody has so far. In other words, its mean average of 68 indicates that a normal person's score is lower than the theoretical mean score.

12. My Body Fat Mass is normal but Body Fat Percentage falls in the high category. How is the Body Fat Mass determined to fall in the normal range?

The formula for Body Fat Percentage is “(Body fat ÷ Weight) x 100”. If a person's Body Fat Mass falls in the normal range but his/her Body Fat Percentage is high, the person is basically skinny but has low muscle and high Fat Mass. He/she will be considered as falling under the category of Skinny Obesity Type.

13. I loaned my InBodyBAND to my friend for a few days, how can I delete his/her data from the BodyKey App?

After you pair the band with your app, follow the instructions to conduct the InBody Test accordingly. You can delete previous data for Muscle Mass, Fat Mass, Body Fat and BMI data from the BodyKey App.

Go to Setting > Profile to key in your personal data again (height, weight) and conduct the InBody Test again.

G. BodyKey Challenge

1. How do I participate in the BodyKey Challenge?

- Purchase a BodyKey Jump Start Kit (sku no: 266314 Cash / 266316 ZIPP). It will come with the Master Code for the BodyKey App access.
- Download the BodyKey app from the Apple App store or Google Play Store.
- Activate your BodyKey membership by keying in the Master Code provided at the point of purchase of the BodyKey Jump Start Kit. This should be printed on your receipt or packing list.
- Complete your BodyKey Personalised Assessment.
- Form a team of four.
- The Team Leader must be an ABO and he/she will be responsible for signing the team up for the Challenge via the BodyKey App. The challenge starts the day after signing up.
- The Team Leader is to provide the details of each team member as guided by the BodyKey App. A group photo is required upon signing up.
- One of the team members must be a new ABO who has signed up with AMWAY less than 90 days prior to entering the challenge. More than one new ABO in a team is welcome.

- See Challenge terms and conditions at www.bodykey.my/en_us/get-started/challenge-activities.html (Malaysia & Brunei).
- 2. Do you have to be a citizen of Malaysia/Brunei to qualify?**
 Participation is only open to all residents of Malaysia or Brunei who are at a minimum of 18 years of age as of date of entry. If the entry is void or disqualified due to any reason, all team members will no longer be eligible to participate in the BodyKey Challenge this season.
- 3. Who is eligible to be the Team Leader?**
 The Team Leader must be a valid ABO. Among your team members, there must be at least one new ABO in the team.
- 4. Can I join or form more than one team?**
 No. Each participant can participate once during the entire Challenge registration period from 8 September 2015 – 30 December 2015.
- 5. What is the duration of each Challenge?**
 It is a 60-day Challenge. 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 any before and after photos?**
 Yes. The Team Leader will be responsible to submit a group photo ("before") upon registration. (This can be a fun or lifestyle shot.)
- At the end of the challenge, the team leader will need to submit another five group photos:
- Two "before" group photos - one front view and one side view
 - Three "after" group photos - one fun or lifestyle shot, one front view and one side view
- Lead time given is 10 days.**
- Examples:**
- | | | |
|---|---|---|
| Fun/lifestyle shot | Front view | Side view |
|  |  |  |
- Note: All photos must be full body shots and every member must wear the InBodyBAND.**
- 7. When will the Bi-Weekly challenge take place?**
 The Bi-Weekly Challenge falls on 20-26 Sept 2015 and every 5-11 and 20-26 of the month in Oct 2015, Nov 2015, Dec 2015, Jan 2016 and Feb 2016.
- 8. When will the Monthly challenge take place?**
 The Monthly Challenge falls on the last day of Sept 2015, Oct 2015, Nov 2015, Dec 2015, Jan 2016 and Feb 2016.
- 9. How do I qualify for Bi-Weekly prizes and Monthly prizes?**
 Once you register to join the 60-Day BodyKey Challenge, you are automatically entered into the weekly and monthly contest. Check out www.bodykey.my for more details.
- 10. What are the weekly and monthly prizes?**

- The top three teams for the Bi-Weekly Challenge will win AMWAY™ e-Vouchers worth a total of AP RM400/B\$200. (Each member of the winning team will receive AMWAY e-Voucher worth AP RM100/B\$50)
- The top three teams from the monthly challenge will win AMWAY e-Vouchers worth a total of AP RM800/B\$400. (Each member of the winning team will receive AMWAY e-Voucher worth AP RM200/B\$100)

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

Winners will receive an email from MYMarketing@amway.com. The e-Voucher will be credited into the individual team member's ABO account within one month. For non-ABO participant, e-Voucher will be credited to the Team Leader's (who is an ABO) ABO account and you may redeem products from him/her later.

12. Can I get cash or exchange my prize?

No, cash is not an option.

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

Upon completion of the Challenge, the team leader is required to submit the team members' success stories and photos. The story is limited to 8,000 characters with spaces (or approximately 4,000 Chinese words). 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 App.

Judging criteria for your team's success story is as follows:

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

You might also want to take into consideration the following even though they are not direct judging criteria:

- Team weight loss (kg) and fat loss (kg).
- Programme impact on your AMWAY business.
- BodyKey Points.

14. How is this judged?

The judging will based on:

- (40%) Team photos
- (60%) Success Story

Judging will be performed by Dr Sam Rehnborg, a panel of selected NHI experts and the AMWAY management team. For Malaysia & Brunei, there will be no NO weigh-in required.

15. What are BodyKey points and how is it being determined?

It is determined based on your calorie management, exercise routine, sleep management, discipline in terms of keeping track of your data during the challenge period. The BodyKey points help 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 programme and reach your goals.

16. How can my team participate in the bi-weekly and monthly challenge? And what is the criteria?

Upon joining the BodyKey Challenge, your team will be automatically entered into the weekly and monthly challenge.

The **Bi-Weekly Challenge** falls on 20-26 Sept 2015 and every 5,11 and 20-26 of the month in Oct 2015, Nov 2015, Dec 2015 and Jan 2016.

The competing/winning criteria of each category will be based on the following:



First criteria:
The top three teams with most steps, no ranking order.



In the event of a tie, we will look at:
Second criteria:
Most calories burnt by the total team.

Prizes for Bi-Weekly Challenge

- Each team will stand a chance to win AMWAY™ e-Vouchers worth a total of AP RM400/B\$200. (Each member of the winning team will receive AMWAY e-Voucher worth AP RM100/B\$50)

The **Monthly Challenge** falls on the last day of Sept 2015, Oct 2015, Nov 2015, Dec 2015, and Jan 2016.

The competing/winning criteria of each category will be based on the following:



First criteria:
The top three team with the most body fat (kg) loss.



In the event of a tie, we will look at:

Second criteria:

The highest BodyKey Points*.

* BodyKey Points are based on the results achieved for each target set and usage of the BodyKey App.

Prizes for Monthly Challenge

- Each team will stand a chance to win AMWAY e-Vouchers worth a total of AP RM800/B\$400. (Each member of the winning team will receive AMWAY e-Voucher worth AP RM200/B\$100)

You will compete with the other teams within AMWAY Malaysia & Brunei. The Challenge mechanics can be found on www.bodykey.my/en_us/get-started/challenge-activities.html.

17. 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 12.00 a.m. To ensure that your data is updated to our system, the BodyKey App must be wifi/data 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. All teams are encouraged to input the data daily and to transfer the info from the InBodyBAND promptly.

18. What if I become pregnant during my participation of the Challenge?

If you become pregnant during the Challenge, your entry will be void.

19. Are there any guidelines to follow with regards to photo submission?

Yes, you may visit our www.bodykey.my/en_us/get-started/challenge-activities.html to find out more. At the end of the Challenge, if you are the Team Leader, you will need to submit full-length pictures of your group (lifestyle shot, front view and side view) for both "before" and "after" photos. Each team is given 10 days to complete the task. The group photos should show the "before" and "after" view (full-length views). Each of the team members **must wear the InBodyBAND** while you take your picture.

20. Where can I find more information with regards to the BodyKey Challenge?

You may visit www.bodykey.my/en_us/get-started/challenge-activities.html for more information.

H. Others / After Sales Service

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

The InBodyBAND comes with a one year (12 months) warranty from the date of purchase. This is a standard warranty period offered by most wearable fitness trackers in the market.

2. What does the warranty of the InBodyBAND cover?

AMWAY covers warranty of the InBodyBAND against manufacturing defects.

3. Why is the InBodyBAND battery not replaceable?

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

4. 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 and phone number) that you used to register with the BodyKey App.

5. I have recently changed a new 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.

6. 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 with 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 you/your customer still experience the same problem, please restart your smartphone.

7. How can we retrieve all our data if we accidentally delete the BodyKey App or switch to a new phone

Download the BodyKey App on your new phone and login with your original mobile number and password that you used to register with the app earlier.

8. Can I return the BodyKey Jump Start Kit or the InBodyBAND under the AMWAY Satisfaction Guarantee Policy?

Below items in the BodyKey Jump Start Kit are covered under the AMWAY Satisfaction Guarantee Policy:

- BodyKey by NUTRILITE Meal Replacement Shake
- NUTRILITE DOUBLE X
- NUTRILITE All Plant Protein Powder
- NUTRILITE Nutri Fibre Blend

The other items which are not mentioned above include the InBodyBAND which is not covered under the AMWAY Satisfaction Guarantee Policy. A separate manufacturing defects warranty is provided and applicable for the InBodyBAND.

9. If I am no longer able to turn on the InBodyBAND due to battery issues, how can I check the serial number?

You are not able to check the serial number if the battery is faulty and not functioning. Please send your InBodyBAND to the AMWAY After-Sales Service Centre for further investigation.

10. Can I replace my InBodyBAND's strap or metal clip if it is damaged or lost?

InBodyBAND strap

- One-to-one replacement if it passes through the inspection for “out of box” defect within one week upon purchase. No one-to-one replacement after that. You can purchase the strap from the AMWAY After-Sales Service Centre at RM58.00.

InBodyBAND Metal Clip

- One-to-one replacement if it passes through the inspection for “out of box” defect within the first month of the warranty period. No one-to-one replacement will be granted after that. You can purchase the metal clip from the AMWAY After-Sales Service Centre at RM32.00.