



## Frequently Asked Questions

### Health and Wellness

**Q1: Can I use Herbalife® products if I'm currently under the care of a doctor or taking medication?**

A1: If you are under a doctor's care or using prescribed medications, you should consult your personal physician before taking any dietary supplements.

**Q2: Do Herbalifeline® and Tri-Shield® contain mercury?**

A2: Individuals can use Herbalifeline® and Tri-Shield® without concern for mercury contamination. The fish oil used in Herbalifeline® complies with all regulations concerning heavy metal contamination, including mercury. Our fish oil supplier conducts testing on each lot to be sure it conforms to strict standards for low mercury levels. Nearly all fish contain traces of mercury, since mercury is a naturally-occurring element that can be found throughout the environment. However, our quality testing processes ensure that any amount present is within accepted regulatory limits.

**Q3: Has the glycemic index been determined for all Herbalife® products?**

A3: No. The glycemic index (GI) has not been determined for our products. However, Formula 1 is considered to have a low GI since the carbohydrate source is fructose. Fructose is categorized as a low GI sugar which, when combined with protein and fiber (such as in our Formula 1 shake), can also help provide a lower GI.

Fructose has the lowest GI of all of the sugars because it must first pass through the liver before reaching the bloodstream. This does not allow a spike in blood sugar, thus causing a lower GI by definition.

Also, Formula 1 has 9 g of protein and 3 g of fiber per serving, both of which help to blunt the rise of sugar in the bloodstream, thus causing a lower GI.

It's also important to recognize that Glycemic Load (GL) is equally important, if not more important, than GI because it takes into consideration the amount of sugar in each serving. Since Formula 1 only has approximately 10 g to 14 g of fructose (depending on formula), it has a relatively low GL as well a low GI.

**Q4: If I'm lactose intolerant, can I take Herbalife® products?**

A4: While Herbalife® products are not certified organic by the certifying organization, great care is taken to properly harvest, package and ship ingredients used in our products to preserve their high quality and nutritional value.

**Q5: Are Herbalife® products considered to be part of a high-protein diet?**

A5: No. Herbalife® products are not designed to be a high-protein diet. The Herbalife plan is part of a balanced nutritional program. We recommend 30 percent of your total daily calories come from protein. Our recommendations for protein are conservative and safe for healthy individuals.

**Q6: Can Herbalife® products prevent/cure diseases like diabetes, cancer and thyroid conditions?**

A6: No. Herbalife® products are NOT medicinal. They are not a cure or substitute for medical treatment or medications. Our protein shakes and snacks, vitamins and nutritional supplements, energy and fitness drinks, skin and hair care products, combined with healthy eating and exercise, contribute to a healthy, active life.

DISCLAIMER: All information is intended for your general knowledge only and is not a substitute for medical advice or treatment for specific medical conditions. This information is not intended to replace the advice of your personal physician.



**Q7: Where can I go for more information on balanced nutrition and dietary supplements?**

A7: The Herbalife Nutrition Institute (HerbalifeNutritionInstitute.com) is an online resource for nutrition and fitness science. Additional information is available from the International Alliance of Dietary/Food Supplement Associations (IADSA) or Council for Responsible Nutrition (CRNUSA.org).

**Q8: Is soy safe for women with breast cancer, breast cancer survivors, women taking Tamoxifen or other such medications, or women at high risk for breast cancer?**

A8: Yes. However, anyone under doctor's care or using prescribed medications should consult their personal physician about dietary supplement use.

**Q9: I'm pregnant and want to take the Herbalife® products during my pregnancy. Which products should I take?**

A9: All nutritional supplementation during pregnancy should be discussed with your prenatal physician. Optimum nutrition during pregnancy is important to maintain your health and to minimize problems during pregnancy. An extra 300 calories per day is recommended – a Formula 1 shake, made with some Personalized Protein Powder, soy milk and some fruit, is a great way to help you achieve that, when used as a snack. Although Herbalife® products are safe to be consumed by most adults, a few Herbalife® products bear a warning statement indicating they are not recommended for pregnant or lactating women.

**Q10: Which products can lactating women use?**

A10: New moms should give their body time to adjust to the various changes that occur during pregnancy and after delivery. A strict calorie-reduced diet is not recommended during breastfeeding since breast milk production and quality can be affected by low calories. There is an increased need of about 300 to 500 calories while breastfeeding. With guidance from your doctor, moderate exercise may promote some weight and inch loss. Women who are lactating should not use any products, unless they are reviewed and cleared by your doctor.

**Q11: I have a customer with kidney problems (nephrotic syndrome, one kidney, kidney transplant, dialysis, etc.), which products can they use?**

A11: Individuals with medical conditions are advised to consult their personal physician prior to beginning use of any product because it is likely that they have protein intake limitations as well as other dietary restrictions that require guidance.

**Q12: A person who has diabetes wants to use a weight-management program. Are there any problems?**

A12: It is important that they consult their personal physician prior to use. Generally, individuals with type 2 diabetes do very well on balanced nutrition, such as our Formula 1 shakes, tablets, fish oil and other products. Ask your clients to take the labels to their respective doctors and show them what products they would like to use and ask if it is okay to take those products with the condition(s) they have.

**Q13: My client is an insulin dependent diabetic. How should she use the products?**

A13: It is important that they consult their personal physician prior to use. Generally, individuals with type 2 diabetes do very well on balanced nutrition, such as our Formula 1 shakes, tablets, fish oil and other products. Ask your clients to take the labels to their respective doctors and show them what products they would like to use and ask if it is okay to take those products with the condition(s) they have.

DISCLAIMER: All information is intended for your general knowledge only and is not a substitute for medical advice or treatment for specific medical conditions. This information is not intended to replace the advice of your personal physician.



**Q14: Are there any interactions with my medication(s)?**

A14: Whenever individuals are on any type of medication, they should make their personal physician aware that they are using supplements.

**Q15: What happens if someone is following the Herbalife program and hits a plateau with weight-management results?**

A15: Consumers should make sure they are using the products correctly and as recommended on the label, while incorporating healthy dietary habits and an active life in their weight-management program. Consumers should be aware that there are many reasons why an individual may experience a "plateau" in their weight loss. Should a consumer be continuously resistant to weight loss, they should seek the advice of a health professional to assess and monitor other potential factors that may be hindering their success on the program.

**Q16: How do I talk to my doctor about Herbalife?**

A16: It's very easy to discuss the products with your doctor. Remove the Herbalife ingredient label from the product container and bring it to the doctor. Then simply ask the doctor: "Is there any ingredient on this label that you have a problem with my taking?" If you are seeking your doctor's approval prior to taking the products, all labels are also available online at Herbalife.com.

**Q17: I am presently using anti-depressants. Are there any products that I should avoid?**

A17: Anyone using prescribed medication should consult their personal physician about dietary supplement use.

**Q18: What supplements do you recommend for depression?**

A18: Our products, like all dietary supplements, are not intended to diagnose, treat, cure or prevent any disease. People should always consult their primary care doctor for treatment of diseases.

**Q19: Will Cell Activator® cause cancer cells to proliferate?**

A19: No, it will not. If your client has cancer, it is important that all supplementation is discussed with their personal physician prior to use.

**Q20: I am about to undergo chemotherapy. Are there any products that I can consume while under treatment?**

A20: Anyone undergoing chemotherapy should consult their personal physician about dietary supplement use.

**Q21: Will soy protein reduce my testosterone levels? Is it bad for males?**

A21: No. There is no substantiated clinical evidence indicating that testosterone levels are affected by the consumption of soy protein.

**Ingredients**

**Q1: Is soy protein as effective and beneficial for building muscle as whey protein?**

A1: Both plant-based soy protein and whey protein from dairy milk have been shown to help build and maintain lean body mass. Although not as rapidly digested and absorbed by the body as whey protein, soy protein does help support lean muscle mass.

DISCLAIMER: All information is intended for your general knowledge only and is not a substitute for medical advice or treatment for specific medical conditions. This information is not intended to replace the advice of your personal physician.



For many years, a score called Biological Value was used to measure the quality of protein. Whey generally scored much higher than soy because of its unique composition.

However, current research shows a more appropriate measure called the Protein Digestibility Corrected Amino Acid Score (PDCAAS). Both soy and whey have a PDCAAS score of 1.0.

**Q2: How much EPA and DHA is in Herbalifeline<sup>®</sup>, Core Complex<sup>®</sup> and Tri-Shield<sup>®</sup>?**

A2: Products may vary from region to region. For specific product questions, please get in touch with us through the Contact Us form.

**Q3: Do Herbalifeline<sup>®</sup> and Tri-Shield<sup>®</sup> contain mercury?**

A3: Individuals can use Herbalifeline<sup>®</sup> and Tri-Shield<sup>®</sup> without concern for mercury contamination. The fish oil used in Herbalifeline<sup>®</sup> complies with all regulations concerning heavy metal contamination, including mercury. Our fish oil supplier conducts testing on each lot to be sure it conforms to strict standards for low mercury levels. Nearly all fish contain traces of mercury, since mercury is a naturally-occurring element that can be found throughout the environment. However, our quality testing processes ensure that any amount present is within accepted regulatory limits.

**Q4: Do Herbalife<sup>®</sup> products contain gluten?**

A4: Formula 1 Tropical Fruit and Formula 1 Allergen-Free Healthy Meal Nutritional Shake Mix are currently the only certified gluten-free products available. These two products are certified gluten-free by the Gluten-Free Certification Organization (GFCO). We are currently exploring gluten certification for other Formula 1 flavors.

**Q5: Why do you use artificial colors and flavors?**

A5: Certain natural flavors and colors are not as stable as artificial flavors and colors. Therefore, it is often necessary to use artificial flavors and colors to maintain the physical quality and stability of our products. All of the colors and flavoring ingredients used in our products are approved for use by the U.S. FDA and considered safe as used in our products.

**Q6: Are Herbalife<sup>®</sup> products organic?**

A6: While Herbalife<sup>®</sup> products are not certified organic by the certifying organization, great care is taken to properly harvest, package and ship ingredients used in our products to preserve their high quality and nutritional value.

**Q7: Do Herbalife<sup>®</sup> products contain a lot of caffeine? Which products contain caffeine?**

A7: Individual servings of some Herbalife<sup>®</sup> products contain slightly less caffeine than an average cup of coffee. A typical cup of coffee has about 85 mg of caffeine per cup. Herbalife<sup>®</sup> teas, tablets and effervescent products have between 65 mg to 85 mg of caffeine per serving. While caffeine is generally safe for most healthy adults, consumers should be aware of the total caffeine intake in their diet (coffee, tea, soda, energy drinks, Herbalife<sup>®</sup> products, etc.) Consumers that are sensitive to caffeine should adjust their intake accordingly.

For caffeine content in specific products, please get in touch with us through the Contact Us form as products may vary from region to region.

**Q8: What is the primary type of protein in Formula 1?**

A8: Formula 1 contains soy protein. We use a high grade of soybean with a high nutrient content.

DISCLAIMER: All information is intended for your general knowledge only and is not a substitute for medical advice or treatment for specific medical conditions. This information is not intended to replace the advice of your personal physician.



**Q9: Why does Formula 1 contain soy protein?**

A9: We use high quality soy protein in our products because of the many benefits, including:

- Keep you fuller for longer
- Sustain energy levels
- Build lean muscle mass as part of a fitness program

**Q10: Why do you use sucralose in your products?**

A10: We understand that there are consumers who prefer not to use non-nutritive sweeteners, but we are limited by the sweeteners that are approved for use. More than 100 studies have been conducted on sucralose. These studies have been evaluated over a 20-year period and clearly demonstrated its safety. So there are no known (or established) safety concerns related to sucralose. It is the only non-nutritive sweetener that is made from sugar, and only a very small amount of sucralose is used in Herbalife® products.

**Q11: Is it possible to use stevia instead of sucralose as a sweetener in Herbalife® products?**

A11: The Product Development team is exploring the use of stevia. However, we are confident with the safety of sweeteners currently being used. We will offer additional sweetening options as these ingredients are found to provide the same standard of quality that we continue to maintain with current formulations.

**Product Usage**

**Q1: Can children use Herbalife® products?**

A1: Herbalife has products specially designed for children. We encourage consumers to use these products for children.

**Q2: How can children use the products for weight loss?**

A2: Our weight-loss products are not intended to be used as a weight-loss program for children. Herbalife has products specially designed for children and we encourage consumers to use these products specific for children.

We strongly believe that younger adolescents and children should be focused on eating healthy foods and incorporating more physical activity into their daily routine to accomplish healthy weight management.

**Q3: I am a vegetarian. Which Herbalife® products can I use?**

A3: Lacto-ovo vegetarians can use most of the products, but may choose to avoid the following (note that products listed below are sold in the United States):

1. Products with gelatin capsules: Triple Berry, Male Factor 1000®  
(note: Cell Activator® uses a vegetable gelatin capsule)
2. Fish/krill oil products: Herbalifeline®, Tri-Shield®, Core Complex
3. Products with sodium choleate, which is animal derived: Activate Fiber Complex tablets, Thermo-Bond®
4. Products with bee pollen: Formula 2 Multivitamin Complex, Schizandra Plus

DISCLAIMER: All information is intended for your general knowledge only and is not a substitute for medical advice or treatment for specific medical conditions. This information is not intended to replace the advice of your personal physician.



**Q4: I am a vegan. Which Herbalife® products can I use?**

A4: Vegans may want to avoid the same products indicated in the vegetarian list as well as certain snacks (note that the following products are sold in the United States): Beverage Mix, Creamy Chicken Soup Mix, Protein Bars and Protein Bar Deluxe, Personalized Protein Powder and the Formula 1 flavors that indicate they contain milk/whey protein.

**Q5: How do I make a Formula 1 shake?**

A5: Mix two scoops (or one packet) of Formula 1 Nutritional Shake Mix with milk (skim, low fat or soy) or water. Blenders are the perfect way to mix your shake. You can also mix in fresh or frozen fruit for additional flavor and nutrients.

If you're using Formula 1 Instant Shake Mix, just add water instead of milk.

**Q6: Can I add fruit or other ingredients into a shake?**

A6: Yes. Add fruit for additional nutrients and flavor combinations to your Formula 1 Nutritional Shake Mix. You can also add Personalized Protein Powder for additional protein.

**Q7: How many shakes can I drink a day?**

A7: To lose weight, drink a shake twice daily, for breakfast and lunch, along with a healthy dinner and daily exercise for a healthy, active life.\*

You can replace one meal daily with a shake for weight management.

\*As part of a program that includes healthy meals and exercise.

**Q8: Can shakes be made with water instead of milk?**

A8: Yes. Formula 1 Nutritional Shake Mix can be made with water instead of milk.

**Q9: Where can I buy Herbalife® products?**

A9: Herbalife® products are available exclusively through an Herbalife Independent Distributor. You can find a Distributor by calling us at 866-617-4273.

**Q10: Can I buy products without becoming a Distributor?**

A10: Yes. We would value you as a customer.

**Q11: People always ask me, “What happens if Herbalife® products STOP working and people stop getting results?” In other words, what is the percentage of success with the Herbalife diet?**

A11: Consumers should make sure they are using the products correctly and as recommended on the label, while incorporating healthy dietary habits and an active life in their weight-management program. Consumers should be aware that there are many reasons why an individual may experience a "plateau" in their weight loss. Should a consumer be continuously resistant to weight loss, they should seek the advice of a health professional to assess and monitor other potential factors that may be hindering their success on the program.

**Q12: Are there any technical resources available for athletes about Herbalife® products?**

A13: Please refer to the *Fitness Manual* available on MyHerbalife.com (Tools & Training>Product Information>Energy and Fitness). You can also visit HerbalifeNutritionInstitute.com for information on nutrition and fitness science.

DISCLAIMER: All information is intended for your general knowledge only and is not a substitute for medical advice or treatment for specific medical conditions. This information is not intended to replace the advice of your personal physician.



**Q13: Is Thermo-Bond®/Lipo-Bond® blocking the good fats in fish and krill oil from being absorbed?**

A14: To ensure optimal absorption of your fish and krill oils, please separate the use of these products from Lipo-Bond®/Thermo-Bond® by one hour.

**Regulatory**

**Q1: I'm a professional athlete. Does any Herbalife® products contain ingredients banned by anti-doping agencies?**

A1: No. None of the ingredients in our products are on the World Anti-Doping Agency (WADA) banned substance list.

In the case of our latest sports nutrition products designed for athletes, Herbalife24, Herbalife goes the extra distance by taking a sample from each batch of Herbalife24 products that are then tested by the Banned Substances Control Group for ingredients of concern. For more information, visit [bscg.org](http://bscg.org).

**Q2: Do you test your products on animals?**

A2: It is Herbalife's policy not to test its products on animals. However, Herbalife will maintain compliance with ongoing/changing industry regulations.

DISCLAIMER: All information is intended for your general knowledge only and is not a substitute for medical advice or treatment for specific medical conditions. This information is not intended to replace the advice of your personal physician.