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### GENERAL QUESTIONS

#### 1. What are arSuperMarkers?

In collaboration with leading scientists, Nu Skin® identified what is called age-related super markers, or arSuperMarkers. These arSuperMarkers are the components of body chemistry that influence how we age. Nu Skin®'s exclusive ageLOC® science is based on this discovery and targets the internal sources of ageing.

Unlike exposure to the sun, there is nowhere to hide from these skin markers that cause lines, wrinkles, sagging skin, discolouration, hyper-pigmentation and other visible effects of ageing.

ageLOC® technology can target these ultimate sources of ageing, helping you control your skin's future.

#### 2. Do the ageLOC® products work in the dermis? If not, how do its ingredients target genes?

As a cosmetic company, Nu Skin®'s products only target the upper level of the skin, which is the epidermis.

Within each living cell there is a nucleus that houses our DNA and ultimately our genes. This includes the cells found in the epidermis.

We conducted clinical trials, with ageLOC® Transformation products and ageLOC® Future Serum, to ascertain the ultimate benefit of the products on skin. Results were very positive; subjects saw great improvements in their skin. We found that the genes that are responsible for the noticeable improvements in the subjects' skin in our clinical trial were the same genes that were regulated in our gene studies.

#### 3. Which arSuperMarkers do the Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® target?

The Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® were specifically formulated with a proprietary blend of ingredients to help slow the production of free radicals in the epidermis, including a powerful free radical super oxide called arNOX - the first arSuperMarker Nu Skin® discovered. Some of the proprietary ingredients that were included in the formulation of the Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® are also contained in the new ageLOC® Transformation system. Additional advancements have validated the ageLOC® ingredient-blend and confirmed that the Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® target Youth Gene Clusters in addition to the arSuperMarker, arNOX.

#### 4. What's the difference between ageLOC® Transformation and Nu Skin 180® Anti-Ageing System?

ageLOC® Transformation, Nu Skin®'s premier product line, targets the signs and sources of ageing to preserve the look of youth and reduce the appearance of ageing. The Nu Skin 180® Anti-Ageing System targets the signs of ageing as Nu Skin®'s cell renewal specialist. Developed around hydroxy acids, this System promotes healthy exfoliation accelerating cell turnover (renewal) - a necessity for healthy, youthful looking skin.

#### 5. Does Nu Skin® have a money-back guarantee on the new ageLOC® products (similar to that of the Nu Skin 180® Anti-Ageing System Automatic Delivery Rewards (ADR)?

Yes and in order to take advantage of the ageLOC® Transformation eight weeks money-back guarantee, you must adhere to the following requirements:

1. Guarantee applies only to the ageLOC® Transformation or ageLOC® Elements & Future Serum package.
2. You must be able to verify that a monthly ageLOC® Transformation (or ageLOC® Elements & Future Serum package) ADR order has been established on your account and has been active for the eight-week period that you wish to use as verification.
3. Guarantee applies only to the products received in the first two months of your ADR.



## ageLOC® FREQUENTLY ASKED QUESTIONS



4. Only one refund will be made per ID number.
5. You must strictly adhere to the product usage directions, using this system twice daily.
6. You must not make any changes in your daily skin care regimen once you start using the products.

If all requirements are met and no improvement in your skin's appearance can be verified by Nu Skin® (based on the information you provide on your form), you will be refunded for the price of the products (less shipping costs) within 2-4 weeks from our receipt of your completed Guarantee Form. For more information, please contact your local Customer Service.

**6. If water disturbs the pH of the cleanser, why do we rinse the ageLOC® toner, which is a two in one product (ageLOC® Gentle Cleanse & Tone)?**

While water typically has a different pH than the skin, it really does not have the ability to change the pH during rinsing after ageLOC® Gentle Cleanse & Tone is used. Water contains very few components that would contribute to a rapid change of the skin to a non-desirable pH. Therefore, rinsing this pH-balancing product from the skin with water is insignificant.

Our other cleansers are not formulated to balance the skin's pH like the ageLOC® Gentle Cleanse & Tone is. The ageLOC® Gentle Cleanse & Tone is designed so that it is able to maintain the proper healthy pH even when it is rinsed from the skin. This is a differentiating feature of the ageLOC® Gentle Cleanse & Tone formulations from the other cleansers we have formulated.

**7. Which preservatives are used in the ageLOC® products?**

There are several preservatives which are used in the new ageLOC® products.

- Hexanediol (in the ageLOC® Gentle Cleanse & Tone and ageLOC® Radiant Day SPF 22)
- Tetrasodium EDTA (in the ageLOC® Radiant Day and ageLOC® Transforming Night)
- Chlorphenesin (in the ageLOC® Future Serum, ageLOC® Radiant Day and ageLOC® Transforming Night)
- Phenoxyethanol (in the ageLOC® Future Serum, ageLOC® Radiant Day and ageLOC® Transforming Night)

## USAGE

**8. Do I need to use all of the products in ageLOC® Transformation or just ageLOC® Future Serum to see the benefits?**

All the products in ageLOC® Transformation system have been formulated to include ageLOC® science. For the most comprehensive anti-ageing skin care approach, we recommend using the entire ageLOC® Transformation system as this will provide the best supply of ageLOC® continuously to the skin.

**9. Why is it recommended to use the ageLOC® Edition Nu Skin Galvanic Spa System™ II in combination with ageLOC® Transformation?**

Galvanic treatments leave your skin highly receptive to certain anti-ageing ingredients. Nu Skin's patent pending discovery, based on clinical research<sup>1</sup>, reveals that treatment durations of five minutes with a galvanic instrument may enhance the delivery of key ingredients for up to 24 hours.

By using ageLOC® Transformation products daily in combination with the recommended ageLOC® Edition Nu Skin Galvanic Spa System™ II usage, you may enhance delivery of ageLOC® ingredients, making them more available for skin improvement.

ageLOC® Edition Nu Skin Galvanic Spa System™ II boosts visible benefits of Future Serum, the central product of the ageLOC® Transformation, by an average of 80% across multiple signs of ageing by using the ageLOC® Edition Nu Skin Galvanic Spa System™ II three times a week.

<sup>1</sup> The results show the impact of using quality skin care in combination with a galvanic instrument. Research studies conducted at the University of Oklahoma (USA), 2006.

<sup>2</sup> A seven-day third party clinical study with 30 women using ageLOC® Future Serum daily and the ageLOC® Edition Nu Skin Galvanic Spa System™ II three times a week, November 2009.

## ageLOC® FREQUENTLY ASKED QUESTIONS

### 10. If I am using ageLOC® Transformation products, do I still need to use the Nu Skin Galvanic Spa System™ Facial Gels with ageLOC®?

For a complete experience, yes. The Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® and ageLOC® Transformation system are complementary products. Used together they provide a comprehensive, anti-ageing skin care regimen. Both product lines have been formulated to include proprietary blends of ingredients that have been validated by ageLOC® science (patent-pending technology that targets arSuperMarkers, the ultimate sources of ageing). ageLOC® Transformation includes several additional key ingredients with a broad spectrum of clinically proven, anti-ageing benefits. Use of ageLOC® Transformation, as directed, provides a continuous supply of those key anti-ageing ingredients to the skin. The ageLOC® Edition Nu Skin Galvanic Spa System™ II instrument with the Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® work to remove impurities and supply beneficial ingredients to the skin, with delivery of ingredients enhanced by a galvanic current.

Using ageLOC® Transformation twice daily and the ageLOC® Edition Nu Skin Galvanic Spa System™ II instrument with Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® up to three times per week provides you with complete delivery of the greatest level of key anti-ageing ingredients.



### 11. Can I use the products in the ageLOC® Transformation with the ageLOC® Edition Nu Skin Galvanic Spa System™ II itself since both the Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® and the ageLOC® Transformation products contain ageLOC® science?

No. ageLOC® Transformation products do not contain charged ingredients and were not formulated to be galvanic compatible products and should not be used with the ageLOC® Edition Nu Skin Galvanic Spa System™ II. Any product that is formulated for use with this instrument contains a charged ingredient and is carefully crafted, from the ground up, to ensure at least two product/ingredient characteristics are compatible.

While some of the ingredients in Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® and ageLOC® Transformation may be the same, the balances and overall formulations differ greatly. The ageLOC® Edition Nu Skin Galvanic Spa System™ II compatible products are designed to provide a simple medium (or gel) that can stabilise a key charged ingredient and then support that ingredient's application to the skin so that the galvanic current can enhance delivery.

ageLOC® Transformation is a comprehensive, anti-ageing skin care system that provide you with sustained key ingredients (above and beyond what is included in the gels) on a daily basis, while the Nu Skin Galvanic Spa System™ Facial Gels with ageLOC® not only provide you with enhanced delivery of some of those key ingredients three times a week, but a refreshing, purifying spa experience as well.

### 12. Can we use the new ageLOC® products in the eye area?

The new ageLOC® products should not be used in the areas beneath the eyes. The only Nu Skin® products, which have been formulated for use in these areas remain the Tru Face® IdealEyes and the Intensive Eye Complex.

### 13. Is it safe to use the ageLOC® products if you are going to be exposed to the sun?

None of these products are known to increase photosensitivity. We, of course, always recommend that individuals wear a daily sunscreen with a minimum SPF of 15 to protect the skin from incidental sun exposure.

**14. Is the ageLOC<sup>®</sup> Future Serum better than Tru Face<sup>®</sup> Essence Ultra? What is the difference between the two?**

We have not conducted any comparisons between Tru Face<sup>®</sup> Essence Ultra and ageLOC<sup>®</sup> Future Serum. These products were formulated to address different signs of ageing and therefore are complementary products. ageLOC<sup>®</sup> Future Serum targets skin structure, appearance of lines and wrinkles, skin texture, skin tone, discolouration, radiance, appearance of pores and hydration. Tru Face<sup>®</sup> Essence Ultra is formulated with Ethocyn<sup>®</sup>, an ingredient shown to increase skin elastin and an antioxidant network to protect the skin from free radical damage.

## SAFETY QUESTION

**15. What should we do if we have a reaction to ageLOC<sup>®</sup>?**

We have not had many complaints about irritation with any of our products that contain ageLOC<sup>®</sup>. It is always possible, however, for someone with very sensitive skin to have a reaction. If that occurs, you should discontinue using the products to give your skin a chance to calm down. In that case, Nu Skin<sup>®</sup> recommends replacing the ageLOC<sup>®</sup> products with other products such as Creamy Cleansing Lotion, Celltrex<sup>®</sup> Ultra and Rejuvenating Cream that are very gentle on the skin.

