

FREQUENTLY ASKED QUESTIONS

1. What are the benefits of Viviscal™? The Viviscal™ Advanced Hair Health Program has been specifically developed to nourish thinning hair and promote existing hair growth from within. Viviscal™ contains AminoMar™ marine complex that supplies vital nutrients needed to help maintain normal healthy hair growth. The efficacy of Viviscal™ is supported by 11 clinical trials conducted over 25 years. Viviscal™ is sold globally across several countries. *

2. How does Viviscal™ work? Viviscal™ normally works in four stages over a 6-month period, but most users can start to see an improvement after only 3-4 months. To help hair grow healthily, hair follicles need to be nourished from the inside. The nutrients provided by Viviscal™ help support your hair during the Anagen phase of the hair growth cycle. The hair follicle receives the nutrients from the bloodstream as it is attached to the dermal papilla deep in the dermal layer of the scalp. • Stage 1 (up to month 2): Viviscal™ promotes the nourishment of hair and hair follicle from within. * • Stage 2 (months 2 & 3): Viviscal™ helps strengthen and promote the growth of existing hair. * • Stage 3 (months 4 & 5): The visible effects might present themselves in reduced hair breakage and in overall visible hair health improvement of fuller and thicker looking hair. In the sixth month the hair looks stronger, thicker, healthier and more vibrant. *

Very often users do not notice the results themselves; it is their hairdresser or a friend who comments on the improvements.

3. Will Viviscal™ work for me? Try to establish with the customer what the cause of thinning is: 1. Ask how long has the thinning been going on for? 2. What do you think is the cause of the thinning? (Check diet/stressful life event) Do not try to diagnose – always recommend they check with their doctor. From here start explaining what Viviscal™ is and how it works.

4. Will I need to take Viviscal™ forever?

We recommend taking the supplement for 6 months. Once the course is over, we suggest that you continue to take 1 supplement a day for 2-3 months and observe if the hair quality stays the same or if the shedding starts again. If the shedding restarts, we recommend you see your doctor to check to see if there is any underlying cause at play; very often if the underlying reason for your hair thinning is not being managed the excess shedding will continue. Many Viviscal™ customers continue to take the supplement for their overall hair health.

5. Can everyone take Viviscal™ supplements? 1. Viviscal™ is not suitable for those with an allergy to seafood (fish and shellfish). IMPORTANT NOTE: If someone has an allergy advise that we will not sell the product to them. VERY IMPORTANT: If a customer says that they are allergic to another type of seafood (other than what is on our ingredients list) and makes the assumption that they should be ok to take Viviscal™ you need to advise them as follows: “I have to advise you not to take the product if you know you have any allergy to seafood” (make no further comment or assumption let the customer come to their own conclusion in relation to what they want to do.)

2. Viviscal™ is not suitable for pregnant/breastfeeding women. 3. Is not suitable for Vegans, Vegetarians, or those on a Kosher diet.

6. Is Viviscal™ suitable for those with coeliac? Viviscal™ supplements do not contain gluten-containing ingredients. However, we cannot confirm the manufacturing site is free of gluten. Note: Provide the above information to the customer and allow them to make their own decision.

Viviscal™ does not contain Dairy, Soy, Nuts, Eggs, Wheat. However, we cannot confirm that the manufacturing site is free of all of these ingredients.

Allergy advice summary No Fair Trade, No Suitable for Vegetarians & Vegans, No Mollusk Free, No Fish Free, No Kosher

7. Does/could Viviscal™ result in the growth of excess facial/body hair? Viviscal™ works in harmony with each individuals’ natural hair growth pattern and hair cell cycle. The nourishment that Viviscal™ provides supports optimal growth, condition and hair health, unwanted or unexpected hair growth patterns have not been reported to date. *

8. Can I take Viviscal™ at the same time as another hair recovery product? (eg Rogaine)

We have not conducted any clinical studies on the efficacy of Viviscal™ Extra Strength or Viviscal™ Man when used in conjunction with another hair recovery product.

9. Where are Viviscal™ supplements manufactured? We have 2 different manufacturing locations for Viviscal™ supplements, one in Ireland and one in the USA. Viviscal™ Extra Strength supplements are packed in two configurations, some with 30 per sheet and some with 20 per sheet. There is no

difference in the active ingredients, the only difference is the tooling used to manufacture and blister pack the supplement.

10. My Viviscal™ tablets are a different color to my last order? In dietary supplements such as Viviscal™ color variations between batches can occur.

11. Has the Viviscal™ Extra Strength box changed? The Viviscal™ Extra Strength boxes have recently been updated to a new pink color. The ingredients of Viviscal™ Extra Strength supplements remain the same.

14. Has Calcium been added to Viviscal™ supplements? Calcium is listed as an ingredient on the new packaging. Please note that the calcium present is occurring calcium from the other ingredients.

13. What factors affect healthy hair growth? Many factors affect healthy hair growth such as nutrition and hereditary factors. Some daily events or circumstances can negatively affect hair growth such as pregnancy, menopause, stress, medication, poor nutrition, over-styling, hair extensions, bleaching, and heat treatments.

14. What else can I do to grow my hair in addition to taking Viviscal™ supplements? Hair thrives on a plentiful supply of specific nutrients, vitamins and minerals - foods which supply these include meat, fish, eggs, dairy, and nuts. Having a well-balanced diet is essential. If a person's diet is lacking in specific nutrients, it may be reflected in the condition of their hair.

15. How long has Viviscal™ been on the market? Viviscal™ has been on the market for over 25 years.

16. What are the main differences between Viviscal™ Man and Viviscal™ Extra Strength? Viviscal™ Extra Strength has been specifically developed for women while Viviscal™ Man has been specifically developed for men. Both formulations nourish thinning hair and promote existing hair growth from within. - Viviscal™ Man does not contain Iron, Biotin, Niacin, Millet Seed - Viviscal™ Man has different AminoMar™ concentration (452.9mg per tablet vs 450mg in Viviscal™ Extra Strength) - Viviscal™ Man does contain Flax Seed Extract which is not in Viviscal™ Extra Strength - Both supplements contain Zinc, but Viviscal™ Extra Strength has slightly more (11mg per tablet as opposed to 8mg)

17. What is the difference between Viviscal™ Extra Strength and Viviscal™ Professional? Both the Viviscal™ Professional and Viviscal™ Extra Strength supplements contain AminoMar™, Biotin and Vitamin C. The Viviscal™ Professional supplements contain more AminoMar™ per supplement. The Viviscal™ Professional supplements also contain Apple Extract, L-Cysteine and L-Methionine.

The Viviscal™ Extra Strength supplements contain Iron, Zinc, Millet Seed and Niacin.

18. What country are your ingredients from? Ingredients used in Viviscal products are sourced both domestically and internationally.

19. What is AminoMar™? AminoMar™ is a ground-breaking, proprietary compound of marine extracts blended with horsetail extract, which contains naturally occurring silica and is fortified with Vitamin C, Iron, Niacin, Zinc and Biotin. Amino acids are the basic structural building units of proteins and are essential in the formation of the hair structure.

A Professor from Scandinavia discovered from his study of the Inuits in the 1980's that their great hair and skin was as a result of their fish and protein rich diet. He isolated the key protein molecules from the Inuits' diet and it was from these origins that AminoMar™ was created.

VERY IMPORTANT: • Cannot say 100% Natural Ingredients or 100% Natural AminoMar™ Marine Complex.

• Can say 100% Drug Free. • Always put the trademark symbol after Viviscal™ and AminoMar™ (with no space between Amino and Mar)

Internal Note: The exact formula is a trade secret so we're not allowed give away any more details that this.

20. Why have I been advised that there IS seafood in the product when there is no reference to "seafood" on the pack? Under USA allergen declarations only crustacean seafood is required to be listed on pack. Viviscal™ contains mollusk seafood which, for product labelling is a different category of seafood and doesn't need to be declared on dietary supplement labels. Viviscal also contains shark.

21. Does the AminoMar™ contain Vitamin B12? We do not include Vitamin B12 as a separate ingredient within Viviscal™.

Viviscal™ Man • Vitamin B2 (riboflavin) < 25 mg/100g • Calcium Pantothenate < 165 mg/100g • Vitamin B5 (pantothenic acid) < 150 mg/100g • Folic Acid 80.0 mcg/100g • Vitamin B12 (cyanocobalamin) 100µg/kg • Vitamin B1 (thiamin) < 25 mg/100g • Vitamin B6 (pyridoxine) < 50 mg/100g

Viviscal™ Extra Strength • Vitamin B2 (riboflavin) < 25 mg/100g • Calcium Pantothenate < 165 mg/100g • Vitamin B5 (pantothenic acid) < 150 mg/100g • Folic Acid 25.2 mcg/100g • Vitamin B12 (cyanocobalamin) 104µg/kg • Vitamin B1 (thiamin) < 25 mg/100g • Vitamin B6 (pyridoxine) < 50 mg/100g

22. Why is there Iron in Viviscal™ Extra Strength? Viviscal™ is constantly seeking to enhance and develop their Hair Growth Programs based on new research findings and customer feedback. For this reason, the formulation was further enhanced with the inclusion of Iron and other known healthy hair ingredients such as Biotin and Zinc.

Iron is an essential mineral that has several important roles in the body. It helps to make red blood cells, which carry oxygen around the body to all the cells. The amount of iron in Viviscal™ Extra Strength (2 tablets) is 20 mg providing 112% of the Daily Value**.

If you feel thinning hair may be related to the levels of iron within your body, we recommend that you visit your doctor to have your blood tested. Discuss your lifestyle and diet to help them identify what the underlying causes might be. You can then check with your doctor if, having ascertained your overall health, it is suitable for you to take Viviscal™. **Percent Daily Values are based on a 2,000-calorie diet.

23. I want to take Viviscal™ but I don't want to take Iron – what can I do? The quantity of Iron in the US Viviscal™ Extra Strength formula is 10 mg per tablet. There is Iron included in the product due to the expert opinion which indicates that Iron may assist in the maintenance of normal hair growth. If, for any reason, you feel that you would like to avail of an iron-free formula, our Viviscal™ Professional and Viviscal™ Man supplements are available. Both formulas contain the proprietary ingredient AminoMar™.

24. Are there Fat-Soluble Vitamins A, D, E, K in Viviscal™? None of our Viviscal™ products are dosed with fat soluble vitamins A, D, E, K.

25. What function has the Vitamin C? Vitamin C helps to absorb more iron into the blood, which, in turn, helps promote existing hair growth. * There are 59 mg of Vitamin C per tablet in Viviscal™ Extra Strength, 30mg of Vitamin C per tablet in Viviscal™ Man and 20mg of Vitamin C per tablet in Viviscal™ Professional.

26. What format is the Zinc in Viviscal™? The zinc in Viviscal is zinc-oxide (80% zinc), not pure zinc.

27. What function has the Silica? Hair is collagen based and silica helps the body to create and maintain collagen. Silica is essential for healthy connective tissue.

28. What function has the Biotin? Biotin (also known as Vitamin H), is a water-soluble B-complex vitamin (vitamin B7). Biotin helps the body to metabolize carbohydrates, fats, and amino acids which are important as the building blocks of protein. In summary, Biotin plays an essential role in maintaining healthy hair.

29. What are the Chromium levels in Horsetail extract? We don't test for chromium.

29. What is the Sodium Level in Viviscal™? The supplements may contain some sodium since marine products may contain minimal amounts of sodium from sea water – approximately .02mg for 2 Viviscal™ Man supplements and .01mg for 2 Viviscal™ Extra Strength supplements (average adult is allowed 2.3g per day) – so it is a really small amount.

30. What is modified starch "as an ingredient in Viviscal™? Maltodextrin and Starch are both derived from corn and potato starch.

31. Where is the Horsetail plant sourced? The product is sourced from both the EU and the USA.

32. What type of Horsetail is used in Viviscal™? The type of horsetail extract in Viviscal™ is Equisetum Arvense L.

33. Where does the microcrystalline Cellulose E460 come from? It is a tree/plant source.

34. What is Magnesium Stearate derived from? Magnesium Stearate is manufactured from fatty acids of 100% vegetable origin.

35. Does Viviscal™ contain animal derived ingredients? Apart from the marine based ingredients within AminoMar™, there are no other animal derived ingredients in Viviscal™ supplements.

36. Which of the ingredients make up the coating on Viviscal™ supplements? The coatings used in Viviscal™ are Hydroxypropyl Cellulose and Glycerin.

37. Are Viviscal™ supplements hot pressed or cold pressed? Viviscal™ supplements are cold pressed.

38. Are Viviscal™ supplements Halal and suitable for use for a Muslim person? The alcohol solvents, methanol and ethanol, are used in the production process for Viviscal™ supplements.

39. Can you advise on the source of the Biotin in Viviscal™ Extra Strength? We can confirm that the Biotin in Viviscal™ Extra Strength is synthetic.

40. Do any Viviscal™ products contain Methylisothiazolinone (MIT)? There is no MIT in any Viviscal™ products.

41. Are your manufacturing sites egg free? There are very tight measures in place to avoid any cross contamination during manufacturing. We cannot 100% assure that the manufacturing site is egg-free.

42. Why would some of the Viviscal™ supplements in a blister be a dark brown colour? It sounds as though your Viviscal™ supplements became oxidized. This can occur when the supplements are exposed to air. We would advise that you take care when removing a supplement from the blister pack, as even a tiny hole in the foil covering the supplement will allow air in and this may cause oxidization. We would not recommend that you consume any oxidized supplements.

43. How much elemental iron is contained in the 10 mg of ferrous fumarate in each Viviscal™ Extra Strength supplement? 10 mg of Iron provided by 35.15mg of Iron fumarate.

44. Do Viviscal Extra Strength supplements contain chondroitin, MSM or Glucosamine? We can confirm that Viviscal™ supplements contain chondroitin. We have not tested for MSM or Glucosamine.

45. Does Viviscal™ contain any hormones? Viviscal™ does not contain any hormone, male nor female hormone.

46. Have you checked Viviscal™ for BMAA toxins since it contains shark powder which has been linked to BMAA? Viviscal™ does not contain any of the 7 species of shark, purported to be linked to BMAA.

47. Does Viviscal™ use shark fin? We can confirm that shark fin is not used in Viviscal™ supplements.

48. What species of shark are used in Viviscal™? The AminoMar™ composition is proprietary to Viviscal™ and is therefore, understandably information that we cannot disclose.

49. Does Viviscal™ Man contain niacin? Viviscal™ Man does not contain Niacin and it is not a naturally occurring substance in Viviscal™ Man.

50. Does Viviscal™ promote the growth of eyebrows or eyelashes? To date, there is no known statistically significant evidence in a clinical setting to confirm that Viviscal™ supplements promote eyebrow growth or eyelash growth.

51. Are the Viviscal Conceal & Densify Volumizing Hair Fibers vegan? Viviscal™ Conceal & Densify Volumizing Hair Fibers contain no ingredients of animal origin.

52. Can I take Viviscal™ if I am on medication? If you are taking any medication we would advise you to consult with your doctor before starting the program. We can provide you with a list of the ingredients in Viviscal™ supplements to take with you.

53. Can Diabetics use Viviscal™? We would recommend that anyone with a pre-existing medical condition should consult with their doctor before starting the Viviscal™ program. We can provide you with a list of the ingredients in Viviscal™ supplements to take with you.

54. I've had chemotherapy, when can I start to take Viviscal™? As the chemotherapy medication used from person to person can vary, we would recommend that you consult with your oncologist before you start the Viviscal™ program.

55. I suffer with the condition haemochromatosis, can I take Viviscal™? Any person with this condition should not take any supplements with additional iron. If you require any additional information or advice we would recommend that you consult with your doctor.

56. I have been using Viviscal™ for XX period of time and I now have a skin breakout – the only thing that has changed in my diet is that I started taking Viviscal™. Thank you for contacting us with your question. At Viviscal™ we have consulted with our advising skin scientist who has reviewed the Viviscal formulation and has concluded that the components of the tablets themselves are unlikely to contribute to any adverse skin health issues.

A consultation with your doctor may assist you further with identifying the reasons for your current experience. If you require any further information please do not hesitate to contact us.

57. Are Viviscal™ supplements suitable for a Celiac? Viviscal™ supplements do not contain any gluten containing ingredients; however, we cannot confirm if they are gluten free based on the manufacturing process.

58. Why do the percentage daily values differ from the old packaging vs the new packaging? The FDA has established a set of daily values (DVs) for labelling dietary supplements. Which we use to determine the DV% on the back of the carton. Recently the FDA updated the set of DV of vitamins and minerals. We recently have updated the DVs % based on the new values set forth by the FDA.

59. Why should Viviscal Supplements be taken with food? The product is best when taken with food to help proper dissolution and absorption.

60. Am I able to break or crush Viviscal Supplements? Consumer has a hard time swallowing pills. The whole tablet is intended to be taken orally with water after food. This will assure the body is absorbing the supplement. Please consult your healthcare provider with any questions or concerns you may have regarding ways to help ease of swallowing the tablet.

*These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease.

Last Revised By: Vivian Rubio Date: 2/4/2019