

Meology™ Frequently Asked Questions



How does Meology™ work?

It's just three easy steps.

1. Answer questions about your health goals and lifestyle in our simple assessment.
2. Receive your personalized plan in just a few seconds. (Yes, our patent-pending algorithm and product recommendation engine is that fast!)
3. Choose your plan (Essentials or Essentials Plus) and receive your personalized supplements in convenient daily-dose packs every 30 days.

How does Meology compare to other personalized nutrition companies?

Meology is the very best personalized nutrition solution on the market. It is more precise and more powerful and has more patents and more proof.

Meology is more precise because of the way we deliver personalized recommendations. This approach considers all of the individual things about you as well as how these things interact and come together to make you, you.

Meology is more powerful. Meology can recommend more than 110 million possible product combinations, but it identifies ONE precise solution for you. Meology is also more powerful because the recommendation engine was built to evolve with science. We can collect more information from you by adding new assessment questions or additional inputs so we can deliver even more robust, personalized recommendations. We can also easily add new outputs, new products, or even diet or lifestyle advice.

Meology has more patents. The recommendation engine is patent-pending and many of the underlying products we recommend for Meology also have patents.

And Meology has more proof. This is what we call The Shaklee Difference®. We meet your unique needs with solutions found in our robust portfolio of products that represents over 100 years of science and innovation.

What kind of questions does the assessment ask? How long does it take?

The easy and dynamic online assessment will take just a few minutes to complete and asks simple questions about your health goals, activity level, lifestyle, diet (including food sensitivities and preferences), health concerns, and family history of health conditions.

Why does Meology only ask about certain health conditions or a few medications?

We are very purposeful with the questions we ask in the Meology assessment and the response options we provide. Meology is not intended to be a full medical evaluation or to replace your ongoing care with your doctor. With Meology, we have focused on health conditions for which we have relevant and science-based nutrition solutions; for example, we have nutrition solutions for helping to maintain healthy joints, supporting a healthy weight, and supporting digestive health. Regarding medications, there is not currently broad consensus as to drug-nutrient interactions or drug-induced nutrient depletions; therefore, with Meology we have again focused on the few well-established medications that we have solutions for.

How do my assessment answers become a personalized supplement plan?

The short answer is Shaklee scientists developed a powerful algorithm and recommendation engine that analyzes your answers in seconds to determine exactly what you need to reach optimal health.

The longer answer is that first, the amount and types of nutrients you need are determined based on your assessment answers. Then, those nutrient needs are mapped to the fewest products possible to meet those needs. Next, those products are adjusted based on other things you told us in the assessment (such as food sensitivities, dietary preferences, or medications you take). We then look at the nutrients across all those products plus what you're likely getting from your diet to ensure everything is at safe and optimal levels for your health. Finally, the recommendation engine ranks the products, so you know which products are the most critical to build a strong nutritional foundation, and pairs each product with personalized content to explain why it was recommended for you and how it will benefit you specifically.

How will my personal health information be shared/used?

Your personal health information will not be shared with anyone without your written consent and is safeguarded in our IT system. The answers you provide are only used to create a precise personalized supplement plan designed specifically to help you achieve optimal health.

How do I share my Meology results with my physician?

As part of your Meology order, you will receive a personalized brochure that lists all the products you purchased and the reasons why each product was recommended for you. Consider sharing this with your physician.

What's the difference between the Essentials and Essentials Plus plans?

Essentials – The Essentials plan focuses on the most important nutrients and products you need to build a strong nutritional foundation. An Essentials plan will include a maximum of 8 tablets per day, contained in one supplement pack.

Essentials Plus – The Essentials Plus plan includes all the vital nutrients and products included in your Essentials plan plus targeted nutrient needs and solutions to help you achieve optimal health. An Essentials Plus plan will include a maximum of 16 tablets per day, contained in two supplement packs.

Can I choose what goes in my Meology order?

Each plan is created just for you, but you can also modify exactly what products are in your Essentials Plus order. Use the green toggles on the right to include/exclude a recommended product.

The Essentials plan cannot be modified.

How can I find out more details about the products recommended in my personalized plan?

Each product included in your Essentials and Essentials Plus plans has a personalized product details page. Be sure to click on the "Product Details" link on the bottom left of each product description. On that page, you'll find even more details about why the product is recommended for you and how it will benefit you and address your goals specifically, plus the supplement facts information and any relevant directions and cautions.

I'm kosher/gluten-free/allergic to nuts, etc. How do I know if any of the recommended products contain ingredients I want to avoid?

On your recommendation page, under the product description, you can find indicators for gluten-free, kosher, etc..

Please note that we ask you about these dietary restrictions and preferences in the assessment and strive to only recommend products that fit those restrictions and preferences. However, sometimes the only option to address your important nutritional needs or health goals may be a product that contains an ingredient you're trying to avoid, an ingredient sourced from something you're trying to avoid, or one that might be prepared in a way you're trying to avoid (for example, a non-kosher product). In that case, we always include the relevant information on your personalized product details page so you can make the choice for yourself. You can exclude a product from your order within the Essentials Plus plan.

Can I add products to my Meology packs?

No. Meology is your personalized nutrition solution. The product recommendations included in your personalized packs are based on the answers you provided to the Meology assessment. While you cannot add products to your personalized packs, you can add additional products to your cart before checkout.

It looks like there are other products recommended that wouldn't fit in a supplement pack. What are those?

As part of your Meology plan, you may receive up to three additional personalized product recommendations that will help you achieve your health goals and reach optimal nutrition. These products are not part of the daily-dose packs, because they may not necessarily be intended for daily use, may need to be taken at a certain time of day, may be food products, and/or won't fit in a supplement pack.

With Meology, will everyone get a Life Shake™ recommendation?

Yes, everyone will receive a shake recommendation. You will either receive:

- A standalone Life Shake
- A Life Shake as part of a Turnaround® Kit or Shake It Off Bundle
- A Performance shake

Is Vitalizer™ part of Meology™?

Vitalizer is an amazing product that was designed to provide a solid nutritional foundation for adults, with options for men under the age of 50, women under the age of 50, and for people over 50. People feel great when they use Vitalizer, and because of this, we all have a great deal of confidence that Vitalizer will continue to be the foundation for many current Shaklee users for years to come. The products included in Vitalizer are based on the top 7 products used by the majority of the Landmark Health Study participants. Because of this, Vitalizer is not a truly personalized nutrition solution. Rather, it is an example of stratified personalization, in which nutrition recommendations are personalized based only on shared characteristics among a group of people. Vitalizer was developed for people of the same age and sex and based on products used by participants in the Landmark Health Study. Vitalizer doesn't address the needs of the individual beyond these limited shared characteristics. It doesn't address other important features of the individual, including their health, their diet, and their lifestyle. Because of this, Vitalizer is generally good for everyone but is not specific or truly personalized to anyone.

Is Alfalfa Complex part of Meology?

No, Alfalfa Complex is not included in Meology. Currently, Meology has a 16-tablet capacity. The serving size for Alfalfa is 10 tablets daily. Including Alfalfa in Meology, therefore, would significantly limit the number of other tablets that could be included in the packs.

Are the supplement packs recyclable?

Yes! They are recycling codes 4 and 7. We recommend you check local guidelines for proper disposing instructions. We're working on even more sustainable packaging options, but the Meology personalized packs are already more environmentally friendly than separate plastic bottles for all your supplements.

Additionally, the pack-dispenser box is 100% recyclable and made from sustainable materials using wind energy. The shipper box is 100% recyclable as well.

When should I take my Meology supplements?

In general, we recommend you take your Meology supplements with food. You might find it easier to remember if you plan to take them all at the same time each day, for example, with breakfast. If you ordered an Essentials Plus plan, with two packs of pills per day, you might like taking one pack with a morning meal and the second with an evening meal.

Can children/teenagers take the Meology assessment?

No. Meology is for adults, 18 years and older.

As a new mother, can I use Meology?

Yes, new moms can use Meology. If you are currently breastfeeding, we take this into consideration when making your recommendation.

What is the expiration date of Meology packs?

The Meology personalized packs are meant to be used on receipt and not stored. The expiration date is 60 to 90 days after receipt.

What if I don't place my Meology order right now? Do I have to take the assessment again?

No. After you complete the assessment, you will be asked to provide your email address so we can send your results. Save that email and follow the link to go right to your recommendation page and place your Meology order at a later date.

But, keep in mind, Meology is dynamic. You can retake the assessment to update your recommendation at any time. We especially recommend doing that if you have experienced life changes or have new goals (for example, you became pregnant, you now want to lose weight, or you found out about new family medical concerns).

Do I need to remember to place a Meology order every month so I don't miss days?

When you place your very first Meology order, it automatically sends on the same day each month. This option will give you a 5% savings on each order too!

However, if you would rather manage that yourself, all you have to do is uncheck the box on the cart page and you can plan your shipments at a later date.

Do I need to be a Shaklee Member to place a Meology order?

No, you do not; however, you will receive a FREE Preferred Membership with your Meology order! This \$19.95 value provides you with:

- 15% discount on all Shaklee products (the price of your Meology order automatically reflects this discount)
- Free shipping on all orders over \$150 and flat-rate shipping of \$8 on everything else
- Access to the Shaklee Loyalty Rewards program, where you can earn points to redeem for free Shaklee products