

Member Services Action Request

Department: Research and Development

Date: 10/11/2012

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: Vemma



Call Back



No Call Back Needed

Request:

(b) (6) ci stating her doctor requested that
she discontinue use of product due to her liver
levels being too high.

Received by: (b) (6)

Date: 10/11/12

Completed by: (b) (6)

Date: 10/16/12

5:44 PM NO VM available

3:13 PM NO VM available

3:52 PM message left to contact back

5:51 PM SW BP, issue resolved

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 6 Page 1 of 4 NJA

Member Services Action Request

Department: Research and Development

Date:

10/17/12

Brand Partner Name:

(b) (6)

VID#:

(b) (4)

CT#:

(b) (4)

Brand Partner Phone#

(b) (4)

Country:

USA

Agent:

(b) (6)

Order# OR Product Used:

Bode BURN



Call Back



No Call Back Needed

Request:

(b) (6)

called in to cXL her a/s
due to medical reasons. Her Dr.
advised that she stop drinking
bode burn. An order processed on
10/10/12. She doesn't want the product.

Received by:

(b) (6)

Date:

10/17/12

Completed by:

(b) (6)

Date:

351PM SW BP, adv dt info she will Refuse order
credit submitted today adv 7-10 bc days.

Member Services Action Request

Department: Product Knowledge

Date: 10/1/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: (b) (4) (b) (4) Bod-e BURN

Request:

Lot # DIBN 2/202 ~~2/202~~
EGCE was giving reaction to nverone,
per doctor. Also would like info on
rest lif has no egcg)

Refunding order # (b) (4) only 7 bottles
Left-not returned.

Received by: (b) (6)

Date: 1002/2

Completed by: (b) (6)

Date:

17PM SW BP re: issue adv of differences w/each individual
has stopped using product.

Member Services Action Request

Department: Research and Development

Date: 10/16/12

Brand Partner Name: (b) (6)

VID#: 177503006 CT#: 3828438

Brand Partner Phone#: 919-693-0654 Country: USA

Agent: (b) (6)

Order# OR Product Used: Bode (b) (4)

☒ Call Back ☐ No Call Back Needed

Request:

(b) (6) mentioned having a stroke after taking Bode Burn product. Mentioned it made cholesterol levels spike up as well as "Bode loose particulates"

Received by: (b) (6)

Date: 10/16/12

Completed by: (b) (6)

Date: 10/16

Bode zero

headaches, nausea
blood work - particulates
SW BP 4:02 10/16/12
inhaled smoke.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718

Inspection Date: 11/29/12 - 11/30/12
Exhibit: 6 Page 4 of 4 N/A

(b) (4)

Member Services Action Request

Department: Product Knowledge

Date: 10/11/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (6) # (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Verve

Request:

Upline call in, customer's
wife had a allergic reaction
to product And wants to
return. Upline prefers if
(b) (6) calls her directly because
(b) (6) is very upset
(b) (6) # (b) (4)

(b) (6)

10/12/12

Received by: (b) (6)

Date: 10/12/12

Completed by: _____

Date: _____

What is customer allergic to?

Vemma Nutrition Company, Inc.

8322 E. Hartford Dr., Scottsdale, AZ 85255

FBI: 3005675718

Inspection Date: 11/29/12 - 11/30/12

Exhibit: 5 Page 1 of 10 NJA

Member Services Action Request

Department: Product Knowledge

Date: 10/12/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: (b) (4)

Request:

Had allergic reaction
* Is on medication for health condition Heart rate
went up after taking 1/2 dose in am & 1/2 dose
in pm.

Received by: (b) (6)

Date: 10/15/12

Completed by: (b) (6)

Date: 10/15/12

Member Services Action Request

Department: Product Knowledge

Date: 10-3-12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: US

Order# OR Product Used: VERVE

Request:

(b) (6) said she had an allergic
Reaction. would like a call

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 5 Page 3 of 10 NJA

Received by: (b) (6)

Date: 100412

Completed by: (b) (6)

Date: _____

19PM SW BP. heart palpitations & red blotches on/around neck.
has disc. use of product. Credit Requested.

Member Services Action Request

Department: Product Knowledge

Date: 10/12/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Burn Zero Caffeine, Rest, Cleanse

Request:

BP got hives when using products
Hives went away when product use
stopped.

Adv to talk to (b) (6) product
Dan + would reimburse (b) (6)

(b) (6) 10/12

Received by: (b) (6)

Date: 10/12/12

Completed by: (b) (6)

Date: 10/12/12

BP has 2 Boxes Cleanse 7 Boxes Rest
& Burn 0 Caffeine 2 packs Burn

Member Services Action Request

Department: Research and Development

Date: 10/22/2012

Brand Partner Name:

(b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#:

(b) (4)

Country: US

Agent:

(b) (6)

Order# OR Product Used:

Order # (b) (4)



Call Back



No Call Back Needed

Request:

BP had an allergic reaction to product
symptoms like food poisoning / rash / allergic
Reaction immediately after, disc for 1wk,
everything stopped after.

Received by:

(b) (6)

Date:

10/23/12

Completed by:

(b) (6)

Date:

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718

Inspection Date: 11/29/12 - 11/30/12
Exhibit: 5 Page 5 of 10 NJA

10/23/12 9:51AM JW BP, she's allergic to potassium

dispute in Verve, refunding first order (Sept.)
Oct. order I gave RMA info for, will refund
once recvd. BP ack timeframes.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 5 Page 6 of 10 NJA

Member Services Action Request

Department: Product Knowledge

Date: 10/8/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: (b) (4)

Request:

Said she had reaction to vemma
wants to return prod

Received by: (b) (6)

Date: 10/9/12

Completed by: (b) (6)

Date:

12PM VM

4PM BP called BACK, broke out in rash, spoke w/derm.
adv to dis. use, chd no. 4. ad

Member Services Action Request

Department: Product Knowledge

Date: 10/15/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: US

Order# OR Product Used: Vemma

Request:

b.p. said that her Eyes were very red ~~and~~ and her skin felt like it sunburned

Received by: (b) (6)

Date: 10/15/12

Completed by: (b) (6)

Date: 10/17/12

4:41PM issue resolved

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 5 Page 7 of 10 NJA

(b) (6)

From: (b) (6)
Sent: Tuesday, October 16, 2012 11:46 AM
To: PK Inquiries
Subject: FW: Reverse charges

From: (b) (6)
Sent: Tuesday, October 16, 2012 10:16:55 AM
To: Vemma
Subject: Reverse charges

Please reverse charges to the order just placed on Vemma ID 241316106. I am allergic to the product and can no longer use it. Thank you so much

(b) (6)

Sent from my iPad

10/17 432PM VM

(b) (6)

10/18 440PM BP answered &
hung up, will CB
later

(b) (6)

1023/2 10/19AM VM

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 5 Page 8 of 10 NJA

Member Services Action Request

Department: Research and Development

Date: _____

Brand Partner Name: _____

VID#: _____

CT #: _____

Brand Partner Phone#: _____

Country: _____

Agent: _____

Order# **OR** Product Used: _____

☐ Call Back ☐ No Call Back Needed

Request:

symptoms like food poisoning / rash / allergic
reaction immediately after, disc for 1wk,
everything stopped after.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 5 Page 9 of 10 N/A

Received by: (b) (6)

Date: 10/23/12

Completed by: (b) (6)

Date: _____

12/3/12 9:51AM JW BP, she's allergic to potassium
sorbate in Vemma, refunding first order (Sept.)
Oct. order I gave RMA info for, will refund
once recvd. BP ack timeframes.

(b) (6)

From: (b) (6)
Sent: Tuesday, October 16, 2012 11:46 AM
To: PK Inquiries
Subject: FW: Reverse charges

From: (b) (6)
Sent: Tuesday, October 16, 2012 10:16:55 AM
To: Vemma
Subject: Reverse charges

Please reverse charges to the order just placed on Vemma ID 241316106. I am allergic to the product and can no longer use it. Thank you so much

(b) (6)

Sent from my iPad

10/17 432PM VM (b) (6)

10/19 440PM BP answered &
hung up, will CB
later (b) (6)

1023/2 10/19AM VM

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 5 Page 10 of 10 NJA

Member Services Action Request

Department: Product Knowledge

Date: 10/1/2012

Member Name: (b) (6)

VID#: (b) (4) C-Track#: (b) (4)

Member Phone#: (b) (4) (b) (4) Agent: (b) (6)
Cell (b) (4)

Country: USA

Order# OR Product Used: Verve

Request:

Please call mother, (b) (6) back.

(b) (6) does not feel well when he uses
the product + it makes his heart race.

I cancelled the auto delivery and they
want a refund. CC is mother's card.

Received by: (b) (6)

Date: 1002/2

Completed by: (b) (6)

Date: 1004/2

501PM VM

152PM SW BP, issue resolved, Full credit

submitted, BP had already opened product.

Member Services Action Request

Department: Product Knowledge

Date: 10/3/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)
or (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Bode Rest

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718

Inspection Date: 11/29/12 - 11/30/12
Exhibit: 10 Page 2 of 3 NJA

Request:

Husband took it but it makes
his heart race

bp has diso. use of product - understand
due to each person being diff. reactions/results will vary.

Received by: (b) (6)

Date: 10 04 12

Completed by: (b) (6)

Date: 10 09 12

1:37 PM VM

3:20 PM VM

19 9:09 AM SW BP, credit requested for Bode Rest only.

Member Services Action Request

Department: Research and Development

Date: 11/1/12

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: Verve

☐ Call Back

☒ No Call Back Needed

Request:

Doctor said to discontinue use b/c
it would elevate his blood pressure.
lot # K12001

Received by: (b) (6)

Date: 11/05/12

Completed by: (b) (6)

Date: _____

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 10 Page 3 of 3 NJA

Member Services Action Request

Department: Research and Development

Date: 10/31/2012

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: Bode Burn (cans)

☒ Call Back

☐ No Call Back Needed

Request:

Please contact (b) (6) to LXL Acct
+ discuss refund. She had a reaction
to Bode. Vomiting A lot.

Autoship - needs to stop, no refund request. Product
not for her.

Received by: (b) (6)

Date: 11/1/12

Completed by: (b) (6)

Date: 11/6/12

5:50 PM VM

resolved

Member Services Action Request

Department: Product Knowledge

Date: 10/3/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Vemma

Request:

Tried the Vemma 3 times at different
times of the day, with + without
food and it made her vomit every
time.

Cancelled a/d + her upline called
in - (b) (6) wants a refund.

Received by: (b) (6)

Date: 10/4/12

Completed by: (b) (6)

Date:

25PM SW BP, has disc. use of Vemma. DR adv to disc. use
credit requested.

Member Services Action Request

Department: Product Knowledge

Date: 10/4/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: (b) (4)

Request:

Said it made her sick

Received by: (b) (6)

Date: 10/4/12

Completed by: (b) (6)

Date: 10/9/12

HPM VM

20PM SW BP, adv to disu. use until further asurk. from DP
credit req.

Member Services Action Request

Department: Product Knowledge

Date: 10/3/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Cleanse Lot# 01P12003

Request:

When she takes a drink of the Cleanse
it makes her vomit.

She also wants to know how well
the weight loss program will work
without taking the Cleanse.

Received by: (b) (6)

Date: 100412

Completed by: (b) (6)

Date:

414PM SW BP. adv she can take BURN w/option of
Cleanse sent 7-10011505 as R/O BP ack.

Member Services Action Request

Department: Research and Development

Date: 10/10/2012

Brand Partner Name: (b) (6)

VID#: (b) (4) CT #: (b) (4)

Brand Partner Phone#: (b) (4) Country: USA

Agent: (b) (6)

Order# OR Product Used: (b) (4) Verve 2pk 2c9

☒ Call Back ☐ No Call Back Needed

Request:

Product made him sick. His doctor advised not
to take would like refund.

Received by: (b) (6)

Date: 10/7/2

Completed by: (b) (6)

Date:

4:20pm SW BP, info advise resolved.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 8 Page 5 of 9 N/A

Member Services Action Request

Department: Research and Development

Date: 10/22/12

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: (b) (4) - Cleanse

☒ Call Back ☐ No Call Back Needed

Request:

BP says make's her Sick.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 8 Page 6 of 9 NJA

Received by: (b) (6)

Date: 10/23/12

Completed by: (b) (6)

Date: _____

141AM SW BP, adv to disc. use. will Refund CLEANSE from AUGUST & SEPTEMBER orders, Umar save her RMA instructions due to OCTOBER order being sent w/out authorization.

Member Services Action Request

Department: Research and Development

Date: October 23 2012

Brand Partner Name: (b) (6)

VID#: (b) (4) CT #: (b) (4)

Brand Partner Phone#: (b) (4) Country: USA

Agent: (b) (6)

Order# OR Product Used: (b) (4) (Vemma Lpk)

☒ Call Back ☐ No Call Back Needed

Request:

Making BP very sick, couldn't hold food down. (2 ounce shot)
moved down to one ~~ounce~~ ounce and still was
having trouble, feeling sick and vomiting. Stopped
taking Vemma and no longer had these side
effects. Resolution/Return?

Received by: (b) (6)

Date: 10/23/12

Completed by: (b) (6)

Date:

736AM PW BP, adv of credit submission, she ack
7-10 BR days also ack that she should
disc. use & speak w/ physician for further
assurance of product's use.

Member Services Action Request

Department: Research and Development

Date: 10/22/12

Brand Partner Name:

(b) (6)

VID#:

(b) (4)

CT#:

(b) (4)

Brand Partner Phone#:

(b) (4)

Country:

USA

Agent:

(b) (6)

Order# OR Product Used:

(b) (4)

- Cleanse



Call Back



No Call Back Needed

Request:

BP says make's her sick.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 8 Page 8 of 9 NJA

Received by:

(b) (6)

Date:

10/23/12

Completed by:

(b) (6)

Date:

MIAM SW BP, adv to disc. use. will refund CLEANSE from AUGUST & SEPTEMBER orders, Umar save her RMA instructions due to OCTOBER order being sent w/out authorization.

Member Services Action Request

Department: Product Knowledge

Date: 10/8/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: BODE

Request:

rcvd email stating BP is HAVING
DIZZY SPELLS.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 8 Page 9 of 9 NJA

Received by: (b) (6)

Date: 10/8/12

Completed by: (b) (6)

Date:

09PM SW BP, credit rec'd. BP ack RMA # given.

Member Services Action Request

Department: Research and Development

Date: 10/31/2012

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: Bode Burn (cans)

☒ Call Back

☐ No Call Back Needed

Request:

Please contact (b) (6) to LXL Acc + discuss refund. She had a reaction to Bode. Vomiting A lot.

Autoship - needs to stop, no refund request. Product not for her.

Received by: (b) (6)

Date: 11/1/12

Completed by: (b) (6)

Date: 11/6/12

HEOPM VM

resolved

Member Services Action Request

Department: Product Knowledge

Date: 10/3/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Vemma

Request:

Tried the Vemma 3 times at different
times of the day, with + without
food and it made her vomit every
time.

Cancelled a/d + her upline called
in - (b) (6) wants a refund.

Received by: (b) (6)

Date: 10/4/12

Completed by: (b) (6)

Date: _____

25PM SW BP, has disc. use of Vemma. DR adv to disc. use
credit requested.

Member Services Action Request

Department: Product Knowledge

Date: 10/4/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: (b) (4)

Request:

Said it made her sick

Received by: (b) (6)

Date: 100412

Completed by: (b) (6)

Date: 100912

HPM VM

20PM SW BP, adv to disu. use until further asur. from Dr
Credit Ref.

Member Services Action Request

Department: Product Knowledge

Date: 10/3/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Cleanse Lot# OIP12003

Request:

When she takes a drink of the cleanse
it makes her vomit.

She also wants to know how well
the weight loss program will work
without taking the cleanse.

Received by: (b) (6)

Date: 1004/12

Completed by: (b) (6)

Date:

4:44PM SW BP, adv she can take BURN w/option of
cleanse sent 7-10011505 as R/O BP ack.

Member Services Action Request

Department: Research and Development

Date: 10/10/2012

Brand Partner Name: (b) (6)

VID#: (b) (4) CT #: (b) (4)

Brand Partner Phone#: (b) (4) Country: USA

Agent: (b) (6)

Order# OR Product Used: (b) (4) Verve 2pk 20g

☒ Call Back ☐ No Call Back Needed

Request:

Product made him sick. His doctor advised not
to take would like refund.

Received by: (b) (6)

Date: 10/7/2

Completed by: (b) (6)

Date:

142PM SW BP, info advise Resolved.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 8 Page 5 of 9 N/A

Member Services Action Request

Department: Research and Development

Date: 10/22/12

Brand Partner Name: (b) (6)

VID#: (b) (4) CT #: (b) (4)

Brand Partner Phone#: (b) (4) Country: USA

Agent: (b) (6)

Order# OR Product Used: (b) (4) - Cleanse

☒ Call Back ☐ No Call Back Needed

Request:

BP says make's her Sick.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 8 Page 6 of 9 NJA

Received by: (b) (6)

Date: 10/23/12

Completed by: (b) (6)

Date: _____

11/1AM SW BP, adv to disc. user. will Refund CLEANSE from August & September orders, Umar save her RMA instructions due to October order being sent w/out authorization.

Member Services Action Request

Department: Research and Development

Date: October 23 2012

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: (b) (4) (Vemma Lpk)

☒ Call Back ☐ No Call Back Needed

Request:

Making bp very sick, couldn't hold food down. (2 ounces shot)
moved down to one ~~ounce~~ ounce and still was
having trouble, feeling sick and vomiting. Stopped
taking Vemma and no longer had these side
effects. Resolution/Return?

Received by: (b) (6)

Date: 10/23/12

Completed by: (b) (6)

Date:

736AM RW BP, adv of credit submission, she ack
7-10 BR days also ack that she should
disc. use & speak w/ physician for further
assurance of product's use.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255

FEI: 3005675718

Inspection Date: 11/29/12 - 11/30/12

Exhibit: 8 Page 7 of 9 N/A

Member Services Action Request

Department: Research and Development

Date: 10/22/12

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: (b) (4) - Cleanse

☒ Call Back ☐ No Call Back Needed

Request:

BP says make's her sick.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 8 Page 8 of 9 NJA

Received by: (b) (6)

Date: 10/23/12

Completed by: (b) (6)

Date: _____

141AM SW BP, adv to disc. use. will refund CLEANSE from AUGUST & SEPTEMBER orders, Umar save her RMA instructions due to OCTOBER order being sent w/out authorization.

Member Services Action Request

Department: Product Knowledge

Date: 10/8/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: BODE

Request:

rcvd email stating BP is HAVING
DIZZY SPELLS.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 8 Page 9 of 9 NJA

Received by: (b) (6)

Date: 10/8/12

Completed by: (b) (6)

Date:

09PM SW BP, credit rec'd. BP ack RMA # given.

Member Services Action Request

Department: Research and Development

Date: October 19, 2012

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: Vemma / Burn

☒ Call Back ☐ No Call Back Needed

Request:

Gave BP diarrhea, Wants to know if possibly her
body is ~~just~~ getting used to it.

Received by: (b) (6)

Date: 10/19/12

Completed by: (b) (6)

Date: 10/24/12

156PM VM

123/12 1026AM VM

124/12 321PM VM x 3

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 1 of 25 NJA

Member Services Action Request

Department: Product Knowledge

Date: 10-23-12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Vemma 1pk

Request:

Diarrhea 7 hours after drinking

Received by:

(b) (6)

Date:

10/24/12

Completed by:

(b) (6)

Date:

10/29/12

5:17PM VM

17AM 1026 VM

02912 429PM SW BP issue resolved

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 2 of 25 NJA

Member Services Action Request

Department: Research and Development

Date: 10/26/2012

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: #(b) (4) Burn Zero Caffeine

☐ Call Back

☒ No Call Back Needed

Request:

Upline cxled a/d due to product
creating bowel issue. Upline adv
that BP would not like to be called.

Received by: (b) (6)

Date: 10/29/12

Completed by: (b) (6)

Date: _____

Member Services Action Request

Department: Product Knowledge

Date: 10/10/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: BODE-CLEANSE

Request:

BP EMAILED IN STATING "SLIGHT CRAMPING
IN THE GUT".

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 4 of 25 N/A

Received by: (b) (6)

Date: 10/11/12

Completed by: (b) (6)

Date: 10/16/12

1052AM BP WAS NOT ABLE TO HEAR ME, WILL ATTEMPT LATER.

3:16 PM BP DOES NOT HAVE A VM (b) (6) 10/15/12

3:49PM 1016 VM NOT AVAILABLE WILL SEND EMAIL ☐

Member Services Action Request

Department: Product Knowledge

Date: 10/4/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: BODE

Request:

BP EMAILED THAT "SHE CANNOT
DRINK THE STUFF AS IT EFFECTS MY STOMACH"

Received by: (b) (6)

Date: 10 04 12

Completed by: (b) (6)

Date: 10 09 12

3:00 PM VM

4:40 PM BP called back, adv of info needed & RMA info,
credit submitted.

Member Services Action Request

Department: Research and Development

Date: 10/22/2012

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: (b) (4) / VERVE

☒ Call Back ☐ No Call Back Needed

Request:

- BP EMAILED THAT "HE GET'S AN UPSET
STOMACH & FEELS GROSS"

Received by: (b) (6)

Date: 10 23 / 12

Completed by: (b) (6)

Date: 10 24 / 12

032AM VM

12/12 324PM SW BP, credit requested

Member Services Action Request

Department: Research and Development

Date: 10/26/2012

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: _____

Country: USA

Agent: (b) (6)

Order# OR Product Used: BODE

☐ Call Back

☒ No Call Back Needed

Request:

UL EMAILED BP WAS HAVING "THE RUNS"
SEE CT (b) (4)

Received by: (b) (6)

Date: 10/29/12

Completed by: (b) (6)

Date: _____

Member Services Action Request

Department: Product Knowledge

Date: 10/29/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Vemma

Request:

Stomach ache. Bp requested NO
CALL back!

Received by: (b) (6)

Date: 1029/2

Completed by: (b) (6)

Date: _____

Member Services Action Request

Department: Product Knowledge

Date: 10/25/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Verve

Request:

The Verve makes her sick to her stomach. She has tried it with and w/o food. I cancelled the A/D + she has 1/2 case left from her order

Received by: (b) (6)

Date: 10/26/12

Completed by: (b) (6)

Date: _____

19AM W bp, issue resolved.

Member Services Action Request

Department: Product Knowledge

Date: 9/27

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: (b) (4) / ZS VERVE

Request:

BP STATED THE PRODUCT UPSET
HER STOMACH & MADE HER JITTERY

Received by: (b) (6)

Date: 092712

Completed by: (b) (6)

Date: 100212

927 1024AM VM
129 323PM VM
102 310PM VM x3

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 10 of 25 NJA

Member Services Action Request

Department: Product Knowledge

Date: 10/11/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Vemma / (b) (4)

Request:

2nd order - got delivered

→ SW (b) (6) adv to discuss w/ Dr
Send prod. back for refund 10/12

(all called in regarding order... (b) (6) (b) (4)
phone to (b) (4)

Received by: (b) (6)

Date: 10/12/12

Completed by: (b) (6)

Date: 10/12/12

Member Services Action Request

Department: Product Knowledge

Date: 10/1/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Vemma Bode bwn

Request:

upset Stomach

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718

Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 12 of 25 NJA

Received by: (b) (6)

Date: 1002/2

Completed by: (b) (6)

Date: 1009/2

12PM VM

32PM VM

12PM SW BP she has disc. prod. use, has talked w/ DR.

(b) (6)

From: (b) (6)
Sent: Monday, October 08, 2012 12:04 PM
To: PK Inquiries
Subject: FW: taste of Verve.

Hi Member Services, I started on my latest shipment of Verve yesterday. I have opened 3 cans and they taste like soap and/or lipstick. It is awful. I have been drinking Verve for a long time and have not had this situation before. The numbers on the bottom of the can are: K12003 1758 D29 Exp. 2013-08. Do you know if this lot is defective or unfit to drink?

I drank one yesterday but it upset my stomach. I opened another can today but the same thing happened so I poured it down the sink.

Please advise.

Thanks, (b) (6) ID (b) (4)

(b) (6)

(b) (4)

"If you are not doing what you love, you are wasting your time." Billy Joel

1045AM 10/11 SW, R/O sent
adv we've tested
for purity/potency
BP ack info

(b) (6)

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 13 of 25 NJA

Member Services Action Request

Department: Product Knowledge

Date: 10/5/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: (b) (4) / (b) (4)

Request:

(b) (6) no longer wanted to receive orders due
product / stomach problems, says product made her
throw up. Issued full refund w/ RNA per (b) (6) BP
doesn't want a call back.

Received by: (b) (6)

Completed by: (b) (6)

Date: 10/9/12

Date: _____

Member Services Action Request

Department: Product Knowledge

Date: 10-2-12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: United States

Order# OR Product Used: bode burn

Request:

(b) (6) (b) (4) (upline) called in
to CXL a/s due to the BP having
severe diarrhea and digestive issues
as a result of consuming bode
burn. Please call BP back.

Received by: (b) (6)

Date: 1002/2

Completed by: (b) (6)

Date: 1009/2

3:21PM VM

1:20PM VM

5:22PM VM x 3

Member Services Action Request

(b) (4)

Department: Product Knowledge

Date: 10/01/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: V2 Fridge Brick Order # (b) (4)

Request:

(b) (6) wife ci said she wanted to return product because she was getting stomach aches from product. Did not like it. Issued her RMA to send back product.

Lot: 1806 bpf-us-101110

Received by:

(b) (6)

Date: 1002/2

Completed by:

(b) (6)

Date: 1009/2

5/4PM VM

290PM VM

250PM VM x3

Member Services Action Request

Department: Product Knowledge

Date: 10/18/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Bode transformation

Request:

Vomiting alot
Adv can't give medical. back to
Dr. Adv to stop: adv how to return
(b) (6)

Received by: (b) (6)

Completed by: (b) (6)

Date: 10/19/12

Date: 10/19/12

Member Services Action Request

Department: Product Knowledge

Date: 10/02/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Rede Rern LOT# K120051145 D16
07/2013

Request:

BP would get cramps in stomach, also upset
stomach. Says probably her diet.

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 18 of 25 NJA

Received by: (b) (6)

Date: 1002/2

Completed by: (b) (6)

Date:

49pm SW BP, she ack diff. statement; issue resolved

Member Services Action Request

Department: Product Knowledge

Date: 10/1/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Bode Burn

Request:

The product made her ill and gave
her a sour stomach. She has the
same problem with orange juice

Cancelled the A/D and she would
like a refund

Order to be Refunded: (b) (4)

Received by: (b) (6)

Date: 10/2/12

Completed by: (b) (6)

Date:

24PM SW BP, and vt different individual's statement,
she became nauseous when she took it.

Member Services Action Request

Department: Product Knowledge

Date: October 01, 2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Vemma

Request:

Diarrhea, all he wanted to share.

Received by: (b) (6)

Date: 100212

Completed by: (b) (6)

Date: _____

does bp need a call back?

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 20 of 25 N/A

(b) (6)

From: (b) (6)
Sent: Tuesday, October 16, 2012 2:06 PM
To: PK Inquiries
Subject: FW: Question About [general] : from (b) (4)

From: (b) (6)
Sent: Monday, October 15, 2012 9:26:46 AM
To: Cancellations
Subject: FW: Question About (general) : from (b) (4)

From: general@vemma.com(SMTP:GENERAL@VEMMA.COM)
Sent: Monday, October 15, 2012 6:58:50 AM
To: General
Subject: Question About (general) : from (b) (4)

Full Name: (b) (6)
Email Address: (b) (4)
VID or Vemma Website: 224588606
Country: United States
Question About: general
Description:

Hello, My name is (b) (6) and I need to cancel my membership. I have developed painful intestinal spasms and am being treated by a gastroenterologist who wants me to quit using any nutritional supplements until I get some relief. I have three unused, unopened bottles. May I return them for a refund? Please let me know when my membership is cancelled since I am on auto pay and I need to notify my financial institution. Thank you.

This is my id: (b) (4)

10/19 442PM SW BP, credit requested,
has discontinued VSE, AD
Cyled. (b) (6)

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 21 of 25 NJA

Member Services Action Request

Department: Product Knowledge

Date: 10/17/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: _____

Order# OR Product Used: (b) (4) Upper Crest (b) (6)

Request:

LOT # 01C12008 - (b) (6) called to say both
V-2's on this order had issues. I was 90% empty
some were broken seals & some were empty, sent
replacement for that. But (b) (6) said the other
the other 1 pack to replace (b) (6) - (b) (6) said
both (b) (6) & his dad get sick (nausea - stomach
cramps) didn't have others that they don't get
sick when take
LOT # 01C12008

Received by: (b) (6)

Date: 10/17/12

Completed by: (b) (6)

Date: 10/18/12

34PM VM

119 453PM VM

19 503PM BP called back, issue had been resolved

(b) (6)

Member Services Action Request

Department: Product Knowledge

Date: 10/10/12

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: Vemma

Request:

(b) (6) c/ stating husband: (b) (6) had a
bad reaction to taking vemma. Caused severe
diarrhea.

(b) (4)

Received by: (b) (6)

Date: 10/11/12

Completed by: (b) (6)

Date: 10/16/12

2AM VM

57PM VM

10/15/12

(b) (6)

016 356PM SW wife, adv to disc. use issue resolved.

Member Services Action Request

Department: Research and Development

Date: 10/18/2012

Brand Partner Name: (b) (6)

VID#: (b) (4)

CT #: (b) (4)

Brand Partner Phone#: (b) (4)

Country: USA

Agent: (b) (6)

Order# OR Product Used: BODE

☒ Call Back ☐ No Call Back Needed

Request:

BP STATES IT BURNS HER STOMACH

Vemma Nutrition Company, Inc.
8322 E. Hartford Dr., Scottsdale, AZ 85255
FEI: 3005675718
Inspection Date: 11/29/12 - 11/30/12
Exhibit: 7 Page 24 of 25 NJA

Received by: (b) (6)

Date: 10/18/12

Completed by: (b) (6)

Date: 10/23/12

50 PM VM (we need copy of out-of-pocket shipping receipt
in order to refund - fax attn: PK.)

23 PM 10/19 AM JW BP, she adv AD processed again in
OCT. adv BP 09/2012 order was refunded. AD
was cycled & NO OCT order was shipped.

Member Services Action Request

Department: Product Knowledge

Date: 10/30/2012

Member Name: (b) (6)

VID#: (b) (4)

C-Track#: (b) (4)

Member Phone#: (b) (4)

Agent: (b) (6)

Country: USA

Order# OR Product Used: 1001143-Product Order# (b) (4)

Request:

(b) (4) (b) (6)

(b) (6), upline, called. (b) (6) is having a severe
reaction taking the product. He explained it
as dissentary. She would like a refund.

Received by: (b) (6)

Date: 11/01/12

Completed by: (b) (6)

Date: _____

JPM JW BP, has disc. use will refund she's bringing
order back to vemma store.