



**HARMONY**  
MIND • BODY • LIFE  
& BALANCE

SYMMETRY GLOBAL  
110 CYPRESS STATION DR  
SUITE 295  
HOUSTON, TX 77090

February 22, 2017

Laura Smith, Esq., Legal Director  
Truth in Advertising, Inc.  
P.O. Box 927  
Madison, CT 06443

Re: Symmetry Global's Deceptive and Illegal Health Claims

Dear Laura Smith,

Please accept this letter as a formal response to your recent communication to Symmetry Global, regarding inappropriate health claims that were found in connection with our products.

We would like to start by stating, our mission is to not only represent Symmetry's products ethically and truthfully, but also according to FDA and FTC guidelines. Although it is disheartening to learn of these claims through your findings, we have come to realize that the need for compliance enforcement as well as training to the field is crucial!

Since receiving your letter, our compliance department has worked vigilantly on investigating and addressing all the links that you reported as inappropriate health claims according to FDA guidelines. We are pleased to report that out of eighteen (18) findings that TINA.org reported, twelve (12) of those have been removed and are no longer active. Out of the six (6) that remain, we believe one of them is a YouTube video created by TINA.org to compile all the testimonials that are considered inappropriate. Will you please confirm that the link below is owned by TINA.org:

[https://www.truthinadvertising.org/wp-content/uploads/2016/09/Cancer-Diabetes-Alzheimers-etc\\_YouTube.mp4](https://www.truthinadvertising.org/wp-content/uploads/2016/09/Cancer-Diabetes-Alzheimers-etc_YouTube.mp4)

With regards to the remaining active five (5) links, we are taking appropriate measures to discover the owner of these sites and get the owners/distributors to comply by removing all inappropriate health claims. We will be happy to provide you with an update by March 15, 2017 on our progress, if this is sufficient follow-up for you?

In efforts to prevent future issues, we have begun to proactively research and take action on any other promotion of Symmetry's products and business opportunity that do not adhere to FDA and FTC rules and regulations. We have also made great strides in field training and education by sending out the attached communication directly to all distributors to reiterate the importance of FDA and FTC guidelines. We also believe that by displaying the firm support of these guidelines from Corporate, it will deliver the message and seriousness of promoting Symmetry's products and business opportunity truthfully and ethically.

We hope these actions have showed that we are making every effort to resolve this matter with TINA.org, currently and going forward. We look forward to your response and feedback.

Best regards,

A handwritten signature in black ink, appearing to read 'B. Lopez'.

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