

# Truvy FAQ



Q: Why Truvy?

A: We have always cherished our proud partnership with our field members. We have sincerely enjoyed watching each of you brand your respected businesses and felt it was time to innovate at this precise time with our rapid expansion and growth.

Q: What countries is Truvy Available in?

A: All markets will now be under the Truvy name. New products Tru and Vy will be available in the US for now with other markets to launch over time. We can't wait for everyone to have access to new products!

Q: Will all corporate contact info be the same?

A: Yes, you will be able to contact all corporate staff. No need to worry about finding the right email addresses, all email addresses will forward to new ones! For example: example@truvsionhealth.com is now: example@truvy.com. Either one will direct to same person.

Corporate Contact Information:

- Call & Text: 855-213-Truvy
- Email: support@truvy.com
- Chat: truvy.com

Q: Is the Back Office or system changing?

A: No, you will have the same great functionality, reporting and tools.

Q: Will my TVT (Tools) links still work?

A: Yes, they will work the same. Any old links will direct to the Truvy cart.

Examples:

- truvsiontools.com becomes truvy.tools
- truvis.io becomes truvy.shop

Q: Will my replicated websites and links still work that I have sent out?

A: Yes, they will automatically forward to the new site.

Q: Will all of the products have the same ingredients?

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A: Yes, all existing products will be the same with the same amazing ingredients; we will phase each product line into the new branding throughout the year.

Q: Will we have the same products?

A: Yes. Truvy will continue to offer our premier weight loss products.

Q: Will my PV and payouts stay all the same?

A: Yes, your compensation plan and payouts will stay the same.

Q: Will my HyperWallet card still work?

A: Yes, your existing Hyperwallet card will still work. You will not need to order a new card at this point. Once your card is about to expire you will automatically be sent a new one.

Q: Do I have to order a new HW card? Will I be charged for reordering a new card?

A: You do not need to order a new card at this time.

Q: Will I be able to login into my HW account with the same credentials I have now?

A: Yes, log ins will not change.

Q: Can I continue using FB groups I already have?

A: Yes. Some may want to change group names and that is fine as long as it is compliant.

Q: Can I use Truvy in the in an email address, website domain name, social media handle, social media page name or address?

A: No. TRUVY along with other marks are for corporate use only. However, you are welcome to use "TRUVY Independent Associate" as a title. For example:

- John Doe - TRUVY Independent Associate
- Awesome Products, LLC - TRUVY Independent Associate
- Healthy Lifestyle - TRUVY Independent Associate
- The Awesome Group - TRUVY Independent Associate

Q: Can I make my own swag and sales tools with the name TRUVY?

A: Yes! However, all items must include "TRUVY Independent Associate" and must be offered for free or at cost.