

Mannatech Skin Care FAQ's

Product transitioning questions

Why is Mannatech introducing a new skin care system?

Mannatech is committed to a long-term skin care business strategy. We are dedicated to providing Associates with industry-leading skin care products that not only produce visible results through healthy-looking skin, but also differentiate us from our competitors by combining the finest plant-based ingredients from around the world with the most advanced skin care technologies for beautiful, radiant, younger-looking skin.

Specifically, we are launching a new skin care system for several key reasons:

- Consumer trends have shown us there is a high demand for products that provide visible age-defying results as well as products that save time and money; consumers want products that are easy to use and provide multiple benefits. The new Mannatech LIFT® system will not only meet these needs but will differentiate us from many of our competitors.
- Consumers have become more and more interested in products with natural, botanical ingredients and products that are paraben free.
- Mannatech Associates have been requesting a more advanced and competitive skin care system.

What is unique/different about the new Mannatech LIFT® skin care system versus the Mannatech Optimal Skin Care System® product line?

The Mannatech LIFT system is an age-defying system and includes our proprietary *Jeunesse 7™* blend. This blend includes four minerals within a green clay from the French Alps plus three Mannatech flagship glyconutrients: aloe, arabinogalactan, and trehalose. These ingredients are known to help provide moisture and hydration, and to revitalize, protect and tighten the skin. Below is a chart describing many of the elements of the two systems, indicating how they are the same and how they are different.

| | Mannatech Optimal Skin Care System® | Mannatech LIFT® Skin Care System |
|--|-------------------------------------|----------------------------------|
| Global Technology | Japanese | French |
| Number of System Steps | 5 | 3 |
| Glyconutrients (Aloe, Arabinogalactan and Trehalose) | 4 Contain Trehalose | ALL Products |
| Key Ingredient Feature | Purified Water | Jeunesse 7™ Proprietary Blend |
| Parabens | No Added Paraben Preservatives | Paraben Free |
| Allergy-Tested | Yes | Yes |
| Non-Comedogenic Ingredients | Yes | Yes |
| Free of Synthetic Oils | Yes | Yes |
| Water-Based | Yes (Except Cleansing Oil) | Yes |
| Improves Skin Hydration | Yes | Yes |
| Reduces the Appearance of Fine Lines and Wrinkles | Yes | Yes |
| Helps Firm and Tighten Skin | No | Yes |
| Associate Price | AU\$475/NZ\$522.50—7 Pieces | AU\$275/NZ\$330—5 Pieces |

Please explain the timeline and background for the development of Mannatech LIFT products.

From ideation to final products, the Mannatech LIFT skin care system took 2.5 years to develop. The first phase was the ideation phase, in which it was determined what types of products we should offer and how many products should be in the system. This stage included a great amount of work done by Marketing and R&D as well as a third-party firm. Next was the prototyping phase, in which samples were evaluated by a panel to determine the look, feel and aroma of the products. It took a total of 10 rounds of samples to finalize the look, feel and aroma of our new skin care products.

Once this part was completed, the products went through a series of testing, which included microbial challenge testing (1 month), safety testing (8 weeks), stability testing (12 weeks), packaging compatibility testing (12 weeks) and consumer testing (16 weeks). Due to the long development time required for skin care products and knowing our plans for launching the Mannatech LIFT skin care system, the project was approved by senior management and begun in Q1 2008 to ensure that the new system would be ready for launch in Q3/Q4 of 2010.

What products will be included in the Mannatech LIFT® system?

The new Mannatech LIFT system will include the following products:

- Exfoliating Facial Cleanser *with milled grape seeds*
 - Gently cleanses and mildly exfoliates.
 - Milled grape seeds—an exfoliant born from nature, infused with well-known antioxidants for a smoother appearance.
- Multiphase Serum *with oat kernel*
 - Firms and tightens skin and reduces the appearance of pore size and the appearance of fine lines and wrinkles.
 - Oat kernel—contains plant-derived polysaccharides that help moisturize, smooth and tighten the skin.
- Day Moisturizer *with myrtle leaf*
 - Ultimate hydration, nourishes and smoothes the skin.
 - Myrtle leaf—botanical extract known to help hydrate the skin and minimize the signs of aging.
- Night Repair Crème *with olive extracts*
 - Enhances the skin's natural repair system, reducing the appearance of fine lines and wrinkles.
 - Olive extracts—an ancient beauty secret, olive oil extract naturally softens and moisturizes.
- Body Lotion *with cupuacu butter*
 - Glides on soft and smooth to reveal the appearance of a more smooth, even texture

- Cupuacu butter—commonly found in the rainforests of the Amazon basin, the exotic cupuacu tree produces luscious butter that refines skin and relieves dryness.

Where are Mannatech LIFT® products formulated and manufactured?

The Mannatech LIFT line was formulated by a U.S. laboratory known for developing new and innovative products. The finished products are manufactured in the U.S.

Are the products easy to use?

Yes. Cleanse, treat and moisturize—three simple steps—and spend only a few minutes each morning and night to keep your skin looking and feeling great.

What is the proper order in which to use the Mannatech LIFT® products?

There are three simple steps for your day and night regimen

Step 1:

Cleanse- It's very important to cleanse and exfoliate morning and night to prevent build-up and eliminate surface debris and flaky skin.

Step 2:

Treat- Once your skin is fresh and clean, the next step is to treat it. This can mean everything from toning to reducing the appearance of pore size and wrinkles.

Step 3:

Moisturize- After cleansing and treating, it's time to hydrate. Nourish your skin and reset the clock by moisturizing day and night

Day:

- Step 1 Cleanse: Exfoliating Facial Cleanser
- Step 2 Treat: Multiphase Serum
- Step 3 Moisturize: Day Moisturizer

Night:

- Step 1 Cleanse: Exfoliating Facial Cleanser
- Steps 2 & 3 Treat/Moisturize: Night Repair Crème

Anytime:

- Step 3: Moisturize: Body Lotion

What does multifunctional mean?

Multifunctional refers to a product that will provide more than one benefit. Multifunctional products are easier to use and they help you save time in your skin care regimen. The Multiphase Serum is a toner and a treatment in one product. Our Night Repair Crème is formulated to be the evening treatment product and moisturizer.

Are the Mannatech LIFT® products good for all skin types?

Yes. The products are formulated to be used on all skin types, and they are particularly beneficial for women and men 35 years and older.

Specific Product Questions

Will the Exfoliating Facial Cleanser remove eye makeup?

No. With the various mascara and eye makeup technologies available, it is recommended that you use the recommended eye makeup remover suggested for your brand.

The Mannatech LIFT® Facial Cleanser is an “exfoliating” cleanser; is it okay to use this product twice a day?

Yes. However, it is important that you add enough water to create a lathering foam and GENTLY apply the product to your skin with your fingers. Avoid heavy, harsh scrubbing when cleansing the face.

I feel fine particles in the Exfoliating Facial Cleanser after adding water to create a light foam. Will these irritate the skin?

The Exfoliating Facial Cleanser was developed to be gently exfoliating, and the milled grape seeds and beads work together to accomplish this goal. This product was clinically tested and shown to be safe and gentle on the skin. Over 90% of the participants in the study reported that this product exfoliated the skin, improved skin texture and was gentle enough for everyday use. The gentle exfoliation of the skin allows the treatment products to be as effective as possible, so this step is very important when trying to achieve the age-defying benefits that this line offers.

Is there an eye cream in the Mannatech LIFT® skin care system?

Our Multiphase Serum, Day Moisturizer and Night Repair Crème have been formulated and tested to use around the eye area. Used consistently, these products will hydrate the area around your eyes and help reduce the appearance of wrinkles.

I noticed a toner/lotion is not included; why not?

To make our line more time efficient and easy to use, the Multiphase Serum was developed and formulated to be an all-in-one toner and treatment (serum) product with the combined benefits of hydration, reducing the appearance of pore size, firming and tightening the skin, and reducing the appearance of fine lines and wrinkles.

Will there ever be a traditional type toner added to the Mannatech LIFT® skin care system?

Plans are in place to launch additional products, including a hydrating toner, to continue meeting the needs of specific customers. Details and the timing of these products will be shared as we get closer to launching them.

Is Mannatech LIFT® a water-based system?

Yes. Water-based products allow for a universal skin care system that can be used by people with all skin types. The water used in the products is purified water.

What is the shelf life of the Mannatech LIFT® products?

The products will last up to two years under normal storage conditions.

What are the pH levels of each product in the Mannatech LIFT® skin care system?

The products in the system have a pH between 5 and 6, close to the normal pH range of the skin.

How long should the full size products typically last?

Exfoliating Facial Cleanser: 4–6 weeks

Multiphase Serum: 5–7 weeks

Day Moisturizer: 6–8 weeks

Night Repair: 8–10 weeks

Body Lotion: 4 weeks

Ingredient Questions

Do any of the products contain an SPF (Sun Protection Factor)?

No, they do not contain an SPF. In order to keep your skin protected from potential sun damage, we recommend you use a makeup or powder with added sunscreen protection and a separate sun protection crème for outdoor activities.

What ingredients are used as preservatives for the products?

The Mannatech LIFT® products use various combinations of the following preservatives: phenoxyethanol, hexylene glycol, caprylyl glycol, potassium sorbate, disodium EDTA and ethylhexyl glycerin.

I understand that Mannatech LIFT® products are paraben-free; however, they do contain preservatives. Can you explain the reasons for these preservatives and the difference between Mannatech Optimal Skin Care System® preservatives and Mannatech LIFT preservatives?

It is very important for all skin care products to contain preservatives to prevent the growth of molds, yeast and bacteria. It is even more important for skin care products that contain many natural ingredients to have excellent preservative systems because natural ingredients, just like fresh produce and fresh foods, tend to support the growth of microorganisms. The five-product Mannatech LIFT line contains **twice as many botanical ingredients** as the seven-product Mannatech Optimal Skin Care System .

The Mannatech Optimal Skin Care System contained the following ingredients, which have preservative effects: butylene glycol, pentylene glycol, caprylyl glycol and ethylhexylglycerin; two of these ingredients are also used in the Mannatech LIFT skin care products. The preservatives that are used in the Mannatech LIFT line were carefully selected to avoid the most negatively perceived, potentially harmful preservatives and to use the safest, most effective alternatives available. We selected phenoxyethanol, caprylyl glycol, hexylene glycol, ethylhexylglycerin, potassium sorbate and disodium EDTA. Phenoxyethanol is an organic chemical compound in the form of a colorless oily liquid that is effective at inactivating gram-positive and gram-negative bacteria as well as yeast. Caprylyl glycol, hexylene glycol and ethylhexylglycerin are all organic compounds that have emollient properties as well as preservative effects. Disodium EDTA is a salt of an organic compound that is used in foods as a preservative and in cosmetics where it acts to preserve stability against air. Potassium sorbate is also a very commonly used food preservative functioning in the Mannatech LIFT skin care products for the prevention of mold and yeast growth.

What can you tell me about the safety of phenoxyethanol as a preservative in Mannatech LIFT skin care products?

A majority of the skin care products on the market contain parabens, formaldehyde and/ formaldehyde-releasing preservatives. These preservatives have been very effective in controlling microbial growth in skin care products, but they also have been known to cause skin irritation and allergic reactions. The Mannatech LIFT skin care system was carefully formulated to contain only the safest preservatives, like phenoxyethanol, and this was done by excluding parabens, formaldehyde and/or formaldehyde-releasing preservatives.

All of our Mannatech LIFT skin care products have been tested using the most stringent safety testing to ensure that these products are safe to apply to skin. The duration of the safety test was eight weeks. All products were also challenge tested. A challenge test is performed by applying the product on the skin and then covering the site with a patch for 96 hours. So, not only has the phenoxyethanol been reviewed by the Cosmetic Ingredient Review (CIR) Expert Panel, which concluded that it was safe as a cosmetic ingredient, it has also been tested in the Mannatech LIFT final formulas and has been proven to be safe in the amounts used in those formulas.

Do the Mannatech LIFT® products contain natural ingredients?

Yes. The Mannatech LIFT® skin care products contain over 30 skin care ingredients considered natural by the Natural Products Association (NPA).

Do the Mannatech LIFT® skin care products contain organic ingredients?

The following ingredients are ECOCERT Organic.

Multiphase Serum

- Alfalfa Extract
- Oat Kernel Extract
- Shea Butter

Day Moisturizer

- Sunflower Seed Oil

Night Repair Crème

- Jojoba Esters
- Olive Leaf Extract

Body Lotion

- Sunflower Seed Oil
- Shea Butter

Are there any peanut oil components contained in any of the Mannatech LIFT® skin care products?

No.

Do the products contain any allergens?

The Mannatech LIFT® skin care products do not contain ingredients derived from milk, egg, peanut, fish, shellfish, wheat, or soy.

What can you tell me about the various ingredients in the Mannatech LIFT® skin care products?

Details regarding the ingredients and products will be released in September 2010. However, Mannatech works closely with our carefully selected manufacturers in order to produce products in forms that are acceptable to consumers and which simultaneously meet current Good Manufacturing Practices (cGMPs) for safety, quality, uniformity and stability.

Testing Questions

Are Mannatech LIFT® products tested on animals?

No. All of the Mannatech LIFT® skin care products have been tested on a panel of willing human beings.

What safety tests have been performed on this skin care line?

All Mannatech LIFT® products have been HRIPT (allergy) tested and comedogenicity (will not clog pores) tested. The Multiphase Serum and the Night Repair Crème were also ophthalmologist tested.

Were there clinical test studies performed on Mannatech LIFT® products?

Yes, the five-piece system was tested to provide clinical results at 8 and 12 weeks; short-term testing was also performed on the Multiphase Serum, Night Repair Crème, and Body Lotion. Mannatech engaged Stephens & Associates, an independent worldwide research organization based in Carrollton, TX, to conduct the testing.

What Mannatech LIFT® product can be used to provide the same benefits as the Mannatech Optimal Skin Care System® After Shave Milk?

The Multiphase Serum is a superior substitution for the After Shave Milk, as it was developed to be an all-in-one toner and age-defying treatment product. It is a great soothing toner for use after shaving, with the added benefits of hydration and reducing the appearance of pore size, fine lines and wrinkles.

Are Mannatech LIFT® products effective for men?

Absolutely. Mannatech LIFT® skin care products will work for men and women of all skin types. Often, men tend to have thicker skin, larger pores and more prominent, deeper wrinkles with age. The Mannatech LIFT® line is the perfect solution with three easy steps to give their skin a more youthful look.

Suggested Routine for the Male Market:

Day Regimen:

Step 1:

Cleanse — Exfoliating daily with our Exfoliating Facial Cleanser will help give the skin a healthier-looking tone and remove dead skin cells.

Step 2:

Treat — In addition to reducing the appearance of wrinkles, Multiphase Serum is the perfect solution to use after shaving. This formula helps minimize the appearance of pores and helps tighten and firm the skin. It includes great burnet root extract, which is known to have astringent activity. Apply after shaving.

Step 3:

Moisturize — Nourish and hydrate the eye, face and neck area with Day Moisturizer.

Night Regimen:

Step 1:

Cleanse — Use the Exfoliating Facial Cleanser to eliminate the day's debris.

Step 2 & 3

Treat & Moisturize — Apply Night Repair Crème to the eye, face and neck area to help treat fine lines and wrinkles as well as hydrate the skin all night long.

Anytime:

Use our Body Lotion with cupuacu butter; it provides long-lasting moisture day and/or night.