

PRIOR TO PURCHASING THE HEALTH SCREENING PASS

1. How do I purchase the Health Screening Pass (HSP)?

There are 2 ways to purchase the Pass:

- Purchase the BodyKey Jump Start Kit and be eligible to PWP 2x Health Screening Passes (HSP) for pre- and post-health screenings (HSP1 & HSP2)
- Purchase the BodyKey Start-Up Pack (Gut Reset Edition) and be eligible to PWP 1x Health Screening Pass (HSP1)

Promotion mechanics, prices and duration are subject to change.

2. What is the difference between HSP1 and HSP2?

HSP1 is for Pre-Health Screening while HSP2 is for Post-Health Screening. HSP1 and HSP2 must be used by the same person.

3. Do I need to purchase a BodyKey bundle to buy the Health Screening Pass (HSP)?

Yes, you need to purchase the BodyKey Jump Start Kit to PWP 2x Health Screening Passes (HSP1 & HSP2). You can also purchase the BodyKey Start-Up Pack (Gut Reset Edition) to PWP 1x Health Screening Pass (HSP1 only).

4. Can I purchase the Health Screening Pass (HSP) for volume down orders?

Yes, the HSP can be purchased for volume down orders to downlines only. The name on the pass will automatically reflect the ABOship name of the volume down order. In the case of a Husband & Wife ABOship, both the husband and wife's name will be reflected but only 1 person can use the pass. Only the volume down ABO/APC will be able to view the HSP in the MyHSP system.

5. If I PWP 2x Health Screening Passes (HSP) with a BodyKey Jump Start Kit, can I use the 1st Pass and give the 2nd Pass to my spouse?

No. If you PWP 2x Health Screening Passes, both Passes must be used by the same person. You will need to purchase another Jump Start Kit to PWP 2x Passes for your spouse.

6. How do I check the Terms & Conditions of the Pass?

You can check the Terms and Conditions of the HSP at www.amway.my/guthealth > Scroll down the Resources section > Read T&C.

7. Is the Health Screening Pass (HSP) transferable?

No, **the HSP is not transferable**. It is valid for 1 pax only. It is advised that ABOs and APCs individually purchase the HSP for themselves as the name on the pass will be automatically generated based on the ABO/APC account holder's name who purchased the pass. However, the HSP can be purchased for volume down order - kindly refer to Q4.

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8. What tests are included in the Health Screening Pass (HSP)?

There are 65 tests covered by the HSP. It includes Full Blood Picture, Renal Function Test, Liver Function Test, Urine Analysis/Urine FEME, Hemoglobin A1C (HbA1C), Fasting Blood Sugar (FBS), Fasting Lipid Panel (FLP), Body Composition Analysis (BMI), Blood Pressure and Virtual Doctor Consultation. [Click here](#) for the full list.

9. Can I get a refund on the Health Screening Pass (HSP)?

The HSP can only be refunded in the following scenarios. Please note that refunds for the HSP are NOT AVAILABLE online; it is only available in Amway Shops.

Scenario	Refund Available
My HSP (HSP1 / HSP1 & HSP2) has not been redeemed and is not expired.	YES
I am returning my BodyKey Bundle for a refund. Will I be refunded for the PWP HSP too?	YES
I bought 2x Health Screening Pass but want a refund for HSP2 only.	NO. HSP 1 and 2 must be refunded together. Both passes must be unredeemed and not expired.
My HSP1 has been redeemed but HSP2 has not been redeemed.	NO. Both passes must be unredeemed and not expired.
My HSP1 is expired but HSP2 is not expired. Can I get a refund on HSP2?	NO. Both passes must be unredeemed and not expired.
My HSP1 has not been redeemed but is expired.	NO. The pass must be unredeemed and not expired

Any HSP refund will automatically apply to both HSP1 & HSP2.

AFTER PURCHASING THE HEALTH SCREENING PASS

1. Where do I login to see my Health Screening Pass (HSP) and the details?

You can use any of the methods below to access your HSP:

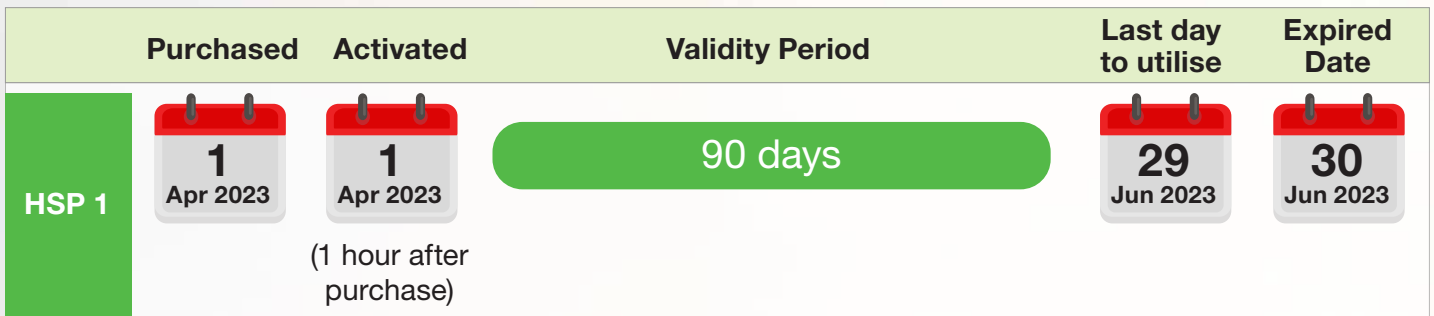
- Go to Amway.my > Log in > Order History > Click on the “Health Screening Pass” Button.
- Go to Amway.my > Log in > Order History > Order Details> Click on “Health Screening Pass” Button.
- Check your email inbox for an email titled “Welcome to the BodyKey Gut Reset Programme” > Download the attachment or click on the link to access the MyHSP system.
- Lookout for an SMS from Amway with a link to the MyHSP system > Click on the link to view your passes.
- Visit www.amway.my/guthealth > Scroll down the BodyKey Gut Reset Guide Section > Click on the link to access the MyHSP system.

2. How long is the Health Screening Pass (HSP) valid for?

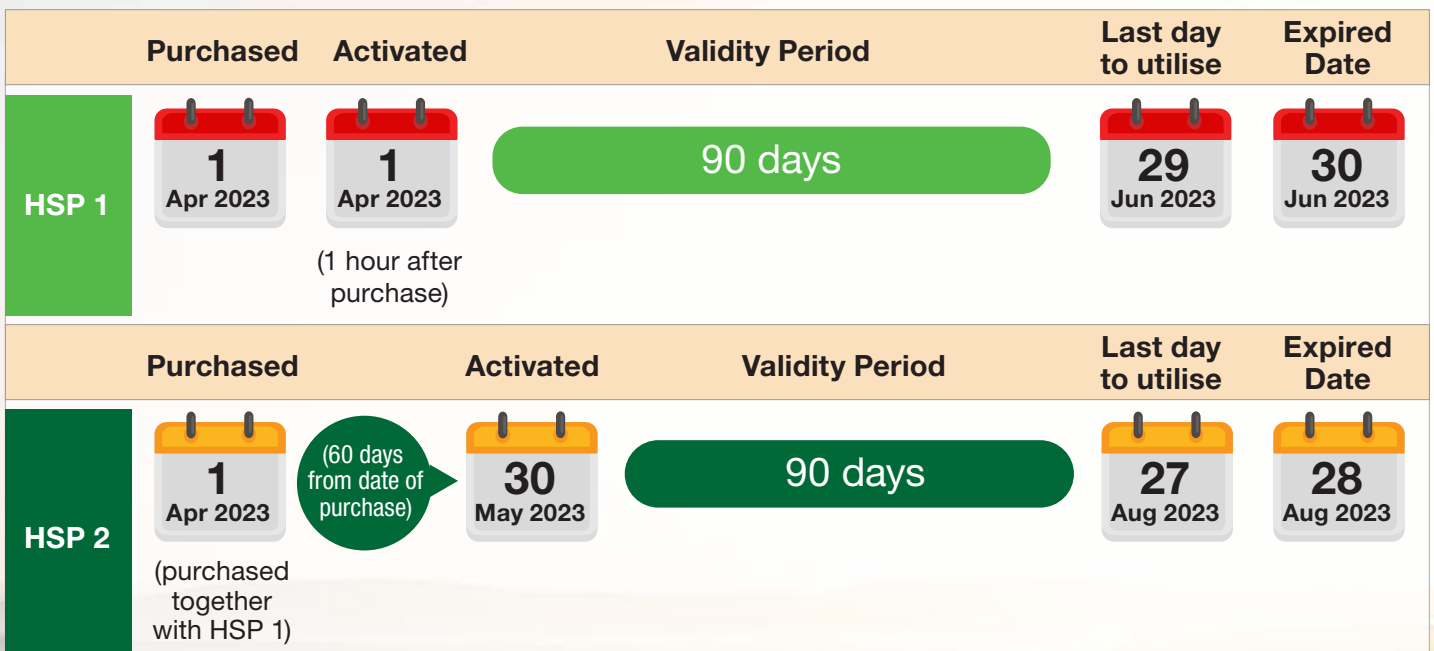
HSP 1 is valid for 90 days, starting from the date of purchase.

HSP 2 will be activated 60 days from the date of purchase and will be valid for 90 days.

Example 1: If you only purchased **HSP 1** on 1 April 2023.



Example 2: If you purchased **HSP 1 & 2** on 1 April 2023.



AFTER PURCHASING THE HEALTH SCREENING PASS

3. How soon will the Health Screening Pass (HSP) will be reflected in the system after purchase?

The HSP will be immediately visible in the MyHSP system with the status, 'Pending'. After 1 hour, if there are no cancellations, the HSP status will change to 'New' and then it is ready for use.

4. Can the Health Screening Pass (HSP) validity be extended if it is close to expiry?

No, the HSP validity will not be extended. A validity of 90 days is a reasonable period of time to undergo the Health Screening before starting the BodyKey Gut Reset Programme. But worry not, you will receive 2 reminders:

- An email reminder will be sent 30 days before the Pass expiry date.
- An SMS reminder will be sent 14 days before the Pass expiry date.

5. My Health Screening Pass (HSP) has both the husband's and wife's name. Can 2 people go for the assessment?

No, 2 people cannot go for the assessment. One HSP is valid for 1 pax only. Husband and wife with the same ABOship must purchase separate passes, i.e.

BUY 2x BK Jump Start Kit	PWP 4x HSP	HSP1 & HSP2 for the husband HSP1 & HSP2 for the wife
OR		
BUY 2x BK Start-Up Pack (Gut Reset Edition)	PWP 2x HSP	HSP1 for the husband HSP1 for the wife

6. If I purchase HSP1 and HSP2, can HSP2 be used by a different person?

No, HSP1 & HSP2 must be used by the same person to help them track their metabolic parameters and progress. Furthermore, the HSP2 activation date is different from HSP1, it will only be activated 60 days after purchase.

7. What is the HSP2 for?

HSP2 is the post-health screening pass and it is only applicable for those who have purchased the BodyKey Jump Start Kit. Together with the HSP1 (pre-health screening), it will give you a before and after comparison of your metabolic parameters (blood sugar, blood cholesterol, blood pressure, etc.) to help you track your progress after undergoing the BodyKey Gut Reset Programme.

8. I bought the PWP Health Screening Pass (HSP), but I didn't receive an email or SMS. What should I do?

You can contact Amway's Customer Service at one of the following channels:

- Website: <https://www.amway.my/contactus>
- Email: myhelpdesk@amway.com
- Customer Care Hotline: 03-79462800
- Chat: Ask our ADA chatbot in Amway.my

GETTING READY FOR YOUR HEALTH SCREENING WITH INNOQUEST

1. Who is Innoquest? What is Hive by Biomark?

Innoquest Pathology, formerly known as Gribbles Pathology, is one of the largest private providers of diagnostic laboratory services in Malaysia. They provide multidisciplinary diagnostic testing to over 10,000 medical practitioners, hospitals, and corporate clients. In addition to Innoquest Labs, the company also includes Clinipath and Quantum labs under the same management umbrella. Innoquest Pathology is certified by the College of American Pathology (CAP) and is also MS ISO15189 certified by Standards Malaysia.

Hive by Biomark is a healthcare service provider and the sister company of Innoquest that provides access to health screening reports conveniently through its app. ABOs/APCs who sign up for the Health Screening Pass will receive their results on the Hive by Biomark App.

2. Do I need to make an appointment before going for my health screening at the Innoquest Lab?

No, you don't need to make an appointment. ABOs & APCs can walk-in any time during the lab/clinic's business hours. The lab/clinic will have an Innoquest signboard or Innoquest sticker at the front door of the branch. On some signboards, you may see Clinipath or Quantum – do not worry as they are also labs under the same management as Innoquest.

[Click here](#) to view the Innoquest Branch List with contact number and business hours. Most branches are closed on Sunday and Public Holidays. Before walking-in to the lab/clinic, we advise you to check the Branch List for the exact business hours.

Note: If you walk-in on a Saturday, do expect a longer wait time.

3. How do I prepare for the health screening? Should I bring anything with me to the lab/clinic?

You are required to fast for 10-12 hours before the health screening for more accurate results. Food and drinks (alcoholic and non-alcoholic) cannot be consumed, however plain water is okay to avoid dehydration.

For your health screening, bring along your Identity Card (NRIC) and the Health Screening Pass (printed copy or downloaded digital copy) from the MyHSP system.

RECEIVING YOUR HEALTH REPORT / BOOKING A VIRTUAL DOCTOR CONSULTATION

1. How do I get my report after the health screening?

Look out for an email from Hive by Biomark within 24-48 hours after the health screening. Follow the step-by-step instructions in the email to download and view your report on the Hive by Biomark App. The report is password protected so you will need the Access Code from the email and your Identification Number (NRIC) for verification. Ensure that you have provided your latest email address and mobile number to Innoquest.

If you don't receive an email from Hive by Biomark within 48 hours, please contact 1300-88-0234 or email vic@innoquest.com.my

2. How do I book a Virtual Doctor Consultation?

A tele-consultation link will be included in the email from Hive by Biomark (the same one that contains your report information). Using that link, you can book an appointment for a Virtual Doctor Consultation with Biomark's local doctors for an online review of your health report. Once your slot is confirmed, you will receive a confirmation email with the invite link. For your convenience, you can choose to do your tele-consultation via video call using Google Meet or via WhatsApp call.

3. Can I receive a printed copy of my health screening report?

Yes, you can request for a printed copy of your report from Innoquest. However, it will only be available 48 hours after the health screening. To collect your printed report, contact the Innoquest branch closest to you to make your request. [Click here](#) to view the Innoquest Branch List with contact numbers and business hours.

4. Who do I contact for general enquires?

You may contact the following:

Issue	Contact Details
For HSP-related issues	Amway Customer Care 03-79462800 myhelpdesk@amway.com
For Health Screening Test & Report	Innoquest Call Center 1300-88-0234; vic@innoquest.com.my
For Hive by Biomark App-related or Virtual Doctor Consultation	Hive by Biomark doctors-my@biomarking.com