

August 28, 2025

SUBJECT: Your Trust Matters: A Beneprotein® Consistency Update

Dear Valued Distributor,

We're writing to share an important update about our **Beneprotein®** products.

Following an equipment update at our processing facility, you may have noticed a change in the powder's consistency or appearance. We understand that for many patients and caregivers, even small differences in texture can feel significant—especially when nutrition plays such a vital role in recovery and daily wellbeing.

Please rest assured: while the product may look or feel different, **it remains safe for consumption and continues to meet our rigorous quality standards**. That said, we hear you—and we recognize that this change may have raised questions. Your feedback is not only valued—it's essential in helping us serve you better.

If you have any questions, concerns, or simply want to talk through the change, our team is here for you at **1-800-422-ASK2 (2752)**.

Thank you for your continued trust, patience, and partnership. We're grateful to walk alongside you in your journey toward better health.

Warm Regards,

A handwritten signature in cursive script that reads "Felicia Belle".

Felicia Belle
Vice President, Head of Sales
Nestlé Health Science, US