

MARCH 2023

Wellevate moved to Fullscript

FAQs for our patients

Why is my practitioner moving to Fullscript?

Wellevate, the virtual dispensary your practitioner has used to provide you access to supplements, has joined forces with Fullscript. It's all moving into a single experience on the Fullscript website. The combined power of Fullscript and Wellevate — the expertise, people, and technology of two platforms coming together — means you and your practitioner are getting an optimized supplement dispensing platform with a frictionless path to get there.

What does this mean for me?

After your practitioner moves to Fullscript you'll receive clear instructions on how to use Fullscript to continue conveniently ordering the best quality supplements available.

When will changes begin to happen?

We'll begin moving practitioners and their patients from Wellevate to Fullscript starting in March and April of 2023. You will be able to sync your account once your practitioner has made the move to Fullscript — no action is needed from you until you hear from us with next steps!



Account questions

What's happening to my Wellevate account?

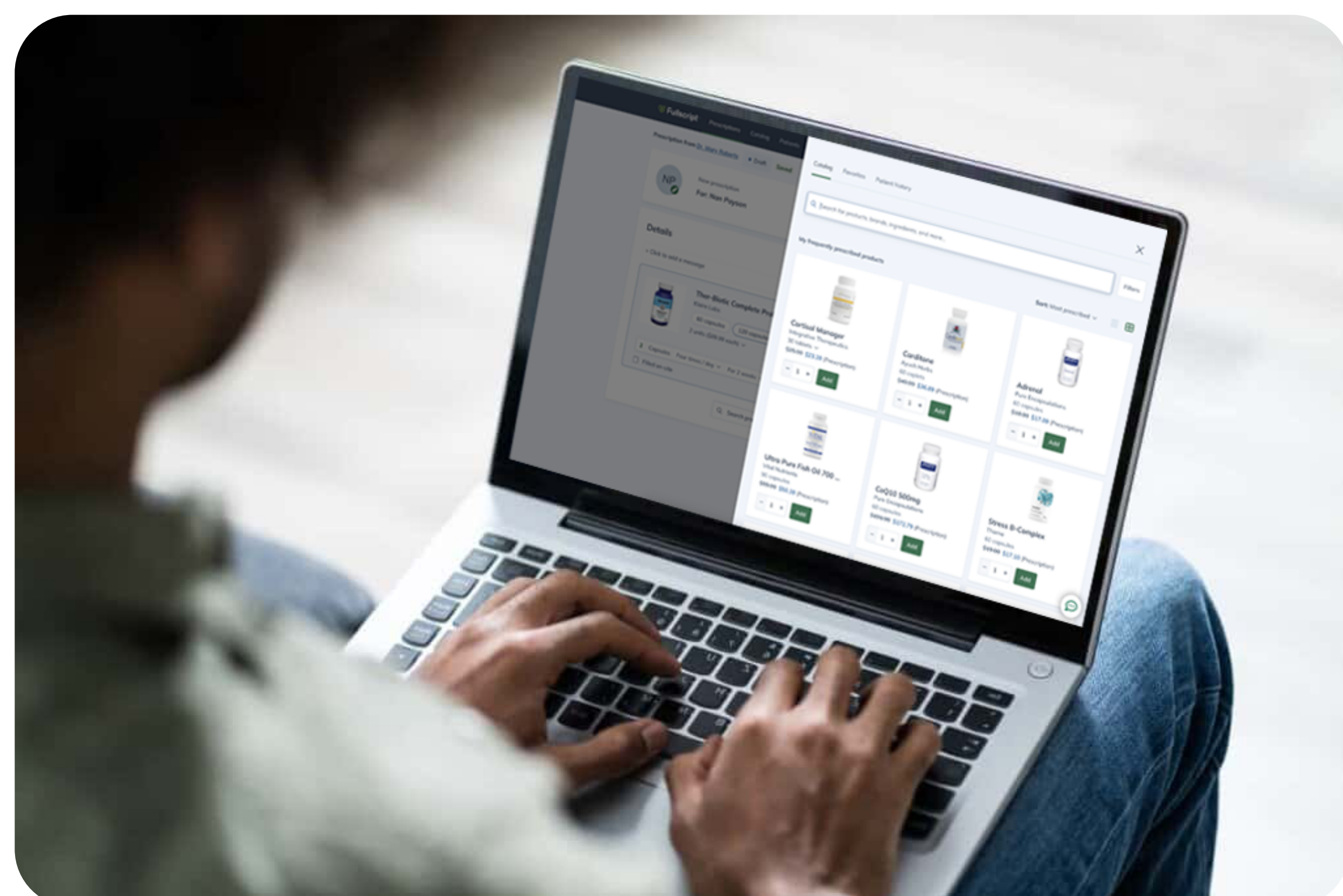
Once you've been asked to migrate your account to Fullscript, you'll have 14 days before your Wellevate account becomes read-only. You'll be able to reference your recommendations, order history and past receipts, but Fullscript will be your single tool moving forward.

Will I still have access to my order history?

Yes, when you sync your accounts, your Wellevate order history will be moved over to your Fullscript account. Historical information is available in the Wellevate tab of the order history page, and will be labeled with the 'W' logo.

Will I still have access to my personalized recommendations?

Yes, when you sync your accounts, your personalized recommendations will be moved over to your Fullscript account. Historical information is available in the Wellevate section of the recommendations/prescriptions page.



What if I have more than one practitioner using Wellevate or Fullscript?

If you have multiple practitioners using Wellevate and are using different email addresses for each account you will have multiple Fullscript accounts as well, each with their own unique login based on the email address used for the account.

Only accounts sharing an email address are linked, meaning you'll have a single login (email and password) for multiple accounts.

What will happen to my Auto-Refills?

Once you complete your account sync to Fullscript, your Wellevate Auto-Refill(s) will be automatically canceled. You will be able to sign up for Fullscript's Autoship once you have accessed your Fullscript account. Autoship is a flexible, automated refill service that allows you to schedule recurring orders, making it easier to follow your supplement plan without adding to your to-do list — similar to the Wellevate Auto-Refill program.

Does Fullscript have a mobile app?

Fullscript has built an iOS mobile app for patients which we plan to launch in mid-April. Patients who use the Wellevate iOS mobile app will get exclusive early access to the Fullscript app!



Service questions

Will product quality remain the same?

Fullscript is the trusted platform for safe, top-quality supplements, delivering optimal results. Patients can trust what's on the label is what's in the bottle. Every brand partner we work with commits to product testing and label claims that are compliant with regulatory requirements.

Will service quality or policies change?

We've been working hard over the past few months to merge our support teams, helping them become experts on each platform. You should now find that interactions are fast, compassionate, and at the world-class level of support you've come to expect from both Wellevate and Fullscript.

Will shipping costs change?

There are small discrepancies in pricing thresholds for free shipping between Wellevate and Fullscript. However, you can still look forward to free shipping options and the same delivery terms.

Will these changes impact product pricing?

As was the case with Wellevate, Fullscript's commitment is to get the highest quality supplements to patients conveniently, and at the best price. Product prices on Fullscript will be the same as on Wellevate within a dollar.

Can I still phone in to place an order?

Yes, our dedicated Customer Success team is available to assist you with placing orders by phone at 1 (866) 807-3828.



Where are my products coming from?

With the combined forces of Wellevate and Fullscript we have added more fulfillment centers to our network. Orders shipping within the United States are now fulfilled from our warehouses in Arizona, Pennsylvania, California, Virginia and Kansas.

We do our best to fulfill orders from the nearest fulfillment center, however; situations may arise where a product may not be available at the closest warehouse, but it's available at the secondary warehouse.

What if I don't actively use email? How can I use Fullscript or go through the migration?

In this scenario, we recommend that you call our Customer Success team directly at 1 (866) 807-3828.



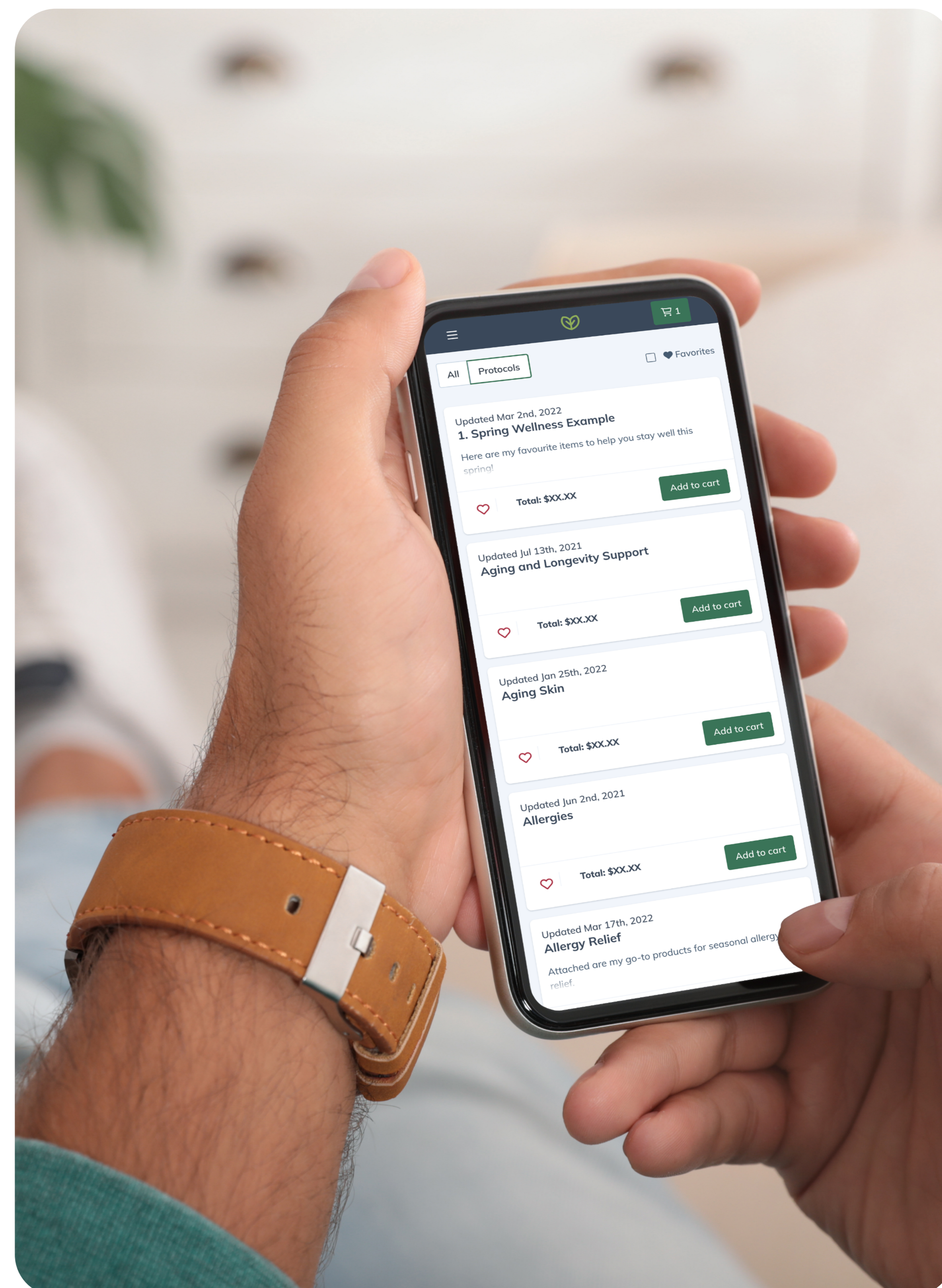
Additional questions

Who is Fullscript?

Fullscript is a digital health platform that helps practitioners build better patient relationships through quality supplementation and intuitive tools for treatment adherence — all at no cost. Learn more about Fullscript [here](#).

Who do I contact if I have questions or feedback?

We've been working hard over the past few months to merge our support teams, helping them become experts on each platform. You should now find that interactions are fast, compassionate, and at the world-class level of support you've come to expect from both Wellevate and Fullscript.



Speak to our Customer Success teams



[Email or chat](#) | 1 (866) 807-3828

