

July 3, 2014

### **Notice of Voluntary Recall**

The purpose of this letter is to inform you that Metagenics is initiating a voluntary recall of UltraBalance Protein powder because it may contain soy which was not identified on the product packaging. People who have an allergy or severe sensitivity to soy may run the risk of a serious or life-threatening allergic reaction if they consume this product.

The voluntary recall was initiated after it was discovered that UltraBalance Protein powder was distributed in packaging that did not identify the presence of soy. Our investigation indicates the problem occurred because the soy allergen was not disclosed to Metagenics in the ingredient specifications provided to Metagenics by the vitamin/mineral premix ingredient supplier.

According to information from the supplier, there is less than 0.00017g of soy in a serving.

No illnesses or adverse events relating to this product have been reported to date.

Metagenics is working closely with the US Food and Drug Administration.

Metagenics is asking our Online Retail partners who have purchased UltraBalance Protein powder to pull the product off your website and stop sale until replacement product is available. Please contact Metagenics Customer Service at (800) 692-9400 for credit and return procedures.

**Lot numbers affected are 0214064, 0913002, 0813013, 0213041, 0712072**

Replacement product will be available soon.

We apologize for any inconvenience this matter may cause. We remain committed to producing the highest quality product possible and serving our customers in an ethical manner.

Sincerely,

Metagenics, Inc