



Important Update: Metabolic Balance IT Upgrade & Transition to the Healthy Lifestyle Companion (HLC)

Dear Clients,

8th July 2025

We are pleased to share that Metabolic Balance has now completed a major upgrade to its IT infrastructure to ensure a secure and innovative future. This newly built infrastructure is operated by a new entity, Metabolic Balance Global AG, and replaces the legacy system previously managed by Metabolic Balance GmbH & Co KG.

The new system was officially launched in July 2025, and with it, the introduction of our new digital platform, the Healthy Lifestyle Companion (HLC), an improved portal and app that supports your Metabolic Balance journey with enhanced functionality and long-term reliability.

What This Means for You

- **Data Compliance:** Due to stringent European data protection regulations, no personal data can be transferred from the legacy system to the new system without your explicit permission. Additionally, client data that is over two years old cannot be transferred at all.
- **Accessing the HLC App:**
 - If your plan was created within the last two years, you will shortly be able to formally request a data transfer to the new system. Your coach will provide full details on how to do this once the process is open. The exact cut-off date for eligibility will be announced shortly.
 - If you received your Metabolic Balance plan more than two years ago, you are not eligible for data transfer. To use the new HLC app, you need to purchase a new plan generated by the new system.

Why We've Made This Change

We understand that clients who have enjoyed ongoing, unrestricted access to the app for a number of years may be disappointed that the previous app is no longer supported. However, the previous system had become unsustainable to maintain and secure. As your data security is our top priority, we made the necessary decision to deactivate the old app.

This upgrade ensures that Metabolic Balance is equipped with a robust and secure digital foundation to serve clients for many years to come.

Supporting Your Ongoing Health Journey

Please rest assured that your Metabolic Balance plan remains yours and can continue to be followed indefinitely*, regardless of whether you use an app. This update only affects app access, not the use of your plan itself. We warmly invite clients to consider a refresh plan as an opportunity to revisit your goals and make the most of the new system and tools now available.

Thank you for being a valued part of the Metabolic Balance journey. If you have any questions or are considering a refresh plan, please contact your coach directly.

Warm regards,

The Metabolic Balance Team

*Please do check in with your coach regularly to confirm that your plan is still appropriate for your health and goals.