

Welcome to...

Keeps[®]

Elite hormone optimization
for the modern man.

REFINED HEALTH. LASTING STRENGTH. ELEVATED LIVING.

Customer Support:
(551) 209-3340 | 8AM - 8PM EST



PERSONALIZED CARE. CLINICAL PRECISION.

Keeps Supports You

Your treatment is guided by licensed clinicians who specialize in hormone optimization. From your first prescription to ongoing care, our team ensures you're supported with safe, effective, and tailored care every step of the way.

Keeps®

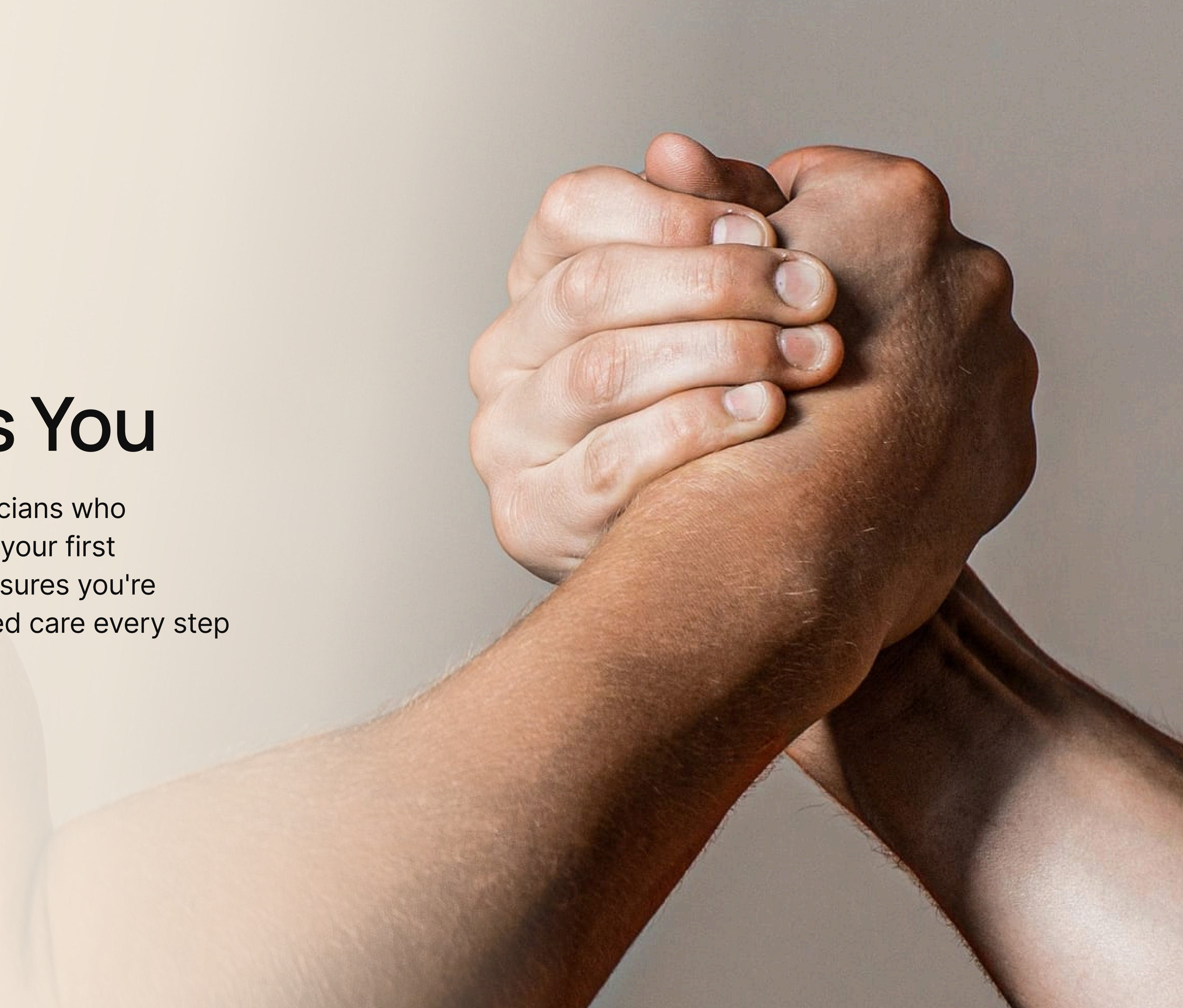


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YOUR FIRST STEPS

Getting Started with Keeps

Here's how to begin your Keeps treatment journey



Your First Steps



STEP 1

Complete Your Labs

You'll receive a **lab order** in your portal. We'll also send it to you via email for easy access. Visit your nearest assigned lab location to get your bloodwork done.



STEP 2

Book Your Clinician Visit

Once your labs are complete, please submit your health intake in your portal. You will then be prompted to schedule a **virtual appointment** with a Keeps clinician to review your results and treatment goals.



STEP 3

Receive Your First Shipment

If approved, your clinician will prescribe you a **12-week supply** of medication, shipped right to your door. We'll guide you through each step with notifications and reminders-you're never on your own.

Labs

When it comes to your treatment plan, labs play a crucial role in making sure you're on the right track.

Here's everything you need to know about the lab tests required, when you need them, and how to make sure you're fully prepared.



What We Test

We use THESE lab tests to help track your progress and ensure that your body is responding well to the treatment.

THE FOLLOWING LAB TESTS ARE REQUIRED:

- Free Testosterone
- FSH
- LH
- Estradiol
- AST
- ALT
- Prolactin
- PSA
- Hematocrit
- SHBG
- Albumin

What You Need to Know About Lab Testing

Labs Are Required Before Each Prescription

Updated labs are required before each refill or dosage change—until your clinician advises otherwise.

No Labs, No Prescription

Updated labs are required to continue treatment. If labs aren't completed, you won't be able to receive your next prescription order.

Why Labs Are So Important

A clinician is unable to continue prescribing your medication without understanding how your body is doing. The lab results help us ensure that your treatment is working as expected for you.

Where You Will Complete Your Labs



IN-PERSON LAB PARTNERS

LabQuest, LabCorp, or Bioreference

Your lab facility is assigned based on your **location**. You'll receive your lab form to bring to the facility by email, and it'll also be available in your portal.



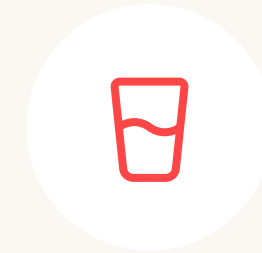
AT-HOME LAB KIT

Lab Kits Delivered For At-Home Testing

Prefer to test at home? You can request an at home lab kit by calling customer support. In cases where a lab testing center isn't accessible (within 50 miles) we'll send one automatically with instructions.

How to Prepare for Your Lab Appointment

To get the most accurate
LAB RESULTS, make sure
you follow these steps:



Hydrate with water (**avoid** juice or coffee)



Avoid intense workouts or sexual activity for
48 hours beforehand



Make sure to bring your **lab order** and a valid
form of **ID** when you go in for your
appointment

Additional Lab Requests



Lab Requirements Can Be Adjusted at Any Time.

A clinician may ask for labs at any point during your treatment, if they feel it's necessary. This helps ensure your treatment is going smoothly.

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Keeps Renewal

The Keeps Renewal process is how we keep your treatment safe and effective.

By reviewing your symptoms, progress, and lab results every few months, your clinician can make sure you're on the right track and adjust your plan if needed.

Completing each renewal ensures you're eligible for your next shipment and helps us deliver the best care possible.

Keeps®



Keeps Renewal



STEP 1

Expect a Notification to Fill Out the Keeps Renewal Form

Your first Keeps Renewal form becomes available **2 months** after your prescription is written. In this form, you'll answer a few questions about any symptoms, progress, and updates on your medication history.

Don't worry- we'll notify you ahead of time when it's time to complete this.

Keeps Renewal



STEP 2

Fill Out the Mandatory Keeps Renewal Form

To receive your next lab order, first you'll need to log into your portal and fill out the Keeps Renewal form.

You will not be able to complete your next set of labs or have your next prescription written by a clinician until your renewal form is completed.

That's why it's important to log in as soon as you're notified! If you're unsure when to get started, we'll send you an email and text reminder when it's time to complete your form, labs, and follow-up visit.

Keeps Renewal



STEP 3

Receive Your Lab Order & Complete Labs

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After you submit your Keeps Renewal form, you'll receive a new lab order form directly in your portal and we'll also send it directly to your email.

What to do next:

Check your portal for your updated lab form. Visit your nearest assigned lab location to complete your **bloodwork**. Remember to bring your lab form and a photo ID.

If you've requested an at-home lab kit, it will be shipped to you overnight. Once you receive it, complete your sample collection and send it back to our lab facility using the prepaid instructions included.

Why it matters:

Your clinician uses these lab results to evaluate your progress and determine if any adjustments are needed. Completing your labs is **required before your next prescription** can be approved. Stay on top of notifications so you don't miss a step!



STEP 4

Book Your Follow-Up Appointment with a Clinician

Once your labs are processed, it's time to schedule a quick check-in visit with your Keeps clinician.

What to do next:

- Log into your portal and book your appointment
- Choose a time that works best for you — it's usually a short 15 minute visit
- Be ready to discuss your progress, symptoms, and any questions you have

Why it matters:

This check-in helps your clinician review your latest lab results and make sure everything's on track before approving your next prescription.



STEP 5

Prescription Written & Medication Shipped

After your clinician approves your treatment plan, your prescription is sent to a trusted pharmacy partner.

What happens next:

- Your prescription is processed and prepared for shipment (typically within 2 business days)
- You'll receive tracking info once it's on the way
- Your medication is delivered straight to your door (typically within 3–5 business days)

What to expect:

- All renewal shipments will include a 12-week supply of medication
- We'll notify you when it's time to complete the Keeps Renewal again for your next shipment!

Getting Help



**Need More Info?
We're Here to Help!**

If you have any questions or run into issues with your renewal form, labs, or clinician appointment, we're here to help:

- Call our Keeps specialists at **(551) 209-3340** from **8am–8pm EST, 7 days a week**
- Email us at trt@keeps.com
- Schedule an appointment with a clinician directly through your portal

Billing

**We want to make sure you're
always in control of your
membership.**

Here are some important things to know:



How Billing Works



Easy Cancellation

You can cancel your membership directly through your portal or by reaching out to our support team. Please note: once a prescription has been written, we're unable to issue a refund.



Automatic Billing

Your Keeps membership is automatically billed every **28 days***, even though you'll receive a multi-month supply of medication (12 weeks supply at a time).

We do this to ensure your treatment continues without interruption—so your labs, check-ins, clinician access, and future shipments stay on track.

*Bundled subscriptions follow the terms of the selected bundle.



Month-to-Month Membership

We're entirely month-to-month* with no minimum contracts or commitments, so you can cancel easily.

*Bundled subscriptions follow the terms of the selected bundle.



No Long-Term Contract

There's no long-term commitment, so you're free to cancel whenever it works best for you.

What's Included in Your Membership



Medication (includes syringes and alcohol pads if you choose injections)



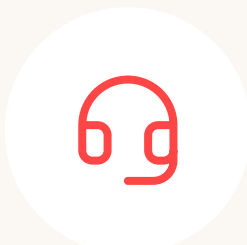
Unlimited access to licensed clinicians



Free shipping



Anytime portal access (Book appointments, view lab forms, and manage your care 24/7)



Customer support available 8am–8pm EST, 7 days a week



No Hidden Fees

Important Info

Your clinician will determine the appropriate medication and dosage

based on your labs, health history, and treatment goals. This may be adjusted over time depending on your response to treatment.

Keeps®



Important Info

**Be sure to follow the
dosing instructions
closely**

and consult your clinician for any concerns
or adjustments.

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Key Tips



Always **follow** your dosing instructions, as prescribed by your clinician



Dosage may be **adjusted over time** based on your labs and health status.



If you have any **questions or concerns**, book an appointment with a clinician before making any changes.

Missed Doses & Adjustments



If You've Missed a Dose

Please refer to the instructions provided with your medication. If you're unsure how to proceed, we recommend booking an appointment with a clinician to discuss next steps.



Side Effects or Adjustment

If you feel that your dosage needs to be adjusted or you experience side effects, it's crucial to discuss this with your clinician. **Don't** attempt to adjust the dosage on your own, as doing so may interfere with the medication's effectiveness or cause unwanted side effects.

Continuing Previous Dosage

Continuing Your Previous Prescription Dosage from Another Company

If you're coming from another company and want to continue the same dosage, our clinicians will take your previous prescription into consideration.

However, we still require fresh lab results completed through one of our lab partners to ensure your treatment remains safe and appropriate.

Continuing Previous Dosage

To ensure everything is processed smoothly, here's what your proof of prescription should include:

Previous Rx

A PDF upload of the AVS or RX document (or any written form from your healthcare provider) must include the following:

- Medication name
- Dose
- Frequency of use
- Your name
- Your date of birth (DOB)
- Date the RX was filled (or the date it was written)
- Date of your first injection on the previous medication.

Clinician Access & Appointments

Please know that your membership includes unlimited access to our team of clinicians, so that you can get all the individualized attention you deserve! The medical team has the credentials to discuss your medical needs and suggest dosage changes and more.

We have appointments available all throughout the day every day and you can easily access and book these appointments through your portal at joinKeeps.com.

Contact Us

THANK YOU FOR CHOOSING KEEPS!

Your journey to better energy, focus, and long-term health starts here—and we're with you every step of the way.



Contact Keeps Specialists:



Available daily: 8 AM - 8 PM EST.



trt@keeps.com



1 (551) 209-3340

Book Appointments, View Lab Forms, and Manage Your Care Anytime at:



www.trt.keeps.com/