



Corporate Office  
11457 Olde Cabin Road  
St. Louis, MO 63141  
800.333.0003  
[ThickIt.com](http://ThickIt.com)

## MEMO

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**TO:** PNS Regional Managers, Customer Service, Customer Care  
**FROM:** Kristen Temple, Brand Manager  
**CC:** Kevin Loiselle  
**SUBJECT:** **Thick-It Concentrated Packaging Change**  
**DATE:** September 18, 2018

The new Nutrition Facts Panel on the Thick-It Concentrated packaging, 10oz and 36oz, reference a smaller servings per container than what was included on the previous panel due to rounding. Should a customer or consumer inquire as to why there is a change in this information, below is an approved statement you can use to help explain the update.

### **36oz. response:**

As we went through the process of redesigning and renaming the Thick-It 2 line to Thick-It Concentrated, the Nutrition Facts Panel was reviewed to comply with the FDA's new guidelines. As such, you may notice that the serving size on our 36 oz canister previously reflected 226 servings per container and now states 221. This change is due to rounding. The new FDA guidelines require rounding the serving size gram weight to nearest .5 while servings per container now mirror actual serving size, 4.6 grams. The canister fill remains 36 oz / 1020 grams.

### **10oz. response:**

As we went through the process of redesigning and renaming the Thick-It 2 line to Thick-It Concentrated, the Nutrition Facts Panel was reviewed to comply with the FDA's new guidelines. As such, you may notice that the serving size on our 10 oz canister previously reflected 63 servings per container and now states 61. This change is due to rounding. The new FDA guidelines require rounding the serving size gram weight to nearest .5 while servings per container now mirror actual serving size, 4.6 grams. The canister fill remains 10 oz / 284 grams.

Please contact me with any questions (x2539). Thank you.