



# FAQ

## STEPS TO SUCCESS

### Who can take part in the promotion?

Any active Young Living Brand Partner from countries and territories that are a part of Eastern and Western Europe can automatically collect points and participate in this promotion. This scheme is only applicable for EU and excludes Russia & CIS regions.

Countries and territories part of Eastern and Western Europe are as follows (you must have a YL account registered in that country or territory to qualify for this promotion):

**Eastern Europe:** Albania, Bosnia & Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Serbia, Slovak Republic, Slovenia, Ukraine.

**Western Europe:** Andorra, Austria, Belgium, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Guernsey, Iceland, Ireland, Italy, Jersey, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Portugal, San Marino, Spain, Sweden, Switzerland, United Kingdom.

### How do I receive a monthly reward for this promotion?

You can receive a monthly reward as part of the promotion as follows:

**Eastern Europe participant:** if you collect at least 5 points for the following actions.

**Western Europe participant:** if you collect at least 8 points for the following actions.

- 1 point – **ENROL** a new Brand Partner with a Premium Starter Kit.
- 1 point – **REACTIVATE** a Brand Partner after 12+ months of inactivity\* with a minimum 50+ PV order.
- 1 point – **HELP** a new or existing Brand Partner to join ESSENTIAL REWARDS programme and place a first time Essential Rewards order\*\*.
- 1 point – Assist a Brand Partner to **RE-JOIN** the Essential Rewards programme and place an Essential Rewards order\*\* after 6+ months of inactivity in the programme.

*\*Inactivity – A Brand Partner who has not placed any order in the last 12+ months, e.g. For the promotional month of January 2022, for an Enroller to earn a point in this month, the reactivated Brand Partner had to have their last order placed in January 2021 or earlier, and so forth for the other months.*

- *To earn a point in the month of February 2022, reactivated Brand Partner had to have their last order placed in February 2021 or earlier.*
- *To earn a point in the month of March 2022, reactivated Brand Partner had to have their last order placed in March 2021 or earlier.*

*\*Such assistance must not violate the requirement of 4.2 of YL Policies and Procedures:*

*“4.2 Sponsoring Online*

*When sponsoring a new Brand Partner through the online enrolment process, you may assist the new applicant in filling out the enrolment materials. However, the applicant must personally review and agree to the online Brand Partner Agreement, these Policies and Procedures, and the Compensation Plan.”*

*\*\*Essential Rewards order (50+ PV order) – Please note, the new or reactivated Brand Partner must be from one of the countries and territories listed in the list above.*

## Can I be a participant of both the Eastern and Western Europe schemes?

No, you can only be part of one scheme, this scheme is dependent on the country your Young Living account is registered in. For example, if your Young Living account is registered in Germany, you will be grouped with Western Europe participants, however Eastern Europe Brand Partners can enrol people from Western Europe and vice versa, but the enrolment cannot be from outside Europe, or countries and territories listed in the list above.

The programme you participate in (collect 5 or 8 points) will be dependent on the country your Young Living account is registered in.

## Who can earn points?

In order to qualify and earn points you must be the enroller for the new or existing Brand Partner. Also, Participants who have fulfilled the qualification requirements must not violate clause 3.3 YL Policies and Procedures “Beneficial Interest in More than One Account and duplicate accounts”.\*\*\*

## Can I be rewarded in points or cash instead?

For this initiative we are only offering product rewards.

## What do I receive for participating in the promotion?

Detailed information about the gifts of the current month is presented on the website landing page for this initiative.

## What if I get more than 5 points or 8 points?

You will only receive one gift in one given month for the number of points collected. For example, if you are from Western Europe and you collect 16 points you will only receive one gift.

## How long does it take to earn points?

The period for accumulating points is from the first to the last day of the calendar month. For example, the accumulation for points in January will run from January 1–January 31, 2022.

## Can I transfer my points to Brand Partners in my organisation?

No. Points are not transferable.

## Can I buy a gift?

No. You can get the gift only by fulfilling the qualification requirements of this promotion.

## What if I have questions about my qualification requirements of the promotion?

All questions related to the fulfilment of the qualification requirements of the promotion should be sent to the Brand Partner services at the email address [emeaincentives@youngliving.com](mailto:emeaincentives@youngliving.com).

## Will the points be kept if the Brand Partner returns the Premium Starter Kit or cancels the Essential Rewards order?

No, points do not count if a new Brand Partner returns or cancels a qualifying order.

## Will any “leftover points” transfer to the following month?

No, points will reset every month.

## What if the enroller has changed?

When the results are received, points will be awarded to the enroller at the point of audit.

## Where can I see my final scores?

The names of the winners will be announced in GROW! on the 15th of the month following the month of audit. For example, the names of the winners for January 2022 will be published on February 15, 2022.

## When will I receive my gift?

You will receive your gift in the second month after the qualifying period ends in your Essential Rewards order. Please see below for when you will receive the gift:

QUALIFYING MONTH	RECEIPT OF GIFT
January	March
February	April
March	May
3 continuous qualifying months	May

## What if I am not on Essential Rewards, how would I receive my gift?

You will lose the opportunity to obtain the gift if you are not on Essential Rewards.

## What are the dates during when points will be tracked?

Points will be tracked from the first day to the last day of each calendar month.

## Do I get points if I enrol someone with a Basic Starter Kit, or does it have to be a Premium Starter Kit?

You will earn 1 point for enrolling a new Brand Partner only if it is accompanied by a Premium Starter Kit purchase.

### \*\*\*3.3 Beneficial Interest in More than One Account and Duplicate Accounts

You can have a financial interest, legal or equitable, in only one account, unless expressly permitted in this section. If Young Living finds that you have an unpermitted interest in multiple accounts, it will terminate your duplicate account(s), leaving only the account created first. You are specifically prohibited from creating duplicate accounts in an attempt to change lines of sponsorship, manipulate the Compensation Plan, or circumvent the Agreement in any way.

You may have a beneficial interest in more than one Brand Partner account if you receive an interest in another account as an inheritance (either through a direct inheritance or as beneficiaries of a trust) from another Brand Partner. In this case you must notify Young Living of the inheritance in writing (as specified in Sections 3.7 and 3.7.1) and seek approval from Young Living in writing for having a beneficial interest in multiple accounts.

Young Living reserves the right, in its sole and absolute discretion and for any reason and at any time, to (1) deny you the option of owning an interest in your original account and an inherited account or to (2) deny you the right to earn the Generation and Diamond Leadership Bonuses on the inherited account (e.g., if Young Living determines you have not demonstrated the ability to operate two sales organisation by failing to engage in leadership activities such as contacting and training your downline, participation in meetings, increasing enrolments, and/or increasing PGV and OGV within the payment levels of your downline in the recent past). If Young Living denies you the right to have a beneficial interest in a second account that you received through inheritance, it may allow you a four-month grace period to sell your interest in one of your accounts. After that grace period the inherited account will be placed on hold or terminated.

Young Living strongly encourages and prefers that Brand Partners work together with their spouse/partner (if applicable) in building a single sales organisation. However, due to divorce, separation, mutual agreement, etc., there may be an exception to this general rule. Beginning July 2, 2018, you and your spouse/partner may have separate accounts as long as the second account is sponsored as the first or second level to the other spouse's account. Young Living will periodically audit these two accounts and may terminate the latter-created

account if it is found, in Young Living's sole discretion, that the latter-created account is used to manipulate the Compensation Plan, or the spouses are not complying with the 70% rule as outlined in Section 6.1. A joint sales organisation will be treated as a joint tenancy with rights of survivorship.

If you are a minor who is at least 16 years of age or older, you must submit a hardcopy Brand Partner Agreement signed by you and by your parent or legal guardian. Your parent or legal guardian will be required to supervise your activities. If your parent or legal guardian is a Brand Partner, then

- a. Your Brand Partnership is considered a second account separate from your parent or legal guardian's account;
- b. Your parent or legal guardian must be your Sponsor; and
- c. Your parent or legal guardian cannot have a beneficial interest in your Brand Partner account.