

HONG KONG ESSENTIAL REWARDS LOYALTY PROGRAM UPDATE - FAQ

ER 忠誠獎賞計劃更新 — 常見問題

QS: Why does Young Living make changes to the NFR Policy?

ANS: The goals of the policy changes are to simplify the Essential Rewards program as well as to align the Essential Rewards program among international markets. This policy will gradually roll out in international markets. Hong Kong, as the largest Asia Pacific market is the first to roll out the policy change.

QS: What are the benefits to members for the new changes on ER Loyalty Program?

ANS: The new changes to the Essential Rewards program not only can provide you more exclusive rewards and better service, but also help you easily get the chance to earn the monthly commission, encourage the participation of Essential Rewards over time, and thus the increase of Organization Group Volume (OGV) of your team!

QS: What is the ER minimum to accumulate ER points?

ANS: 50PV.

QS: What is the ER minimum to accumulate ER points AND qualify for the Loyalty Gifts?

ANS: If Hong Kong members would like to earn bonus Loyalty Gifts in addition to ER points, members need to reach a ER minimum of 100PV per month. (There will be a 3-month transition period for existing members on ER, please see next question.)

QS: Will there will any transition period for members to be eligible for the 3, 6, 9 ,12 months Essential Rewards Loyalty Gift?

ANS: Yes. To help you better adjust to the new change, there will be a 3-month transition period (ie. from October 1 to December 31) to continue with 50PV minimum for members already on ER to qualify for the loyalty gifts. Beginning January 1, 2018, Essential Rewards orders must have a minimum of 100PV. If a member who already on the ER has failed to consecutively reach 100PV starting January 1 ,2018, he/she will disqualify for the Loyalty gifts and the qualification count of the Loyalty gift will start from the beginning.

QS: From the question above, would members who had already been on the consecutive Essential Rewards orders in May, June, July, August and September 2017 with 50PV still get those months counted for ER Loyalty Gifts qualification after the increase of Essential Rewards Participation Minimum from 50PV to 100PV?

ANS: Since there will be a 3-month transition period (ie. from October 1 to December 31) at 50PV - 100PV for existing members qualifying for the loyalty gifts. Therefore, if members who have been placing 50PV orders for the past 5 months (May, Jun, Jul, Aug, Sep 2017), the member needs to place a 50PV minimum orders to qualify for the 6th month gift in October. The gift will be automatically added to the 7th month order (November order) with a minimum 50PV.

QS: Who can I contact for questions regarding this update?

ANS: Please contact our Customer Service Team for questions regarding this update though 2897-5600 or email to HK@youngliving.com. Should you or your team have enquiries, please ask them to contact Young Living at HKFeedback@youngliving.com if they have feedback.

問：為甚麼要推出新政策？

答：為迎合 Young Living 國際市場逐步一致化的發展及簡化計劃，此政策將陸續於各國國際市場推行。作為亞太區最大的市場，香港是第一個推行的地區。

問：ER 忠誠獎賞計劃更新為會員帶來什麼好處？

答：新政策使您和團隊享有更優質的支援服務，不但幫助您容易達到賺取每月佣金的最低門檻，進一步鼓勵更多新朋友參加香港基本獎勵計劃，獲享更多獎賞，從而大大提升您團隊的組織銷售業績 (OGV) ！

問：如要累積 ER 積分，我應該每月購買多少 PV 的基本獎勵訂單？

答：50PV。

QS: 如要累積 ER 積分，以及賺取額外「忠誠獎賞禮品」，我應該每月購買多少 PV 的基本獎勵訂單？

答：除了累積 ER 積分，如果香港會員想賺取額外「忠誠獎賞禮品」，會員必須每月連續購買 100PV 基本獎勵訂單。(我們將提供 3 個月的適應期給已參加 ER 計劃的香港會員連續訂購 50PV 至 100PV 香港基本獎勵訂單。詳細請看下一題。)

問：Young Living 會否給予香港會員「適應期」以調整及配合「忠誠獎賞」之新安排？

答：為讓您和團隊更容易適應新調整，我們將提供 3 個月的適應期 (即 10 月 1 日至 12 月 31 日止)，已參加 ER 計劃的香港會員仍可於這 3 個月內連續訂購 50PV 至 100PV 香港基本獎勵訂單，以維持現有「忠誠獎賞禮品」資格。由 2018 年 1 月 1 日起，所有香港會員必須連續每月訂購最少 100PV 香港基本獎勵訂單以維持獲得「忠誠獎賞禮品」的資格。如果已參加 ER 計劃的香港會員於 1 月 1 日起開始，其基本獎勵訂單不足 100PV，該會員的「忠誠獎賞禮品」將重新計算。

問：承上題，如果會員於 2017 年 5 月、6 月、7 月、8 月及 9 月連續訂購 50PV 的基本獎勵訂單之記錄是否仍計算入調整後的忠誠獎賞禮品資格 (即由 50PV 調升至 100PV)？

答：承上題，由於 Young Living 將提供 3 個月的適應期 (由 10 月 1 日至 12 月 31 日止)，香港會員仍可於這 3 個月內連續訂購 50PV 至 100PV 香港基本獎勵訂單，以維持「忠誠獎賞禮品」的資格。因此，該會員如已經於過去 5 個月 (即 2017 年 5 月、6 月、7 月、8 月及 9 月) 連續訂購 50PV 的基本獎勵訂單，該會員必須於第 6 個月 (即 10 月份) 購買 50PV ER 訂單以符合資格賺得第 6 個月之「忠誠獎賞禮品」。由於此禮品將自動加入在第 7 個月 (即 11 月份) 的 ER 訂單，因此，會員必須於 11 月購買至少 50PV 的 ER 訂單。

問：如欲諮詢任何有關此計劃的內容，我應該如何做？

答：您可致電 2897-5600 或電郵至 HK@youngliving.com 提交疑問，我們的客戶服務專員很樂意為您解答相關問題。如有其他意見，歡迎傳送電郵至 HKFeedback@youngliving.com。