



## Frequently Asked Questions

### Q. Can my 100 PV CEO order be an Essential Rewards (ER) order?

A. Yes, provided you select 'Yes' to join ER in Step 2, then set up your ER order in Step 3 with a minimum of 100PV. Your 100PV CEO order will be classified as your first ER order which will be eligible for any associated benefits. The 100PV items you selected in Step 3 will be ready to process and to be billed on your selected processing day the following month. You have the flexibility to edit your product selection prior to your selected processing day.

### Q. How can I add more items to my 100PV CEO order?

A. Once you have selected your 100PV items and can see them in your Cart Summary, click on 'Build Your Order' to add additional items.

YOUNG LIVING ESSENTIAL REWARDS

PRICE RM755.00 MYR      PRICE RM1,200.00 MYR

OR, Customise Your Enrollment Order  
Select your desired Young Living products and craft your enrollment order as you envision it. With a minimum of 100.00 PV, you can begin your wellness journey and enter a world of unlimited possibilities.

Product	Quantity	Item PV	Cart Summary		
			Price	PV Subtotal	Subtotal
Everyday Oils Essential Oil Collection	1	138.75	RM625.50 MYR	138.75	RM625.50 MYR
Customised Enrollment Activation	1	0.00	RM0.00 MYR	0.00	RM0.00 MYR
Subtotals:			138.75		RM625.50 MYR

Build Your Order

Step 2: Essential Rewards Enrollment  
As an Essential Rewards member, you'll earn up to 25 percent back in product credit and exclusive gifts!  
Learn more here.

Would you like to enroll in Essential Rewards and earn free products?

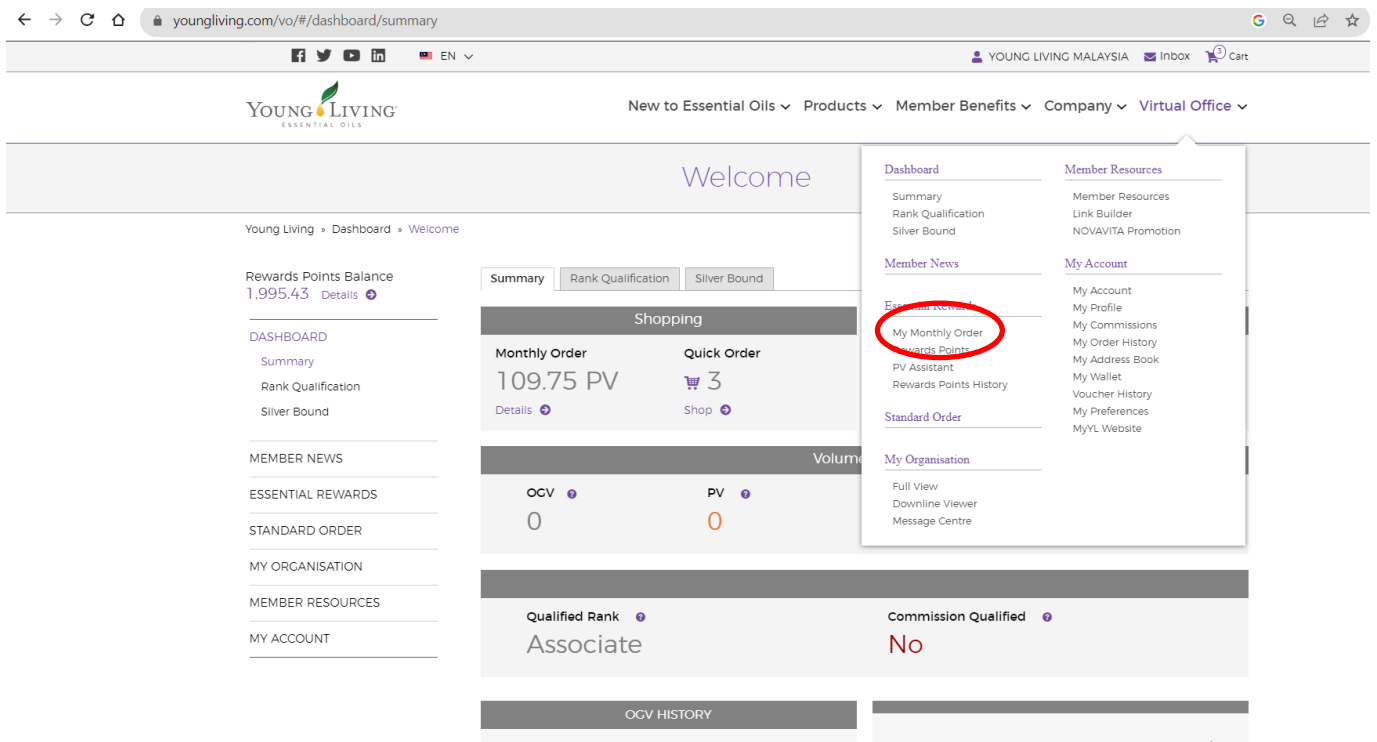
### Q. Will I be eligible to receive the free ER PV promotion products in my CEO order?

A. If you join the ER program during Step 2, and set up your 100PV ER order for the following month in Step 3, and your CEO order reaches any of the PV levels that qualify you to receive free gifts exclusive to ER members (e.g., 120PV between 1<sup>st</sup> and 20<sup>th</sup> of the month), you will receive the applicable promotion items in your first order. These will appear in your order summary at checkout.



**Q. If I join with a 100PV CEO as Standard Order, is it still possible to join ER later?**

**A. Yes, you can!** After completing your CEO order and your sign-up, visit your Virtual Office (found in the top right corner of the page; please refer to the image below) and click Monthly ER Order. From there you can sign up for ER!



**Q. If I join with a 100PV CEO, then join ER after I enroll, can my Standard CEO be converted to an ER order so I can get the associated benefits?**

**A. No,** your CEO order will remain as a Standard Order and cannot be converted. You will start earning the benefits associated with the ER program when you join ER and start ordering monthly.

**Important Note:** A CEO is considered a Standard Order unless you join the ER program during the enrollment process.

**Q. Will I receive ER points with my CEO order?**

**A. Only if you choose to join ER and set up your 100PV order for next month,** you will receive 10% back in reward points on the CEO orders' PV value. This will increase to 20% on your fourth consecutive month of ER ordering. If you choose not to join ER, you will not qualify to earn the monthly ER points on your CEO order, as this will be considered a Standard Order.

**Q. Will the enroller receive the Starter Kit Bonus of USD\$25 and ER Bonus of USD\$15 for new enrollment with CEO?**

**A: No.** The enroller will not receive the Starter Kit Bonus of USD\$25 and ER Bonus of USD\$15 for the CEO enrollment.



**Q. Will I still be able to purchase the Premium Experience Kits later?**

A. No. Premium Experience Kits are only available for new enrollments.

**Q. Can foreigners/expatriates working or living in Malaysia enroll with CEO?**

A. Yes, they can by sending the following supporting documents to [custservmy@youngliving.com](mailto:custservmy@youngliving.com):

- I. Scanned copy of Enrollment Form that has been completed and signed.
- II. A copy of enrollee's Identity Card (IC) or passport as well as a copy of working permit or visa.
- III. A copy of any utility bill that reflects the enrollee's name and a Malaysian address as a proof of residence.
- IV. List of other items to be included in the order, if any.

**Q. Can enroll using CEO via the Mobile App?**

A: No, this option is not available via the Mobile App at the moment. Please enroll through our Young Living website.

**Q. Can I collect my CEO at KLEC or KKEC?**

A: Yes, your CEO can be collected at KLEC or KKEC within 3 days after payment for your order is successful.