

Silver Bound

MALAYSIA FAQ

Q: WHEN WILL SILVER BOUND BE LAUNCHED IN MALAYSIA?

A: Malaysia will have a soft launch of Silver Bound bonus on 1 April 2020 and officially launch it on 1 June 2020.

Q: WHY IS MALAYSIA LAUNCHING SILVER BOUND LATER THAN THE OTHER MARKETS?

A: We are waiting for approval from the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) to launch Silver Bound officially. Instead of letting our members wait for this exciting new program, we have decided to have a soft launch on 1 April 2020. As a result, members of Young Living Malaysia will have both Rising Star bonus and Silver Bound bonus from 1 April – 31 May 2020.

Q: WILL SILVER BOUND REPLACE THE RISING STAR BONUS?

A: Yes, Silver Bound bonus will be replacing Rising Star bonus on 1 June 2020.

Q: WILL THE BONUS BE REFLECTED IN OUR COMMISSION STATEMENT?

A: Yes, it will be reflected in the summary of your commission statement and each bonus type will be listed.

Q: HOW CAN I KNOW WHEN TO START FOR MY NEW RANK QUALIFYING PERIOD?

A: The qualification month will be activated on the same month as your new rank advancement month. Example: if you rank up to Executive for the first time in January, you will have to rank up to Silver by May to earn the \$1,500 USD Silver Bound bonus.

Q: WHAT IS “RESET”? IS IT BASED ON PAID RANK OR HIGHEST ACHIEVED RANK?

A: “Reset” is for all Executives and below. They are given a one-time “Reset” based on their highest achieved ranks to participate in the Silver Bound program, provided they have never achieved the rank of Silver before. Inactive members (not active for more than 12 months) who decide to reactivate will have the same opportunity to participate based on the highest achieved rank. Members who have been inactive for more than 24 months will be treated as new members and be able to qualify for all Silver Bound bonuses starting from Star to Silver.

Q: ALL PAYOUTS INDICATED WILL BE IN US DOLLAR? EXAMPLE \$50, \$250, \$500 & \$1500?

A: Yes.

GLOBAL FAQ

Q: HOW DOES THE SILVER BOUND BONUS PROGRAM WORK WITH YOUNG LIVING’S TRADITIONAL RECOGNITION PROGRAM?

A: Silver Bound is a voluntary program that offers additional incentives to elite performers building a business. Participation is not expected or required. Any member who achieves a rank outside of the Silver Bound bonus program timelines will still be congratulated and recognized through our traditional recognition program; the only difference is that they will not receive the additional Silver Bound bonuses.

Q: IF I DON’T PARTICIPATE IN SILVER BOUND, IS THERE ANY PENALTY?

A: No. Participation in Silver Bound is an added incentive and is not required to benefit from the full potential of the Young Living Compensation Plan.

Q: WHEN DOES THE QUALIFICATION PERIOD START?

A: For the Silver Bound Star bonus, participants will receive two calendar months, not including the month they enroll as a member, to meet qualifications. For all other bonuses, the qualification period(s) begin the month following the first-time achievement of any prequalifying rank for the given reward tier. For example, the three-month Executive qualification period begins the month after a member reaches Senior Star for the first time.

Q: WHO CAN PARTICIPATE IN THE PROGRAM?

A: All first-time ranking members from Distributor to Executive ranks can participate in the program.

Q: WHEN DO I RECEIVE MY AWARD FOR QUALIFICATION?

A: Silver Bound bonuses will be paid in the standard commission payout.

Q: DO I HAVE TO MAINTAIN MY PREQUALIFYING RANK DURING THE QUALIFICATION PERIOD LIKE THE PREVIOUS PROGRAM?

A: No. To qualify for each bonus, members need to meet the qualification only one time during the specified qualification period.

Q: WHAT IF I HAVE ALREADY RANKED AS A SILVER OR HIGHER?

A: If you have been a Silver or are a higher rank, you are not eligible to participate in the Silver Bound bonus program; however, promoting this program within your team can have a positive impact on your team's growth and on the success of your organization

Q: WHY IS RISING STAR GOING AWAY?

A: While the Rising Star team bonus pool has been a wonderful way to help members quickly achieve new ranks, new programs are being implemented that will better serve member needs moving forward.

Q: WILL THE REWARDS BE THE SAME FOR ALL MARKETS?

A: Yes, the bonus amounts will simply be modified to local currency.

Q: WILL REWARDS BE BACKDATED IF I HAVE ALREADY MET THE BENCHMARKS FOR THE NEW PROGRAM?

A: No.

Q: WHAT RANKS WILL BE ALLOWED TO PARTICIPATE IN THE NEW PROGRAM?

A: Outside of the one-time "Reset", first-time ranking Distributor, Star, Senior Star, and Executives are eligible to participate.

Q: IF I AM ALREADY WORKING TOWARD THE RISING STAR BONUS SHARES, WILL IT STILL BE HONORED EVEN IF THE PROGRAM IS GONE? IF SO, HOW LONG WILL I HAVE TO REACH MY GOAL BEFORE IT IS NO LONGER ABLE TO BE HONORED?

A: After the official program transition announcement is made, you will have until the end of the current commission period to complete your qualification for any Rising Star bonus shares.

Q: WILL THE REMOVAL OF THE RISING STAR BONUS IMPACT ANY OTHER AREAS OF THE COMPENSATION PLAN?

A: No.

Q: WILL THE REMOVAL OF THIS BONUS CAUSE ANY COMMISSION RETRACTIONS TO OCCUR?

A: Any necessary retractions will follow the current commission's policies and procedures.

Q: FOR THE SILVER BOUND SILVER BONUS, WILL THE ADDITIONAL LEG OF 1,000 OGV ALSO COUNT FOR THE REQUIRED 1,000 PGV TO QUALIFY FOR THE RANK OF SILVER?

A: Yes.

Q: IF I REACTIVATE MY YOUNG LIVING ACCOUNT, WILL I BE ELIGIBLE TO PARTICIPATE IN THE SILVER BOUND BONUS PROGRAM?

A: If you have been dropped for more than 24 months, you will be eligible to participate in Silver Bound as if you were a newly enrolled member. If you have been dropped for less than 24 months when you reactivate you will be eligible to qualify for Silver Bound based on your previous highest achieved rank.

Q: IS ESSENTIAL REWARDS PARTICIPATION REQUIRED FOR QUALIFYING LEGS WITHIN SILVER BOUND?

A: No, participation in the Essential Rewards program is not part of the Silver Bound qualification requirements.

Q: IF I WERE TO RANK UP BEFORE THE END OF THE SPECIFIED QUALIFYING PERIOD, BUT DID NOT MEET THE SILVER BOUND LEG REQUIREMENTS THAT MONTH, AM I STILL ELIGIBLE FOR THE SILVER BOUND BONUS?

A: Yes, if you meet all 3 qualifying elements, by the end of the designated timeframe, you will still receive the bonus. For example, Mike achieved the rank of Executive in May and is now working toward the Silver Bound Silver bonus. Mike achieved Silver rank in July – but did not have the Silver Bound leg requirements in place. He is still eligible for the Silver Bound Silver bonus and can qualify if all 3 bonus requirements are met by the end of the qualifying period.