



## NEW NFR POLICY FAQs

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1. What will be affected under the new NFR policy?

Under the new policy, the US NFR Essential Rewards and Promotions will be removed. However, you can still buy for personal consumption under standard order.

2. When will this be implemented?

Effective 1st July 2018, US NFR Essential Rewards Option will no longer be available.

3. How will the new NFR policy benefit members?

The new policy will allow you to easily manage the monthly Essential Rewards; it reduces the need to switch back and forth for your Essential Rewards and minimizes confusion on whether you should contact Malaysia Member Services or the Malaysia NFR Division in the US office. Moreover, this change will provide you with better service and encourage participation in the Essential Rewards program over time.

4. Is this applicable to Malaysia only?

No. This new policy is applicable to the entire APAC region. In fact, Hong Kong, Japan, and Taiwan have adopted this change since late last year/early this year.



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5. How does this apply to expats living in Malaysia whose registered address is an address outside of Malaysia (i.e. Thailand, Singapore, Philippines, Indonesia)?

**Example #1: Member is living in Malaysia but her registered address is in a country with a Young Living office.**

Jane is living in Malaysia but her registered address is Singapore – will she still be entitled to the Essential Rewards that she created in Malaysia? If no, does she have to continue her Essential Rewards in Singapore? What about those who don't have a country office, i.e. Thailand?

If Jane is a Malaysian but her registered address is in Singapore where Young Living has an office, then her Essential Rewards will fall under Singapore. For a country that doesn't have an office/store, it will fall under NFR.

**Example #2 – Member is living in Malaysia but her registered address is in a country WITHOUT a Young Living office.**

Jane is living in Malaysia but her registered address is Thailand, where Young Living does not have an office – will she still be entitled to the Essential Rewards that she created in Malaysia?

Jane can still create a US NFR Essential Rewards and enjoy the US Promo. Goods will be shipped from US to Thailand.



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6. Are standard orders entitled to US Promo?

**No. Standard orders are NOT ENTITLED to US Promo.**

7. For countries without Young Living offices (e.g. Philippines, Thailand), will members be entitled to NFR Essential Rewards and all the benefits still?

**Yes, they will be entitled to NFR Essential Rewards and products will be shipped from US to their registered address. This will continue until a home office is setup.**

8. I'm running on Malaysia Essential Rewards and have downlines who have already signed up in countries without Young Living offices – will they still be entitled to NFR Essential Rewards?

**Yes, they will be entitled to NFR Essential Rewards and products will be shipped from US to their registered address. This will continue until a home office is setup.**

9. If I only have the OTG (on-the-ground) Essential Rewards template on file, will I be affected by the new NFR policy?

**No. You will not be affected.**



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10. If I have BOTH OTG Essential Rewards template and NFR Essential Rewards template on file, will I be affected by the new NFR policy?

Yes. The NFR Essential Rewards template will be automatically removed effective 1st July 2018. You will not be able to join the NFR Essential Rewards again. To keep your unused Essential Rewards points and qualification count for the Rewards Point Accumulation Percentage and Loyalty Gift, please make sure to continue running your OTG Essential Rewards order from 1st July.

11. If I only have the NFR Essential Rewards template on file, will I be affected by the new NFR policy?

Yes. Please set up the OTG Essential Rewards template and run the OTG Essential Rewards order before 1st July. Otherwise, you will forfeit all your unused Essential Rewards points. Moreover, your qualification count for the Rewards Point Accumulation Percentage and Loyalty Gift will start from the beginning. No further notice will be sent to members and no compensation will be offered for any loss to members who failed to setup and run the OTG Essential Rewards template before 1st July.

12. Will I get the US PV promotion gifts if my NFR Standard Order has reached the PV promotion requirement on or after 1st July 2018?

No. All US advertised promotion gifts will no longer be available nor added to your NFR Standard Order starting 1st July 2018, and no other compensation will be offered.

13. If I have previously qualified for the US promotion gifts before 1st July, will I be affected by the NFR policy change?

Malaysia members who have previously qualified for the US promotion gifts before 1st July 2018 will still get the promotion gifts.