



ESSENTIAL REWARDS

Young Living Philippines

The Basics & Frequently Asked Questions

WHAT IS ESSENTIAL REWARDS?

In Young Living, we give our members the best experience by ensuring that they're never without their must-have Young Living product! Take advantage of the convenience of Essential Rewards (ER), our automatic shipment program that delivers your favorite products hassle-free from our door to yours. Plus, you'd get exclusive perks and rewards in the process too!

Enjoy the following by being an Essential Rewards Member:

- **Easy Monthly Shipping** - Enjoy the convenience of automatic monthly shipments. Just set up your order and sit back as all of your favorite products are sent right to your doorstep month after month.
- **Exclusive Rewards Points** - Earn points toward future purchases with every ER order. As your months with the program increase, so do your rewards! You can use ER points to redeem products for free starting from 2nd month of ER enrollment!
 - 1-3 consecutive months: 10% of each ER order
 - 4-24 consecutive months: 20% of each ER order
 - 25 or more consecutive months: 25% of each ER order
- **Exclusive Gifts** - You will also receive exclusive gifts when you consecutively stay in the loyalty program.





ESSENTIAL REWARDS

Young Living Philippines

FREQUENTLY ASKED QUESTIONS

How do I subscribe to the Essential Rewards program?

You may subscribe by going to the ESSENTIAL REWARDS page in your Virtual Office, and click on “Join Now”

Is there a minimum PV for monthly Essential Rewards subscription order?

Yes. Your monthly order in Young Living Philippines must be at least 50 PV to qualify for the rewards points and 100 PV for the loyalty gifts.

Can I change the items in my Essential Rewards subscription order and still receive all the benefits of the program?

Yes. You may change and finalize your subscription order on your ER template including the items, payment method, and shipping method by 11:30PM, Philippine Time, the night **BEFORE** your scheduled processing date.

Example: If your processing date is March 31, the last day to update your order in the Virtual Office is on March 30, 11:30PM.

Can I customize my Essential Rewards order every month or do I have to order the same thing?

You can change the products you order each month at any time by editing your ER template any time until 11:30PM, Philippine Time, the night **BEFORE** your scheduled processing date, which is determined by you when you subscribed to the program.



ESSENTIAL REWARDS

Young Living Philippines

Do I need to place an order every month?

Yes. The ER program offers rewards for shipments that process each month. Loyalty gifts, rewards points, and maintaining higher reward points are its benefits. There are other benefits that are only available for ER members such as the special monthly promotions.

If I want to cancel my subscription to the Essential Rewards program, can I do so online?

Yes, an ER cancellation button is available in the Virtual Office.

Do I need to be on Essential Rewards in order to receive commissions?

No, the minimum to earn commission is 100 PV either on Quick Order or ER.





ESSENTIAL REWARDS

Young Living Philippines

LOYALTY GIFTS

How do I earn gifts through the Essential Rewards program?

When you automatically place consecutive ER subscription orders for a minimum of 100 PV, you can earn exclusive gifts. You'll qualify for these gifts after you place consecutive ER subscription orders for 3, 6, 9, and 12 months. After 12 months, you'll receive gifts after every additional 12 months of consecutive orders.

How will I receive my gifts?

The loyalty gifts will be automatically included with your On-the-Ground (OTG) ER order AFTER the qualifying month. A minimum of 100 PV is required for your gifts to be AUTOMATICALLY added. If your next ER order after the qualifying month falls below 100 PV, you would need to contact Member Services (MS) prior to your processing date so the gift can be manually added to the month's ER order.

Example: If a member reached his/her third month in March, the loyalty gift will be AUTOMATICALLY added to their April ER 100 PV order. If it's below 100 PV, they may contact MS to manually add the loyalty gifts before the processing date.



ESSENTIAL REWARDS

Young Living Philippines

What happens if I don't process an ER order or cancel my ER subscription?

If you skip 2 or more monthly orders within the rolling 12 months, you will reset to your month 1 ER status. If you unsubscribe to ER, you will reset to month 1 ER status should you choose to reactivate the ER program. You can only earn each loyalty gift one time. If you have previously earned your third month gift, you will no longer receive it again. The next gift you will receive will be the sixth month gift, and so on.

**You will also reset to month 1 on your loyalty gift qualification when your ER order goes below 100 PV.*

What happens if a loyalty gift is out of stock?

If a loyalty gift is out of stock, a substitute will be made for another product of similar value.

What are the loyalty gifts I will receive once I qualify for the corresponding ER months?

- 3rd month - Orange 15ml
- 6th month - Lemongrass 15ml
- 9th month - Melaleuca Alternifolia 15ml
- 12th month - Loyalty 5ml
- 24th month - Loyalty 5ml
- 36th month - Loyalty 5ml
- 48th month - Loyalty 5ml
- etc.





ESSENTIAL REWARDS

Young Living Philippines

ESSENTIAL REWARDS POINTS

How many points do I earn for my Essential Rewards order?

You will receive points based on a percentage of your PV for each ER order. The percentage you receive depends on how many months you have consecutively placed ER orders. There is no limit to the amount of points you can earn in a month.

- 1-3 consecutive months: 10% of each ER order PV
- 4-24 consecutive months: 20% of each ER order PV
- 25 or more consecutive months: 25% of each ER order PV

What products are redeemable with Essential Rewards points?

Any product showing blue flag next to the PV value in the Standard Order screen can be redeemed for ER points. Products are based on availability.

Can I buy NFR products using my points?

Yes. You can use your points to buy either NFR or OTG products.

How do I redeem my reward points?

You can go to the applicable Virtual Office, i.e., NFR or OTG, and redeem your points online at checkout by selecting “Apply Points.” You may also contact MS - the US MS for NFR products or the Philippines MS for OTG products.

How many points can I redeem each month?

You can redeem up to 375 points each month against OTG or NFR products.



ESSENTIAL REWARDS

Young Living Philippines

Do Essential Rewards point orders count toward my consecutive month Essential Rewards orders?

No. Points redemption order are processed separately as Rewards Order, does not have any PV, and does not count towards your monthly ER.

If I cancel my enrollment in Essential Rewards, do I lose my points?

If you choose to cancel your enrollment in the ER program, you forfeit all of your unused ER points. You may cancel your ER account using the cancellation button in the Virtual Office, or by contacting MS. Your monthly participation in the ER program, if resumed, will accumulate points again at the 10% level.

Do I retain points earned for returned products?

No. You forfeit any points earned on products that you later return.

How soon can I redeem points that I earn?

As long as ER points are credited and can be seen in your Virtual office, you can use it to redeem products. You can start redeeming points after your first ER order.*

**Provided there is an ER order placed within the last 30 days.*

When redeeming Essential Rewards points, do I go by the amount or the PV?

When redeeming points, use the PV amount rather than the value. For example, if you have 50 points, you can redeem them for any product with a PV value up to 50 points. ER points can only be redeemed against the full PV values. Not all products are eligible, and items purchased with ER points are not returnable.





ESSENTIAL REWARDS

Young Living Philippines

Do my points expire?

Yes. Unused points expire on a 12-month rolling basis, meaning they expire 12 months from when they were earned. You can monitor your points expiration via your Rewards page in your VO prior every 15th of the month.

Is a grace month still offered?

Members will not be able to select this option online and must call and request it through MS, prior their processing date. If a member misses two or more orders within a year, the loyalty gift qualification will reset. Any previously earned loyalty gifts will not be available upon re-qualification.

The member will also begin accumulating points again at the 10% level.



ESSENTIAL REWARDS

Young Living Philippines

OTHERS

What is the PV Assistant?

You can subscribe in one of two easy ways:

1. Online through Virtual Office
2. Contact Member Services

Why is it important to have the PV Assistant setup for Essential Rewards?

PV Assistant is an invaluable tool to ensure your ER order never falls below your chosen PV goal. There are times when an item or items included in your monthly ER order may be out of stock or unavailable.

ER orders with out of stock/unavailable items on them will automatically have those items removed in order to continue processing and the PV of that order will drop. With PV Assistant, an item from your wish list would automatically be added to ensure your PV goal is met on every order.

If your ER order drops below your target PV or does not process for two or more months within a year, all progress toward gift qualifications or increased percentage for point accumulation will restart from the beginning. Any previously earned loyalty gifts will not be available upon requalification.

What happens if the items on my Essential Rewards template go out of stock?

ER orders will continue processing and remove any out of stock items, which will lower the PV total on the order. This is why we encourage the use of PV Assistant to ensure PV goals are met.





ESSENTIAL REWARDS

Young Living Philippines

What will happen if my Essential Rewards account goes inactive?

When you skip your monthly orders for 3 or more consecutive months, the system will automatically cancel your ER subscription and any existing rewards points will be forfeited. If you choose to reactivate your ER, you will reset to month 1 of ER status and restart earning points at 10% level.

For more additional questions and clarifications, please contact Member Services:

Open from Monday to Saturday:

- Email (10AM to 7PM) - custserv.ph@youngliving.com
- Live Help (10AM to 7PM) - bit.ly/YLPHChat
- Hotline (10AM to 6PM) - 8249-9555
- Express Help Form - bit.ly/YLPH-ExpressHelp