

FREQUENTLY ASKED QUESTIONS

Q: Who can join this program?

A: This program is exclusively available to all registered Young Living Philippine Brand Partners who have achieved the ranks of Senior Star or below.

Q: What is the duration of the program?

A: The program will run from June 1 to December 31, 2024.

Q: What are the requirements to achieve the prize?

A: You must complete the following requirements:

- Achieve a new rank (Star, Senior Star, or Executive) for the first time.

QUALIFICATIONS	STAR	SENIOR STAR	EXECUTIVE
PV	100	100	100
OGV	500	2,000	4,000
PGV			
LEG (VOLUME PER EACH LEG) OGV			2 @ 1,000

- Personal purchase of 100 PV on Essential Rewards (ER) the following month after their qualifying month.

Q: What are the prizes for this program?

A: Qualified members will receive the following prize:

STAR	SENIOR STAR	EXECUTIVE
<p>YL OIL POUCH</p>	<p>YL TUMBLER</p>	<p>YL BACKPACK</p>

Q: When will I know if I am qualified for this program?

A: Once you have reached the new ranks of Star, Senior, and Executive, you will receive a congratulatory email from Young Living Philippines. In the email, you will be notified that you have qualified for the Ascend Program and will be entitled to an exclusive gift.

Q: How will I receive my prizes?

A: Upon receiving a congratulatory email and confirmation of eligibility for the Ascend program, your gift will be prepared for your next ER purchase. To claim your prize, place a 100 PV ER order the following month.

Example:

You have qualified for June and have received an email from YLPH. You need to order 100 PV on ER from July 15 to August 14 to avail the prize.

Q: Is there a maximum limit for prizes?

A: Yes, you can only qualify and win for a prize once.

Scenario 1: I am an achieved Executive before the program but my rank in May 2024 is Star. Am I eligible to win the prize?

No. To win the prize you must be a first-time achiever of either Star, Senior Star, or Executive. Re-ranks are not eligible for this program.

Scenario 2: I am a Distributor and reached Executive, will I get all the prizes?

You will get all the 3 prizes

Q: I am a reactivating member; can I join this program?

A: Yes. Reactivating members can join the program if they achieve a new rank (Star, Senior Star, or Executive) for the first time. To receive the prize, place a 100 PV ER purchase the following month after their qualifying month.

Q: I am a new enrollee; can I join this program?

A: Yes, new enrollees in June can join the program if they achieve a new rank (Star, Senior Star, or Executive) for the first time. To receive the prize, place a 100 PV ER purchase the following month after their qualifying month.

Q: What are the possible reasons why I won't receive my prize?

A: Sponsor Change: Changing sponsors may affect your OGV, hence, make sure to finalize the sponsors of your new enrollees to effectively maximize the program's qualifications.

Unpaid Orders: Orders that are unpaid during the time of generating the report may cause inaccuracy of the total OGV. Kindly complete the payment of your downline's orders as soon as possible.

Returned or Cancelled Orders: Orders returned and cancelled in your organization will affect your OGV.

Non-YLPH members are not qualified to join this program.

Failed to purchase the required PV on ER.

CONTACT INFORMATION:

For disputes, clarifications, concerns, and/or feedback, please coordinate with Member Services.

Globe Network Toll-Free: 1-800-8976-3524
Smart & PLDT Network Toll-Free: 1-800-1118-0022
Monday–Friday: 10:00 AM to 7:00 PM

Chat: https://www.youngliving.com/en_PH (click on Chat button)
Monday–Friday: 10:00 AM to 7:00 PM

Email: custserv.ph@youngliving.com
Monday–Sunday: 24 hours open (with 24-48 hrs response time)