

Loyalty

HAS ITS PERKS

PROMO PERIOD:
AUGUST 1 TO 31, 2024

ESSENTIAL REWARDS RAFFLE

Frequently Asked Questions

- Who can join this program?
 - All Philippine members with at least 100 PV On-The-Ground (OTG) purchase on Essential Rewards (ER) will be automatically included in the raffle.
 - Every 100 PV OTG purchase on ER is equivalent to 1 raffle ticket.
- When is the program?
 - The program will run from August 1 to August 31, 2024.
- What are the prizes for this program?
 - 30 winners of Php 3,000.00
 - 3 winners of Php 30,000.00
- What are the requirements to qualify for the raffle?
 - For every 100 PV On-The-Ground (OTG) purchase on Essential Rewards (ER) is equivalent to 1 raffle ticket.
 - The order must be created and paid between August 1 to 31.

Example:

100 PV **OTG** purchase on ER = 1 entry

250 PV **OTG** purchase on ER = 2 entries

250 PV **NFR** purchase on ER = 0 entries

300 PV **OTG** purchase on ER = 3 entries

75 PV **OTG** purchase on ER + 25 PV **OTG** purchase 2nd ER = 1 entry

60 PV **OTG** purchase on ER + 50 PV **NFR** purchase on ER = 0 entry

Note: Backdated orders and late payments are not included.

- Scenario 1: Backdated Order Previous Month
 - I created the order in July 2024 and paid the order in August 2024, will my order be counted in the raffle?
 - No. The order will not be counted. Since the order is not created in August, it will not be part of the raffle.

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- Scenario 2: Backdated Order Next Month
 - I created the order in September and requested to backdate to August, will my order be counted in the raffle?
 - No. The order will not be counted. Only orders created and paid for by August are included.
- Scenario 3: Late Payments
 - I created the order in August but paid it in September, will my order be counted in the raffle?
 - No. The order will not be a valid entry. The order should be PAID between August 1 to 31.
- Scenario 4: Multiple ER Orders
 - I have two (2) 50 PV OTG ER orders created in August; will it be consolidated to gain a raffle ticket?
 - Yes. ER order consolidation is allowed if both orders are created and paid for by August.
 - If one of the orders is backdated or has late payment (scenarios 1-3), then it will not be counted as a valid entry.
 - If one of the orders is NFR order, it will not be counted and will not be included. Only OTG purchase will be counted in this program.
- Scenario 5: Quick Order to Essential Rewards Order
 - I placed my order as Quick Order and wanted to change it to Essential Rewards to qualify for a ticket, is this allowed?
 - Yes. It is allowed. If your Quick Order is created and paid in August and you request to change to Essential Rewards the same month, then you are still qualified for a raffle ticket.

Note: You can request this change of order type through Member Services

- If you requested to change from Quick Order (created and paid in August) to Essential Rewards but it's already September, then the change will not be counted as a valid entry for the raffle, since the new order needs to be backdated and will fall under Scenario 2.

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- Is there a maximum limit for prizes?
 - Yes, you can only qualify and win a prize once.
 - Once you've won a prize, all your entries will be removed in the raffle list.

Example:

1. If you've won Php 3,000 once, you can't win for another Php 3,000 or Php 30,000.
2. If you've won Php 30,000, you can't win for another Php 3,000 or Php 30,000.

- I am a reactivating member; can I join this program?
 - Yes. Reactivating members can join the program if have at least 100 PV OTG purchase on Essential Rewards within August 1 to 31.

Note: Reactivating members are accounts with no 50 PV purchase from the last 12 months.

- I am a new enrollee; can I join this program?
 - Yes. New Enrollees in August can join the program if they have at least 100 PV OTG purchase on Essential Rewards within August 1 to 31.

Example: An enrollee purchased Essential Starter Kit (50PV) on Essential Rewards, the enrollee needs to include additional 50 PV to this order to be included in the raffle list.

- When is the raffle draw?
 - The raffle draw will be on the 2nd week of September. The announcement of winners will be in the 3rd week of September.

- How will I receive my prizes?
 - Prizes will be credited to your direct deposit account around the 1st week of October
 - To receive your prize, set up your direct deposit account and update your Tax Identification Number to receive your prize.
 - In case you have not setup your direct deposit account or your Tax Identification Number in Virtual Office, your prize will not be forfeited. You need to contact Member Services to have it processed it will be credited at a later date.

Note: The prizes are taxable.

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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)