

## Frequently Asked Questions

### 1. Who is eligible to participate in the Learn to Win Program?

The program is open to:

- New members from June 2024 onwards
- All new members from January to May 2024

### 2. What is the timeframe of new members to finish two (2) classes to get the freebie swags?

- New Members from June onwards: Within 90 days of enrollment
- January to May new members: On or before July 31, 2024

### 3. What are the classes under Learn to Win that new members can attend?

- The **New Member Basics** class is a must-attend training for all new members, and this will count as 1 training.
- **Attend any Product classes and Business class** that has the Learn to Win logo/violator on the Training calendar.
- Total of TWO (2) Training within 90 days of enrollment.

### 4. How will the new members get the invitation for the training?

- During the launch of the program, a targeted email invitation from YL Corp will be sent to all NEW MEMBERS FROM JANUARY TO MAY.
- An art card will be posted in TG GCs for leaders' cascade to their teams.
- All training courses are incorporated in the Monthly calendar for promotion with Learn to Win violator for trainings under Learn To Win.

### 5. How will New Members get access to the knowledge checks?

New members SHOULD attend ZOOM TRAININGS on Thursdays. The trainer will share a Knowledge Check link at the end of every Zoom Training.

### 6. Is there a passing score in the Knowledge Check?

Yes. You need to have at least 50% correct scores in the knowledge check.

### 7. What if my score is less than 50%, can I retake the knowledge check?

Yes, you can retake until you get at least 50%.

### 8. Should the knowledge check be completed on the spot or right after each class?

Not necessarily. You have until the end of that month to finish the knowledge check.

*\*Recommendation: Since there are only 10 questions and while information is still fresh, finish it early.*

### 9. Do I need to finish two (2) classes before I become qualified to the freebies?

Yes. We aim to provide proper onboarding to New Members for them to learn more about Young Living products, Young Living business or both.

### 10. What if new members attended classes but did not finish knowledge check. Will they get the rewards?

No. They should finish the knowledge checks for two (2) training classes attended.

**11. What if new members finished the knowledge checks but did not attend the Zoom classes? Will they get the rewards?**

No. Attendance will be crosschecked with the knowledge check results, with minimum of 30 minutes being in the class.

**12. If a new member attended but was not able to get the link for knowledge check, where will they get the link?**

They may contact MS through LH or email and MS will then provide the link to them.

**13. How can I claim the rewards?**

Your freebies will be included in your next ER order with no additional shipping fee. To enroll on ER, or to maintain your active ER account, you must place a minimum of 50 PV ER order monthly. Note that the freebies will only be available until supplies last and may be changed by YLPH at any time without prior notice.

Example:

a. For New Members June 2024 onwards:

<u>Month 1</u> Month of Enrollment	<u>Month 2</u>	<u>Month 3</u>	<u>Month 4</u> 50 PV on ER
Finish 2 classes			Ship gift

b. For New Members January to May 2024

<u>June</u>	<u>July</u>	<u>August</u> 50 PV on ER
Finish 2 classes courses		Ship gift

**14. When should I process my Essential Rewards order to claim my prize?**

We recommend processing your Essential Rewards order on the 15<sup>th</sup> of the following month, after completing the training classes and knowledge checks.

**15. How do new members will know that they are qualified for tokens?**

- They can call MS the month after they finished two (2) training courses to check if they in the list or not and why. (Like Learn to Win before)

**16. Is this open to reactivated members?**

No.