

## Frequently Asked Questions

- Who can join this program?
  - All Philippine-based members with a minimum of 500 OGV as of August 2024.
- When is the program?
  - The program will run from September 1 – 30, 2024.
- What are the prizes for this program?
  - Qualified members will receive a cash prize.

Tier	Previous Month OGV	Target Growth	Cash Prize
1	500-1,999	25%	PHP 5,120.00
2	2,000 - 3,999	25%	PHP 10,240.00
3	4,000 - 9,999	20%	PHP 20,480.00
4	10,000 - 34,999	20%	PHP 40,960.00

Note: Withholding tax will be applied.

Example:

If your previous month is 1000 OGV, your target growth is at least 25%, which is at least 1250 OGV the following month.

- What are the requirements to achieve the cash prize?
  - Achieve the target growth rate.
  - Any 1 personal enrollment on QO or ER in the qualifying month
  - Personal purchase of 100 PV on Essential Rewards (ER) is required in the qualifying month.

*Note: Personal enrollment requirement must be a new member. Reactivating member is not qualified.*

- Is there a maximum limit for prizes?
  - Yes, you can only qualify and win a cash prize once.
    - Scenario 1 (Hitting Multiple Targets): My OGV in August was Tier 1. I hit the 25% target growth in September and my OGV now falls to Tier 3. Which cash prize will I get?
      - You will receive the cash prize for Tier 1 (Php 5,120) only.

*Note: The prize will depend on the Tier based from the August OGV.*

- Scenario 2 (Prize Availment): My OGV in August was Tier 2. And hit the target of 25% growth in my September OGV. Will I get the cash prize for Tiers 1 and 2?
  - No. You are only eligible to receive the cash prize based on your previous month's tier.

*Note: You are only eligible to get 1 prize.*

- I am a reactivating member; can I join this program?
  - Yes. All reactivating members must have 100 PV personal purchases on Essential Rewards, 1 personal enrollee, and achieve a minimum of 625 OGV in September to win the Tier 1 cash prize.
- I am a new enrollee; can I join this program?
  - Yes. New enrollees in September must have 100 PV personal purchases on Essential Rewards, 1 personal enrollee, and achieve 625 OGV in the same month to win the Tier 1 cash prize.
- I am a member with less than 500 OGV; can I join this program?
  - Yes. All members with less than 500 OGV may qualify if they reach 625 OGV requirement, 1 personal enrollee, and have 100 PV personal purchases on Essential Rewards.
    - Scenario 1: I only have 100 OGV in August. What are my requirements to achieve the cash prize?
      - In September, you will need to have at least 625 OGV, 1 personal enrollee, and 100 PV purchase on Essential Rewards to receive the Cash Prize for Tier 1.

- How will I receive my prizes?
  - Prizes will be credited to your direct deposit account around the 18<sup>th</sup> of the following month.

Note: Set up your direct deposit account and update your Tax Identification Number to receive your prize.

- What are the possible reasons why I won't receive my prize?
  - Sponsor Change – Changing sponsors can impact your OGV, hence, make sure to confirm the sponsors of your new enrollees to maximize the program's qualifications.
  - Unpaid orders – Orders that remain unpaid at the time of report generation can lead to inaccuracies in the total OGV. Kindly complete the payment of your downline's order as soon as possible.
  - Non-PH-based members are not qualified to join this program.
  - Returned or canceled orders – orders returned and canceled in your organization will affect your OGV.
  - Failed to purchase the required PV on ER
- Will my prize be retracted if I originally met the requirements but failed to maintain it?
  - Yes. 100% prize retraction will be implemented should the member fail to maintain the requirement on that month, **particularly impacting this is product returns**.
    - Scenario 1: I qualified for Tier 1 cash prize in September and received the cash prize but after a month, one of my members returned their September order. Because of that, my OGV fails to meet the OGV requirement. Will the prize be retracted?
      - Yes. 100% prize retraction will be implemented. Since the requirement for cash prize is not met.

## 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](https://www.youngliving.com/en_PH) (click on Chat button)  
Monday–Friday: 10:00 AM to 7:00 PM
  - Email: [custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com)
  - Monday–Sunday: 24 hours open (with 24-48 hrs response time)
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## TERMS AND CONDITIONS

1. Ready to Grow is valid for Philippine-based members with minimum of 500 OGV as of August 2024 except for new members and reactivating members.
2. The program runs from September 1 – 30, 2024 only.
3. Young Living reserves the right to retract the prizes in the event of failing to maintain the requirements.