

## Frequently Asked Questions

- Who can join this Enrollment program?
  - All active Philippine-based members with Philippine-based enrollees.
- What are the prizes for the enrollment program?
  - Step 1: Enroll 2 to get 1 bottle of NingXia Red.
  - Step 2: At least 2 personal enrollees enroll 1 new person in the qualifying month.
    - Personal enrollees' enrollment date must be within 3 months prior to the qualifying month or current month.
- Which kits are qualified for this program?
  - Only OTG enrollments with the following sets are qualified:
    - Premium Experience Set with AromaGlobe, Charcoal Wanderful Diffuser and Desert Mist
    - Inner Wellness Set
    - Customized Enrollment Set
    - LTO Enrollment Sets (MEO Kits, LTO PES variant, etc.)
  - Enrollment set must be on Loyalty Rewards to qualify.
  - All enrollments processed via the Virtual Office, Roadshow/Consignment, and enrollments processed and backdated by Member Services during the qualifying month, will be included in your enrollment count.
- Am I required to purchase in the qualifying month to be eligible for the prizes?
  - Yes. Enrollers are required to purchase a minimum of 100 PV Loyalty Rewards Order in the qualifying month.
- Is there a maximum limit for the prizes?
  - Yes, you can only qualify for each tier once.
    - Scenario 1: l enrolled 4 persons; will I get 2 NingXia Red bottles?
      - No, only 1 NingXia Red bottle will be given to members with at least 2 Philippine-based enrollments.
    - Scenario 2: I enrolled 1 person; will I qualify for half the prize?
      - No. Only those with at least 2 Philippine-based enrollments will qualify.
    - Scenario 3: My personal enrollee from January 2025 has an enrollment in the qualifying month, but I don't have 2 personal enrollments in the qualifying month. Will I be qualified for the NingXia Red 2pk?



ENROLLER DUPLICATION PROGRAM • STARTING JANUARY 1, 2025

- No. To qualify for Step 2, you must first meet the Step 1 requirement. Hence you must have at least 2 personal enrollments to be eligible for Step 2 prize.
- Will reactivating a downline count towards my number of enrollments?
  - No. Reactivating accounts will not be included as part of the qualification requirements of Linking Lives.
- How can I claim my prize/s?
  - Enrollers must purchase a minimum of 100 PV Loyalty Rewards Order within 30 days from the 15th of the following month to receive the prize.

Example: If you qualify in January 2025, you must place a Loyalty Rewards Order of a minimum of 100 PV between February 15 to March 14, 2025 to receive the prize.

- I have adjustments to my enrollments, until when can I have these processed?
  - Processing of adjustments can only be accommodated following these deadlines:
    - For Member Services adjustments such as enroller changes, backdating, unpaid orders until 3<sup>rd</sup> of the following month.
    - For disputes on the total number of enrollments for the qualifying month (Ex. Leaderboard released by YLPH did not include your name but you had at least 2 enrollments) – until 12<sup>th</sup> of the following month.
    - Promo Disputes JotForm: <u>https://bit.ly/DisputeForms</u>
- What are the possible reasons for my enrollments to not be counted?
  - Enroller change can only be processed within 5 days of enrollment.
    Enroller changes may not be immediately reflected in our official report.
    By default, our system records the enroller at the time of enrollment.
  - Unpaid orders orders that are unpaid during the time of generating the report may cause the enrollment to not be counted.
  - Non-PH based enrollment/s
  - Reactivation enrollment/s
  - o Cancelled or returned orders