

# FAQ: Updates to Multiple Accounts Policy



## **Q: What are the main changes in the updated policy?**

A: The updated policy simplifies and clarifies the rules around multiple accounts. Key changes include the following:

### **Removal of PAC provisions:**

The policy eliminates requirements related to PAC (Professional Account Customer) accounts.

### **Inheritance clause remains unchanged:**

The policy retains the provision allowing Brand Partners to inherit additional accounts, with the requirement to notify and obtain approval from Young Living.

### **Clarified spousal/domestic partner accounts:**

The updated policy allows separate accounts for spouses/domestic partners if the second account is within the other spouse's or partner's business organization but removes the restriction that the account must be within the first or second level.

### **Young Living's audit authority:**

The company retains the right to periodically audit accounts and terminate those not in compliance, but the language has been updated for clarity and consistency.

## **Q: Can I have more than one Brand Partner account?**

A: Generally, no. A Brand Partner may only hold one account unless one of the following applies:

### **Inheritance:**

You inherit another account through direct inheritance or as a trust beneficiary. In such cases, you must notify Young Living in writing and obtain written approval for the transfer.

### **Spousal/domestic partner accounts:**

Separate accounts are permitted for spouses/domestic partners if the second account is sponsored within the other partner's business organization.

## **Q: What happens if I'm found to have unpermitted multiple accounts?**

A: If Young Living discovers unpermitted multiple accounts, the company may terminate the latter-created account(s) and take disciplinary action. Regular audits will be conducted to ensure compliance.

## **Q: Are Professional Account Customer (PAC) accounts still allowed under this policy?**

A: The updated policy removes references to PAC accounts. Brand Partners are no longer permitted to hold or assign PAC accounts under this framework.

## **Q: Can spouses or domestic partners have separate accounts?**

A: Yes, spouses or domestic partners can have separate accounts under the following conditions:

- The second account must be in the other spouse's/domestic partner's Business Organization.
- Young Living may periodically audit these accounts to ensure compliance.

**Q: Can I inherit another account?**

A: Yes, Brand Partners can inherit additional accounts either directly or as a trust beneficiary. However:

- You must notify Young Living in writing and receive written approval.
- Young Living will work with you to integrate the inherited account into the organization while maintaining compliance.

**Q: What does “operated separately and apart” mean for accounts?**

A: This means that any additional account (e.g., spousal or inherited) must not interfere with or overlap your primary account. For example:

- Separate accounts must maintain their own sponsorship and activity.
- Compliance with all other Young Living policies is required.

**Q: Why were these changes made?**

A: The changes were made to:

- Simplify the policy and remove outdated provisions (e.g., PAC accounts).
- Clarify the rules around spousal/domestic partner accounts and inheritance.
- Enhance compliance and enforceability through clear, streamlined language.

**Q: Where can I find information about minor accounts?**

A: Questions related to minor accounts and how they are affected by policy updates can be found in the Minor Account FAQ. Please refer to that document for all details on minor-related policies.

**Q: Who can I contact if I have additional questions?**

A: If you have any questions about the updated policy or how it applies to your situation, please contact Young Living’s Conduct Success team at [conduct@youngliving.com](mailto:conduct@youngliving.com).