

GREAT NEWS!



ESSENTIAL REWARDS: THE GIFT THAT KEEPS ON GIVING!

Essential Rewards (ER) members can now qualify to **receive Loyalty Gifts from both OTG and NFR* purchases!**



- ER member must still maintain the 100 PV min. purchase in one order from either OTG or NFR to qualify for the Loyalty Gifts. Purchases cannot be combined.
- Earning of Reward Points is still at 50 PV min. purchase.
- Corresponding Loyalty Gifts will be issued along with member's OTG order.

*On the Ground and Not for Resale

50 PV

to earn *Reward Points*

100 PV

to earn *Loyalty Gifts*

Qualify for both with your OTG or NFR purchase!

FREQUENTLY ASKED QUESTIONS



ESSENTIAL REWARDS:
THE GIFT THAT
KEEPS ON GIVING!

1. If NFR ER purchases can now count towards the loyalty gift qualification, does this mean that I don't have to purchase any ER in OTG to earn the loyalty gifts?

Yes, you can qualify to the loyalty gifts even if purchases are solely made in NFR for as long as the NFR purchases are maintained at 100PV. Please note, however, that the OTG products are not available in NFR.

2. If I have deactivated my NFR ER account before, can I still reactivate it and keep both NFR ER and OTG ER accounts?

Yes, you can reactivate your account keep both NFR and OTG ER accounts. However, please be advised that access to NFR ER and U.S. promotions is only extended until a limited time.

3. How do I get the reward points and the loyalty gifts while we have access to both OTG and NFR ER?

You can earn reward points by purchasing a minimum of 50PV in either OTG or NFR ER. You will also qualify to the loyalty gifts if you purchase a minimum of 100PV in either OTG or NFR ER. In determining your qualification for both, please note that OTG and NFR ER orders are not combined.

FREQUENTLY ASKED QUESTIONS



ESSENTIAL REWARDS:
THE GIFT THAT
KEEPS ON GIVING!

4. Will my ER orders count if I purchase 100 PV min. each month alternatively between my NFR and OTG accounts? Ex. I will purchase 100 PV min. NFR ER for June, and 100 PV min. OTG ER for July.

Yes, following the example above, purchase of 100 PV min. in NFR ER in June and another 100 PV min. in OTG ER in July will count as 2 qualified ER months. You may earn Reward Points and Loyalty Gifts as long as the respective 50 PV min. and 100 PV min. are reached either in NFR or OTG orders.

5. When is this effective?

This is effective immediately and is retroactive from February 2019. All purchases made from NFR in February onwards will count towards your gift qualification.

6. How will this affect grandfathering?

This has no impact to the grandfathering of oils as this is a privilege to those who were on ER prior to market opening. However, by now considering NFR ER to your gift qualification, this means that you will no longer restart in your gift qualification if you opted to purchase from NFR after the market opening.

FREQUENTLY ASKED QUESTIONS



ESSENTIAL REWARDS:
**THE GIFT THAT
KEEPS ON GIVING!**

7. Can I still qualify for U.S. monthly ER promotions?

Yes, you still have access to NFR ER and U.S. promotions until further notice.

8. What type of loyalty gifts will I receive once I qualify for the corresponding ER months? (3, 6, 9 and 12th month Loyalty gifts)

Loyalty Gifts will come from OTG products. Namely:

- *3rd Month – Orange Essential Oil 15ml*
- *6th Month – Lemongrass Essential Oil 15ml*
- *9th Month – Melaleuca Alternifolia Essential Oil 15ml*
- *12th Month – Loyalty Essential Oil Blend 5ml*

9. When can I receive my Loyalty gift?

Your corresponding Loyalty Gift will be shipped along with your next OTG ER order.