



# ESSENTIAL REWARDS

## YOUNG LIVING PHILIPPINES

### What is Essential Rewards?

In Young Living, we give our members the best experience by ensuring that they're never without their must-have Young Living product! Take advantage of the convenience of Essential Rewards (ER), our automatic shipment program that delivers your favorite products hassle-free from our door to yours. Plus, you'd get exclusive perks and rewards in the process too!

Enjoy the following by being an Essential Rewards Member:

- **Easy Monthly Shipping** – Enjoy the convenience of automatic monthly shipments. Just set up your order and sit back as all your favorite products are sent right to your doorstep month after month.
- **Exclusive Rewards Points** – Earn points toward future purchases with every ER order. As your months with the program increase, so do your rewards! You can use ER points to redeem products for free starting from the 2nd month of ER enrollment!
  - » 1-3 consecutive months: 10% of each ER order
  - » 4-24 consecutive months: 20% of each ER order
  - » 25 or more consecutive months: 25% of each ER order
- **Exclusive Gifts** – You will also receive exclusive gifts when you consecutively stay in the loyalty program.



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

### FREQUENTLY ASKED QUESTIONS

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How do I subscribe to the Essential Rewards (ER) program?

You may subscribe to ER in two ways:

1. By going to the ESSENTIAL REWARDS page in your Virtual Office and click on “Join Now.”
2. Contact the Member Services, provide your application information, and send a signed copy of the Essential Rewards Agreement Form (<https://bit.ly/ERAgreementForm>) via email to [custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com).

Failure of submission within 30 days of your ER enrollment will result in the cancellation of your ER membership.

Member Services Contact Information

Hotline: 8249-9555

Globe Network Toll-Free: 1-800-8976-3524

Smart & PLDT Network Toll-Free: 1-800-1118-0022

Live Help: Chat Widget in Virtual Office

Email: [custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com)

Is there a minimum PV for monthly ER subscription order?

Yes. Your monthly ER order to Young Living Philippines must be at least 50 PV to qualify for the reward points. To qualify for the loyalty gifts, a minimum of 100 PV on ER is required.



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

**Can I change the items in my ER subscription order and still receive all the benefits of the program?**

Yes. It is recommended to finalize any necessary desired changes on the items, shipping information and payment method on your ER order template before 11:30PM Philippine Time PRIOR to your scheduled processing date, to avoid any order concerns. You may also opt to move your scheduled order dates.

*Example: If your ER order template in Virtual Office is set every 30th of the month, your order must be updated not later than 11:30 pm of the 30th. Otherwise, the previous month's ER order will be automatically delivered.*

**Can I customize my ER order every month or do I have to order the same thing?**

You can change the products you order each month at any time by editing. You may opt to place an order with different products each month, taking into consideration the deadline for updating your ER order template in your Virtual Office, as described above.

**Do I need to place an order every month?**

Yes. The ER program offers great rewards for orders that are processed each month. Loyalty gifts, maintaining higher reward points, discounted shipping fees, and monthly promotions, are among its many benefits. There are other benefits that are only available for ER members such as incentive trips and other exclusive promos.

**If I want to cancel my subscription to the ER program, can I do so online?**

Yes. You may click on the "Cancel ER Profile" button from your ESSENTIAL REWARDS page in Virtual Office.



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

### Do I need to be on ER to receive commissions?

No. To qualify for commissions, a cumulative order of at least 100 PV either on Quick Order and/or ER is required. To earn enroller's bonuses, a minimum of 50 PV is required either on Quick Order or ER.

### LOYALTY GIFTS

#### How do I earn gifts through the ER program?

You may qualify for loyalty gifts by staying in the ER program and placing monthly ER orders with a minimum of 100 PV. You will start earning loyalty gifts starting on your 2nd month with ER, 3rd, 4th (NEW), 6th, 9th, 12th, and every additional 12 months of consecutive orders.

#### How will I receive my gifts?

The loyalty gifts will be automatically included with your On-the-Ground (OTG) ER order AFTER the qualifying month, aside from 2nd and 4th month which would be dropped on that month's order. A minimum of 100 PV is required for your gifts to be AUTOMATICALLY added. If your next ER order after the qualifying month falls below 100 PV, you would need to contact Member Services (MS) prior to your processing date so the gift can be manually added to the month's ER order.

*Example: If a member reached his/her third ER month in March, the loyalty gift will be AUTOMATICALLY added with their April ER 100 PV order. If April ER order is below 100 PV, they may contact MS to manually add the loyalty gifts BEFORE the processing date.*



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

There's a new set of ER Loyalty Gifts; when will these gifts be given away?

The new set of Essential Rewards (ER) gifts will be effective starting January 1, 2024. All existing members who are already in the middle of their ER journey will be grandfathered into the new gift refresh for their succeeding ER qualifying orders. All new members with consecutive ER orders from October to December will be eligible for the new ER gifts.

### 2024 Loyalty Gifts

- 2nd month – Dewdrop Diffuser (No free oil included)
- 3rd month – Cedarwood 15ml
- 4th month – Shipping Voucher worth PHP 300
- 6th month – NingXia Red 2pk
- 9th month – Peace & Calming 5ml
- 12th month – Loyalty 5ml with Satin Bag
- 24th month – Loyalty 5ml with Satin Bag
- 36th month – Loyalty 5ml with Satin Bag
- 48th month – Loyalty 5ml with Satin Bag
- etc.

### When do I receive my Loyalty Gifts?

Your corresponding Loyalty Gift for 3rd, 6th, 9th, 12th, etc. will be shipped along with your next OTG ER order. While the Loyalty Gift 2nd and 4th month, will be shipped along with that month's OTG order.

*Example: If you've qualified for loyalty gift/s from NFR ER orders, your loyalty gift/s will only be shipped along with your next OTG ER order.*



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

### What happens if a loyalty gift is out of stock?

If a loyalty gift is out of stock, a substitute will be made for another product of similar value.

### I enrolled in November 2023; will I automatically be part of the new ER Loyalty Gift program?

Yes. You will still receive Desert Mist on December 2023, provided you reached the minimum 100 PV purchase on ER in November 2023 and December 2023. And you'll be eligible for the new loyalty gifts moving forward.

### I'm already an existing member prior to November 2023, will I also be included in the new ER Loyalty Gift program?

Yes, you will automatically be grandfathered into the new program. However, you will no longer be able to qualify for the previous gifts you have already received.

*Example: If you have received Cedarwood 15ml for your 3rd month loyalty gift in 2023, you will no longer be able to qualify for the new month 2 gift (Dewdrop Diffuser) and month 3 loyalty gift (Cedarwood 15ml) in 2024. You will be receiving the next gift in month 4 (Shipping Voucher) if you've qualified to the consecutive monthly ER order requirement.*

### I signed up to ER in October 2023 and have placed 100 PV ER consecutively for 3 months until December 2023, what gifts will I expect to receive in January 2024?

You should have received the 2nd month gift (Desert Mist) by November 2023, and should be receiving 3rd month gift (Cedarwood) in January 2024. If you have 100 PV ER order in January 2024, you would also receive 4th month gift (Shipping Voucher worth PHP 300).



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

**Can I use the Shipping Voucher for any type of order?**

Yes, you can use the Shipping Voucher to your Quick Order, Essential Rewards Order, ER Points Redemption Order, or Enrollment Orders.

**Can other people use my acquired Shipping Voucher?**

Yes, the Shipping Voucher can be given to any Young Living member or new enrollee.

**I have less than PHP 300 shipping fee, what will happen to the excess amount if I use my Shipping Voucher?**

If your shipping fee is less than PHP 300, the excess amount will be deducted from the total order.

**How long can I use my Shipping Voucher?**

The Shipping Voucher expires 6 months after you receive it.

**How many times can I use the Shipping Voucher?**

The shipping voucher can only be used once.

**Can I use the Shipping Voucher in multiple orders?**

No. The shipping voucher can only be used in one (1) or single order only.

**How many shipping vouchers can I use in a transaction?**

Only one (1) shipping voucher can be used per transaction.



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

I'm currently on my 5th consecutive month on the ER Loyalty Gift program, will I still receive the Oregano 15ml for my 6th month gift?

No, you will automatically be grandfathered into the new program. Your next gift will be NingXia Red 2pk.

I have ER Not For Resale (NFR) purchases; can I still qualify for the ER Loyalty Gift program?

Yes, ER members must still maintain the 100 PV minimum purchase in one order from NFR to qualify for the program. Purchases cannot be combined between NFR and On-the-Ground (OTG) orders.

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 to keep both NFR ER and OTG ER accounts.

*NOTE: By activating your NFR ER account, you have access to U.S. promotions.*

How do I earn my Loyalty Gifts while having access to both NFR ER and OTG ER accounts?

You can still qualify for the loyalty gifts if you purchase a minimum of 100 PV on either NFR ER or OTG ER. However, purchases between NFR ER and OTG ER order cannot be combined.

*Example: If you purchased a 100 PV NFR ER order in June and purchased a 100 PV OTG ER in July, this will count as 2 qualified ER months.*



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

### What happens if I don't process an ER order or cancel my ER subscription?

If you skip 2 or more monthly orders within the rolling 12 months, you will reset to your month 1 ER status. If you unsubscribe to ER, you will reset to month 1 ER status should you choose to reactivate the ER program. You can only earn each loyalty gift one time.

*Example: If you have previously earned your 2nd and 3rd month gifts, you will no longer receive it again even if you go back to regular ER orders again. The next gift you will receive will be the 4th month gift, and so on. \*You will also reset to month 1 on your loyalty gift qualification when your ER order goes below 100 PV.*

### What are the Loyalty Gifts that I will receive if I order consecutively on NFR ER?

Loyalty Gifts will depend on OTG gifts and will be dropped off to your next OTG ER.

- 2nd month – Dewdrop Diffuser (No free oil included)
- 3rd month – Cedarwood 15ml
- 4th month – Shipping Voucher worth PHP 300
- 6th month – NingXia Red 2pk
- 9th month – Peace & Calming 5ml
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- 24th month – Loyalty 5ml with Satin Bag
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- etc.



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

### SHIPPING VOUCHER TERMS AND CONDITIONS

1. This voucher is valid within 6 months upon receipt.
2. This voucher can be used in your Quick Order, Essential Rewards Order, ER Points Redemption Order, or New Enrollment Order. Through Virtual Office, Experience Center, or through Member Services. Make sure to present actual voucher when asked or needed.
3. In Virtual Office, the voucher code must be encoded in the review section to generate the total amount after the shipping voucher.
4. This voucher can only be used once.
5. This voucher is transferrable but not replaceable. Do not share if not intended.
6. Young Living Philippines is not responsible for lost vouchers. No replacement will be given for lost vouchers.
7. This voucher is not convertible to cash. Change will not be given for transactions less than the face value of the voucher.
8. For inquiries, you may contact Member Services.

Open from Monday to Friday (10AM to 7PM):

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# ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

## ESSENTIAL REWARDS POINTS

### How many points do I earn for my ER order?

A minimum of 50 PV ER purchase is required to earn points. You will receive points based on a percentage of your PV for each ER order. The percentage you receive depends on how many months you have consecutively placed ER orders. There is no limit to the number of points you can earn in a month.

- 1-3 consecutive months: 10% of each ER order PV
- 4-24 consecutive months: 20% of each ER order PV
- 25 or more consecutive months: 25% of each ER order PV

### I have ER Not For Resale (NFR) purchases; can I still earn ER points?

Yes, ER members must still maintain the 50 PV minimum purchase in one order from NFR to earn ER points. Purchases cannot be combined between NFR and On-the-Ground (OTG) orders.

### How do I earn ER points while having access to both NFR ER and OTG ER accounts?

You can earn ER points if you purchase a minimum of 50 PV on either NFR ER or OTG ER. However, purchases between NFR ER and OTG ER order cannot be combined.

*Example: If you purchased a 50 PV NFR ER order in June and purchased a 50 PV OTG ER in July, this will count as 2 qualified ER months.*



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

### What products are redeemable with Essential Rewards points?

Any product with purple flag next to the PV value in the standard order screen can be redeemed with ER points. Please note that not all products are redeemable and is subject to availability.

### Can I buy NFR products using my points?

Yes. You can use your points to redeem either NFR or OTG products.

### How do I redeem my reward points?

You may redeem your ER points by going to the ESSENTIAL REWARDS page in your Virtual Office, go to the “Rewards Points” tab, then click on “Shop to Redeem Points Now” button. Kindly contact Member Services if you need further assistance. If you need help in redeeming your points with NFR products, kindly reach out to NFR Live Help Support.

### How many points can I redeem each month?

You can redeem up to 375 points each month against OTG or NFR products.

### Do ER point orders count toward my consecutive month ER orders?

No. Points redemption order is processed separately as Rewards Order, does not have any PV, and does not count towards your monthly ER.



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

### If I cancel my enrollment in ER, do I lose my points?

If you choose to cancel your enrollment in the ER program, you forfeit all your unused ER points. You may cancel your ER account using the cancellation button in the Virtual Office, or by contacting MS. Your monthly participation in the ER program, if resumed, will accumulate points again at the 10% level.

### Do I retain points earned for returned products?

No. You forfeit any previously earned points on returned products.

### How soon can I redeem points that I earn?

If ER points are credited and can be seen in your Virtual office, you can use it to redeem products. You can start redeeming points after your first ER order\*.

*\*Provided there is an ER order placed within the last 30 days.*

### When redeeming ER points, do I go by the amount or the PV?

When redeeming points, use the PV amount rather than the value. For example, if you have 50 points, you can redeem them for any product with a PV value up to 50 points. ER points can only be redeemed against the full PV values. Not all products are eligible, and items purchased with ER points are not returnable.

### Do my points expire?

Yes. Unused points expire on a 12-month rolling basis, meaning they expire 12 months from when they were earned. You can monitor your points expiration via your Rewards Points page in your VO prior to every 15th of the month.



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

### Is a grace month still offered?

Members will not be able to select this option online and must call and request it through MS, prior to their processing date. If a member misses two or more ER orders within a rolling 12 months, the loyalty gift qualification will reset. Any previously earned loyalty gifts will not be available upon re-qualification. The members will also begin accumulating points again at the 10% level.

### OTHERS

#### What is the PV Assistant?

PV Assistant allows members to pre-select products that can be added to their ER orders in case any of their items become unavailable to help maintain their monthly target PV goal.

#### How does a PV Assistant work?

You may activate PV Assistant by going to the ESSENTIAL REWARDS page in your Virtual Office, then set your monthly target PV by clicking on the “Edit PV Goal” link. Choose your preferred products and set the product priority.



## ESSENTIAL REWARDS YOUNG LIVING PHILIPPINES

### Why is it important to have the PV Assistant set up for ER?

PV Assistant is an invaluable tool to ensure your ER order never falls below your chosen PV goal. There are times when an item or items included in your monthly ER order may be out of stock or unavailable.

ER orders with out of stock or unavailable items on them will automatically have those items removed to continue the order processing. Note that the PV of that order will drop. With PV Assistant, an item from your wish list would automatically be added to ensure your PV goal is met on every order.

If your ER order drops below your target PV or does not process for two or more months within a year, all progress toward gift qualifications or increased percentage for ER point accumulation will restart from the beginning. Any previously earned loyalty gifts will not be available upon requalification.

### What happens if the items on my ER template go out of stock?

ER orders will continue processing and remove any out-of-stock items, which will lower the PV total on the order. Therefore, we encourage the use of a PV Assistant to ensure PV goals are met. What will happen if my ER account goes inactive? When you skip your monthly orders or have unsettled failed payments on your ER order for 3 or more consecutive months, the system will automatically cancel your ER subscription without prior notification, and any unused rewards points will be forfeited. If you choose to reactivate your ER, you will reset to month 1 of ER status and restart earning points at 10% level.



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For more additional questions and clarifications, please contact  
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