

Reclassification FAQ

Q. What is the criteria for being part of the customer group?

A. Members who have not done one of these things from June 1, 2020–July 12, 2021 at 11:30 p.m.,* will be known as customers:

- Enrolled someone with Young Living
- Earned a check from Young Living
- Achieved the rank of Star or higher
- Purchased a business tool from Young Living

Q. How can a member on my team stay in the brand partner (business builder) group instead of being moved into the customer group?

A. If they are on track to be reclassified as a customer and want to be in the brand partner group instead, they need to complete one or more of the following steps by 11:30 p.m., MT, on Monday, July 12, 2021*:

- Enroll someone with Young Living
- Earn a check from Young Living
- Achieve the rank of Star or higher
- Purchase a business tool from Young Living

Should they decide after the official reclassification day* that they want to be a brand partner, they must purchase a Business Essentials Kit and sign a new Brand Partner Agreement. They can contact Member Services at custserv@youngliving.com for any questions.

Q. How can a member on my team move from the brand partner (business builder) group to the customer group?

A. If they are reclassified as a brand partner and want to be a customer instead, they can contact Member Services at custserv@youngliving.com after reclassification* for assistance.

Q. Will I be charged a fee if my account status changes to brand partner?

A. There will be no fee associated with the reclassification process.

Q. For the “earned a check from Young Living” criteria, does that include those members who have earned \$25 or less that was paid out in account credit?

A. Yes, that criteria includes those members.

**Reclassification day will occur during the week of July 12, 2021. Both brand partners and customers will be notified of this via email on that day.*

Q. What is the definition of an inactive brand partner?

A. An inactive brand partner is someone who has not completed any of the following from June 1, 2020–July 12, 2021 at 11:30 p.m., MT* with Young Living:

- Enrolled someone with Young Living
- Earned a check from Young Living
- Achieved the rank of Star or higher
- Purchased a business tool from Young Living

Q. What happens if a brand partner is converted to a customer?

A. When a brand partner converts to a customer either voluntarily or involuntarily, they will remain in their current position in the organization. Their existing team will roll up to their current sponsor. They will lose all rights to their current team. If they wish to convert to a brand partner again, they will need to purchase a Business Essentials Kit as well as agree to the Brand Partner Agreement.

Q. What happens to their downline when that customer becomes a brand partner again?

A. They will lose their downline when they are converted to a customer; however, should they acquire new team members after converting to a customer, those new team members only will be their downline when they become a brand partner again.

Q. What happens when a brand partner becomes reclassified as a customer?

A. Brand partners who have not met any of the four criteria below by the day before July 12, 2021 at 11:30 p.m., MT*, will become a customer in the system automatically.

- Enrolled someone with Young Living
- Earned a check from Young Living
- Achieved the rank of Star or higher
- Purchased a business tool from Young Living

They will then no longer have access to the Virtual Office. Reclassification of inactive brand partners who do not meet this criteria will occur each month as an ongoing process.

Q. How will I know if I or someone on my team will be part of the ongoing reclassification?

A. If you are a brand partner and do not complete any of the four criteria below within a 12-month period, you will be automatically reclassified as a customer on or by 15th (on a business day) of the month:

- Enroll someone with Young Living
- Earn a check from Young Living
- Achieve the rank of Star or higher
- Purchase a business tool from Young Living

The person being reclassified will receive a 30-day notice of this upcoming change. These customers will no longer have access to the Virtual Office.

**Reclassification day will occur during the week of July 12, 2021. Both brand partners and customers will be notified of this via email on that day.*

Q. When will the reclassification occur each month?

A. The ongoing reclassification will occur each month on or by the 15th.

Q. What will the experience look like for members in my downline who've been moved into the customer group?

A. Instead of accessing their Virtual Office (VO), all shopping resources for reclassified customers are in My Account, which is simpler and easier to navigate. They will be logged in automatically when they go to the new site to shop for the first time. Should they decide to become a brand partner, they will have immediate access to the VO, which looks the same as it does today.

Q. As a brand partner, how will this affect my OGV?

A. This reclassification will not affect your OGV, as there is no impact on the tree structure. All PV from customers in your downline will still roll up into your OGV as it does today. You will be able to view all of this in the VO.

Q. Does the purchase of a Business Essentials Kit qualify me for a Starter Bundle Bonus?

A. No. The Business Essentials Kit does not count as a starter bundle and is simply a requirement for new Young Living brand partners.

Q. Will members who have been moved into the customer group still appear in my Downline Viewer?

A. Yes, there will be a member column where you can differentiate between brand partners and customers in your downline.

Q. What happens when a customer in my downline becomes a brand partner?

A. That customer will now appear in your downline as a brand partner instead of a customer. We are working on a feature that will alert you in the VO when a customer becomes a brand partner. Until that feature is live, brand partners will be able to run a report in the VO to see all customers who have become brand partners.

Q. Will I have to sign any new documents?

A. As a brand partner, the most recent agreement in your Virtual Office will supersede any prior member agreements. For customers, the Member Agreement they signed when they joined Young Living will no longer be operative and will not be necessary for them to purchase product on the shopping platform. Their use of our website will be governed by the Terms of Service.

Q. Can I change my new brand partner's sponsor?

A. Customers and brand partners have 30 days from enrollment to request a free sponsor/enroller change. If a customer becomes a brand partner, they will not have a new 30-day window to request a free sponsor/enroller change. Newly enrolled customers and brand partners are allowed one free sponsor/enroller change within the first 30 calendar days of enrollment. Sponsor/enroller change requests can be made directly over the phone if within the first five calendar days of enrollment. After five calendar days, but within 30 days, the request must be submitted in writing via mail, email, fax, or other method or form required by Young Living.

Requests submitted via email should be sent to resolutions@youngliving.com. The email or form must come directly from the new YL individual or the new YL individual's enroller and must be sent from the email address on file with Young Living. Requests cannot be submitted by another YL individual, even in the form of a forwarded email.

Q. How can I ensure that my referrals get into my organization?

A. We believe that sharing is the key to our success as a company, and proper attribution matters. There are three ways we're making sure that your referrals end up in your organization:

1. We've included a place for customers to add a referral ID at checkout.
2. We've built in referral links. If you send a potential customer a link and they use it to make a purchase, that customer will be linked to you even without adding your referral ID.

Note: The referral link is tied to your member ID, but in the rare occasion that a customer clicks on another member's referral link before finalizing their purchase, their purchase will be linked to the other member.

3. We'll be adding a unique search tool for finding a sponsor within a few months. The tool includes name, referral ID, and state. This tool will make it easy for a referee to locate their sponsor.

Q. If a customer refers someone, do they have a downline (team)?

A. Yes, but they will not have access to that downline until they become a brand partner. You, as the brand partner, will earn commissions as if you were the first-level sponsor. If the customer becomes a brand partner, they will become the first-level sponsor and you will be the upline (support team).

Q. If that customer becomes a brand partner, how does this affect me?

A. The customer who becomes a brand partner is now the first-level sponsor and can view their downline in the VO. You now have a new brand partner in your organization! You become the upline (support team) and will earn commissions in accordance with the U.S. Compensation Plan.

Q. What if I have international customers or brand partners on my team? Will they still appear in my downline?

A. Yes. They will still appear in your downline.

Q. What about international brand partners who sign up U.S. customers and brand partners? How are they affected?

A. Because there is no impact to the tree structure, all U.S. customers and brand partners will still appear in the downline viewer. They will appear differently only if that market currently has more than one member type.

Q. What does reclassification mean for current Young Living members?

A. Reclassification means that any current Young Living member who does not meet the criteria of brand partner will be reclassified as a customer.

Q. Will reclassified customers still shop in the Virtual Office?

A. No. All reclassified customers and brand partners will use the new shopping site for everything from account management to subscription management.

Q. Will Young Living be moving to a direct-to-consumer model?

A. No. We will not compete with our brand partners by trying to sell to or bring in customers.

Q. If a reclassified customer decides they want to become a brand partner, will they need to update their original sponsor or enroller status?

A. No, since that member was already enrolled, they are already tied to someone's team (downline). It is simply a membership update.

Q. What if I want to add or change the person who referred me (my sponsor)?

A. To add or change your sponsor, please call Member Services. You will not be able to make this change online. The rules of changing sponsors are exactly the same as they are today.

Q. Will there be an opportunity for brand-new customers to specify their sponsor when making their first purchase?

A. Yes. There will be a place to enter the Member ID or search for a brand partner in the drop-down during the checkout process.

Q. Can a customer have a team (previously known as a downline)?

A. Technically, yes. If a customer refers other customers, they will have an invisible team under them. Should they choose to become a brand partner, their team will stay with them.