

2021 U.S. Business Updates FAQ

Please make note of the impacted region or market for each update.

Q. What announcements and upcoming changes are included in the 2021 U.S. Business Updates FAQ?

A. Below is a snapshot of the changes, including which markets are affected and when the expected launch will happen.

CURRENT PROGRAM	WHAT'S CHANGING	ANNOUNCED ON	IMPACTED REGION	EXPECTED LAUNCH
1 ER Bonus (\$15)	ER Bonus Retired	March 25	Global	May 1
2 Maintenance Fee	Business Support Fee (\$10 max)	March 25	Global	May 1
3 Fast Start Bonus	Earned Only on New Customers	March 25	U.S. first, other markets with new shopping platform	July 1
4 Retail Earnings	Retail Earnings Retired	March 25	U.S. first, other markets with new shopping platform	July 1
5 Return Policy	100% Return & Refund Policy for Brand Partners	March 25	U.S.	July 1
6 100 PV Requirement	Introducing Customer Volume (CV)	March 25	U.S. first, other markets with new shopping platform	August 1
7 Starter Kit Bonus (\$25)	Starter Kit Bonus Retired	March 25	U.S. first, other markets with new shopping platform	August 1

Global Updates

ER Bonus

Q. Why was the ER Bonus retired?

A. The ER Bonus was developed to help increase new member participation in the Essential Rewards program. After reviewing two years of bonus data, we found that it didn't provide the kind of boost for our business builders that we expected, which was also reflected in the low monthly payout to members. We'll be reinvesting these resources back into developing even better tools and experiences for our brand partners and customers.

Q. When did the removal of the ER Bonus take effect?

A. In the U.S. and most markets, this change was effective on May 1, 2021.

Q. When was the removal of the ER Bonus announced?

A. The removal of the ER Bonus was announced on March 25 in all global Young Living markets.

Commission Maintenance Fee Change

Q. What are the changes to the commission maintenance fee?

A. The monthly commission maintenance fee was changed to the business support fee, which will vary based on the amount of your monthly commission earnings:

MONTHLY COMMISSION	\$10-49	\$50-99	\$100-499	\$500-999	\$1,000+
BUSINESS SUPPORT FEE	\$1	\$2	\$5	\$8	\$10



Q. Why did the commission maintenance fee change?

A. The commission maintenance fee was changed to better reflect the costs associated with providing ongoing improvements to our commission systems, business tools, and other areas of the business that directly support brand partners.

Q. When did the change to the commission maintenance fee take effect?

A. In the U.S. and most markets, this change was effective on May 1, 2021.

Q. When was the change to the commission maintenance fee announced?

A. The change to the commission maintenance fee was announced on March 25 in all global Young Living markets.

United States Updates

Fast Start Bonus

Q. How is the Fast Start Bonus changing?

A. Qualified U.S. brand partners will now earn the 25 percent Fast Start Bonus on all personally enrolled U.S. customers. The Fast Start Bonus will not be paid when a U.S. brand partner enrolls another U.S. brand partner. If enrolling a U.S. brand partner, you will be paid full unilevel commissions on the newly enrolled U.S. brand partner's volume instead of the Fast Start Bonus.

Q. How will the Fast Start Bonus be affected if a U.S. customer becomes a brand partner?

A. If a U.S. customer becomes a brand partner during their first commission period (enrollment month), the Fast Start Bonus will not be paid and the unilevel commissions will be paid out on the brand partner's full personal volume instead. If a U.S. customer becomes a brand partner within the second or third month of initial enrollment, the Fast Start Bonus will continue to pay out until the end of the three-month qualifying period.

Q. If my customer becomes a brand partner on the first day of the second month, will my commissions from the first month be affected or altered?

A. No, the commissions from month one should not be affected. Commission Services has safeguards in place that will prevent this from happening.

Q. How will the Fast Start Bonus be paid if a U.S. brand partner enrolls an international wholesale member?

A. Qualified U.S. brand partners will earn the 25 percent Fast Start Bonus on all personally enrolled international wholesale members.

Q. How will the Fast Start Bonus be paid if an international wholesale member enrolls a U.S. customer or brand partner?

A. Qualified international wholesale members will earn the 25 percent Fast Start Bonus on all personally enrolled U.S. customers and brand partners.

Q. Does the Fast Start Bonus still have the 10 percent second-level bonus?

A. Yes. Brand partners will earn the 10 percent bonus if a personally enrolled brand partner or customer enrolls a customer.

Q. What is the requirement for a brand partner to qualify to earn the Fast Start Bonus?

A. A brand partner must have 50 PV in the applicable commission period to qualify for Fast Start Bonus payout. As of



August 1, 2021, a U.S. brand partner must have 100 CV or PV, depending on rank, in the applicable commission period to qualify for Fast Start Bonus payout.

Q. When the Fast Start Bonus is paid, will the customer's PV be reduced for other payouts?

A. Yes. As always, anytime the Fast Start Bonus is paid, the customer's PV will be reduced by 70 percent for purposes of calculating all other commissionable payouts on the same PV.

Q. Does the change to the Fast Start Bonus apply to all global markets including NFR?

A. No, not at this time as the reclassification of members is only happening in the U.S. Business builders outside of the U.S. will continue to follow the Global Compensation Plan which includes the former version of the Fast Start Bonus.

Q. When will the change to the Fast Start Bonus take effect?

A. In the U.S., this change will take effect on July 1. This change will happen in other markets when the new shopping platform launches (exact dates to be determined).

Q. When was the change to the Fast Start Bonus announced for the U.S. market?

A. The change to the Fast Start Bonus was announced for the U.S. market on March 25.

Retail Earnings (Differential)

Q. Why are retail earnings (differential) going away?

A. Retail earnings are going away since the Fast Start Bonus can now be paid on new customers, something possible only with the reclassification of customers and brand partners. Brand partners will now earn a Fast Start Bonus on newly enrolled customers, in addition to unilevel and generation commissions.

Q. Does the removal of retail earnings (differential) apply to all global markets including NFR?

A. No, not at this time as the reclassification of members is only happening in the U.S. Business builders outside of the U.S. will continue to follow the Global Compensation Plan which still includes retail earnings.

Q. When will the removal of retail earnings (differential) take effect?

A. In the U.S., this change will take effect on July 1. This change will happen in other markets when the new shopping platform is launched (exact dates to be determined).

Q. When was the removal of retail earnings (differential) announced for the U.S. market?

A. The removal of retail earnings (differential) was announced for the U.S. market on March 25.

Brand Partner Return Policy

Q. How is the return & refund policy changing?

A. The return policy in the U.S. is changing for brand partners. The guidelines are as follows:



- As of July 1, this policy will provide a 100 percent refund and prepaid shipping on brand partner returns of unopened product purchased by brand partners in the last 12 months.
- Also as of July 1, the policy will provide a full-price product credit on opened products purchased by brand partners in the last 90 days.
- Returns, refunds, etc., may still impact commissions earned, per the existing policy.

Q. Why is the return & refund policy changing?

A. This change will help increase brand partner confidence in Young Living and offer greater flexibility should they need to return something.

Q. When will the change to the return & refund policy take effect?

A. This change will take effect on July 1 and will apply to U.S. brand partners only.

Q. When was the change to the return & refund policy announced for the U.S. market?

A. The change to the return & refund policy was announced for the U.S. market on March 25.

Customer Volume (CV)

Q. What is customer volume (CV)?

A. Below you will find an explanation of the new customer volume and the corresponding rank requirements:

Customer volume (CV): U.S. brand partner ranks Associate, Star, Sr. Star, and Executive will have a 100 CV requirement for rank and commission qualification. Customer volume can come from frontline (sponsored) customers or from a brand partner’s personal purchases (PV) in any combination that equals at least 100.

Q. Which ranks will have a CV requirement?

A. In the U.S., ranks up to and including Executive will have a 100 CV requirement for rank and commission qualification. Customer volume can come from frontline (sponsored) customers or from a brand partner’s personal purchases (PV) in any combination.

Q. What is the minimum amount of CV or PV a brand partner must have to qualify for commissions and bonuses?

A. A U.S. brand partner must have a minimum of 100 CV or PV, depending on rank, to qualify for commissions and bonuses. The 50 PV minimum requirement for bonuses has been removed. This was changed to simplify our Compensation Plan.

Q. How will customer volume affect leg requirements for qualifying legs?

A. With the introduction of customer volume, we have redefined how qualifying legs are determined. For any leg to qualify, the top of that leg must be a brand partner that meets the CV or PV requirement applicable to their rank.

The definitions for qualifying brand partner, qualifying leg, and leg OGV are:

Qualifying brand partner: A brand partner who meets the applicable CV or PV qualifications required to earn commissions at his or her rank during the commission period.

Qualifying leg: To be a qualifying leg, the top of the leg must be a qualifying brand partner during the applicable commission period. If a brand partner at the top of a leg is not a qualifying brand partner during the applicable commission period, the qualifying legs under him or her will function as the top of a leg. To determine leg qualification, the OGV of each potential leg is taken into account from greatest OGV to least OGV.



Leg OGV: The collective PV of all YL individuals in a qualifying leg.

Q. What if the top of the leg is a member in a country that has not yet launched customer volume?

A. The member at the top of the leg must be a qualifying team member. If CV has not yet launched in the member's country, the member at the top of the leg must meet the 100 PV requirement applicable to their rank to be a qualifying leg.

Q. Does this change affect other areas of business?

A. In bonus programs like Bridge to Gold or Silver Bound, when additional legs are required for bonus or reward qualification, the additional legs must satisfy the requirements for qualifying legs as defined in the brand partner's local market.

Q. How can I set my team up for success with the customer volume change?

A. The best way to set your team up for success is to ensure that each brand partner on your team has frontline customers who collectively purchase at least 100 PV monthly. If they have more than one customer consistently purchasing at least 100 PV each month, even better. As CV is a combination of PV from frontline customers and PV from the personal purchases, brand partners from Associate through Executive rank can make personal purchases, either for personal consumption or resale, to supplement their monthly CV as needed. Brand partners of Silver rank and above will continue to have the minimum 100 PV requirement to meet their rank requirements.

Q. Will CV affect how unilevel compression is calculated?

A. Yes, we are in the process of determining the best way to redefine unilevel compression. We will provide an update as soon as possible.

Q. When will the customer volume change take effect?

A. In the U.S., this change will take effect on August 1. Other markets will introduce customer volume as they move to the new shopping platform and reclassify members to brand partners and customers (exact dates to be determined).

Q. When was customer volume and the corresponding rank and leg requirements announced for the U.S. market?

A. Customer volume and the corresponding rank and leg requirements were announced for the U.S. market on March 25.

Starter Kit Bonus

Q. Why is the Starter Kit Bonus going away?

A. This bonus is being removed to strengthen our focus on getting products into more homes in addition to brand partner enrollment. We'll offer additional starter bundle options and the ability to customize the initial 100 PV purchase, making it easier for customers to become brand partners.

Q. Are starter kits going away also?

A. In the U.S., starter kits will continue to evolve into more targeted, curated collections called Starter Bundles (formerly known as Starter Kits). This will be an evolution as we create new bundles that provide customized solutions for those who want it. For the time being, the only change you'll notice is the name, Starter Bundle as we build out more targeted bundles for you to introduce others to Young Living products.



Q. When will the removal of the Starter Kit Bonus take effect?

A. In the U.S., this change will take effect on August 1. This change will happen in other markets when the new shopping platform launches (exact dates to be determined).

Q. When was the removal of the Starter Kit Bonus announced for the U.S. market?

A. The removal of the Starter Kit Bonus was announced for the U.S. market on March 25.