



May 13, 2015

Dear Young Living Members:

As the Founder and CEO of Young Living, I feel compelled to express my feelings and those of my executive team on a very important matter. We have had tremendous growth over the last couple of years, which is a result of great products, a great compensation plan, and you, our wonderful members. We all feel excited about our powerful message of wellness, purpose, and abundance; and we want to share that excitement and message with everyone.

However, in our enthusiasm, we can sometimes forget where we fit in the world of natural health. As we grow, it is critical to keep track of everything that everyone is saying about and doing with our products. For this reason, and in order to achieve my vision of taking our amazing products into every home, we all need to do our part to ensure compliance with applicable laws and regulations, such as the regulations issued and enforced by the U.S. Food and Drug Administration (the FDA). Please make sure that you and your organizations are only using materials that are in compliance with the guidance set forth by Young Living's Legal and Compliance departments.

For example, some members become so excited to share the benefits of essential oils that they want to create their own products using Young Living products as an ingredient or Young Living's name on the labels of such products. They then make their own claims about these products. We cannot allow this to continue. If you have your own product(s) on the market that use Young Living products or labels, you must (1) Discontinue these products immediately or (2) Remove all references to Young Living ingredients or labels. If this behavior doesn't stop, Young Living's Legal and Compliance departments will be forced to educate, warn, and eventually terminate your account. Strong as it may seem, this action is required for the protection of all of our Young Living family.

Similarly, these rules apply to product claims that either directly or indirectly imply that Young Living products may be effective in diagnosing, treating, curing, or preventing a disease or abnormal function of an animal or human body ("disease claims"). As we have consistently stated, we are not about disease claims. We don't talk about disease, and we don't treat and cure disease. We are about lifestyle and strengthening the body through nutrition and the power of essential oils. When we do this, the body will take care of itself. We are about self-improvement and living life to the fullest. Everyone is different and no two products are the same; therefore, no two people respond to our products the exact same way. By simply supporting and strengthening the body with a healthy lifestyle and proper nutrition, everyone can have his or her own individual experience without trying to narrow it down to a specific product for a specific problem.

We have millions of members and customers worldwide; and as a result, we request your assistance in teaching and complying with these important rules. Therefore, I am asking all of you, and especially our Diamonds, to monitor your own behavior, as well as that of your organization, and report any misconduct to Young Living's Legal and Compliance departments at Conduct@YoungLiving.com. Any report you submit regarding misconduct will be kept strictly confidential.



In order to preserve a bright future for ourselves and our children, and to be able to enjoy the wonderful products that we all love, we must be compliant with all laws and abide by the Young Living Policies and Procedures. Importantly, as it relates to disease claims, Section 5.3.1 states:

You are prohibited from making inaccurate and impermissible claims about any of Young Living’s products. In particular, you must not make any claim that Young Living’s products are intended for use in the diagnosis, cure, mitigation, treatment, or prevention of disease. You must also avoid making any statements and claims that are false or misleading concerning Young Living’s products or compensation plans. You must comply with all laws, both state and federal, regarding any statements made.

You also must not diagnose any disease or disease condition or prescribe any Young Living product unless you are a licensed medical professional authorized to do so. Anyone improperly diagnosing or prescribing Young Living’s products may jeopardize the future of Young Living and all of its members and may therefore have his/her sales organization terminated.

Young Living takes the violation of this policy very seriously and has partnered with a third-party software service to report all incidences of disease claims that are not aligned with Young Living’s Policies and Procedures and federal regulations. As mentioned above, we will take disciplinary action that includes suspension of your account and even termination of your account for violations.

No one is exempt, including me, and I expect our leaders to be teaching the proper way to present our products and to be actively watching for anyone who is in violation, knowingly or unknowingly. I am placing a responsibility on all Young Living members to diligently monitor their individual organizations for anyone in violation. Sometimes members say the wrong thing because they just don’t know what to say. Please continue to teach them.

If you write your own materials, you must ensure that such materials comply with all applicable rules. When in doubt about a particular rule, it is always safe to use the materials and wording provided by Young Living.

Young Living has an ongoing plan to continually produce information and materials to educate all members on how to share Young Living the right way. Some of these educational tools are found at the following URLs:

1. Sharing Young Living the Right Way—https://static.youngliving.com/en-US/PDFS/sharing_yl.pdf
2. Can and Can’t Videos
 - a. <https://www.youtube.com/watch?v=9GLGJVkEj1g>
 - b. <https://www.youtube.com/watch?v=XTxUOEh4amE>

Mary and I value all of our members and appreciate so much all those who work daily to bring Young Living’s quality products into homes worldwide. We must work together to protect each other and all Young Living businesses and customers, and we **MUST** sell our products in compliance with all laws and regulations.



We are so grateful for our wonderful, loyal members who continue to spread the joy of Mother Nature's gift of essential oils. Please train the members in your organization on how to share Young Living the **right way**, so we all can enjoy the benefits of Young Living products for a long, happy, and prosperous future.

Thank you!

A handwritten signature in black ink, appearing to read "D. Gary Young", written in a cursive style.

D. Gary Young,
Founder and CEO

