

Customer FAQ

Q. Why is Young Living reclassifying some members as customers?

A. We've been focusing our efforts on improving our members' shopping experience. As the industry leader, we know that a large number of our members simply want to shop our products rather than build a business. We are moving these members into our customer group so we can provide them with the right shopping resources for their needs. That's why instead of referring to everyone who shops with us as a member, we're identifying customers and brand partners.

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

A. Members who have done one of these four things from April 1, 2020, up until May 10, 2021, will be known as brand partners:

- 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 is the criteria for being part of the customer group?

A. Members who have never done one of these four things or have done any of these things but did them *prior* to April 1, 2020, 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 I stay in the brand partner (business builder) group instead of being moved into the customer group?

A. If you are on track to be reclassified as a customer and want to be in the brand partner group instead, you need to complete one or more of the following steps by 11:59 p.m., MT, on May 10:

- 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 you decide after the reclassification on May 11 that you want to be a brand partner, you must purchase a Business Essentials Kit and sign a new Brand Partner Agreement. You can contact Customer Service at custserv@youngliving.com for any questions on this.

Q. What will my shopping experience look like as a reclassified customer?

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

Q. If I refer someone, will I have a downline (team)?

A. Yes, but you will not have access to that downline until you become a brand partner. If you become a brand partner, you will become the first-level sponsor, and the brand partner who enrolled you will be the upline (support team).

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. As a reclassified customer, will I 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. If I decide I want to become a brand partner, will I need to update my original sponsor or enroller status?

A. No, since you were already enrolled, you 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 Customer Service. 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. As a customer, can I have a team (previously known as a downline)?

A. Technically, yes. If you refer other customers, you will have an invisible team under you. Should you choose to become a brand partner, your team will stay with you.

Q. What is considered a business tool when it comes to reclassification?

A. The following products qualify as business tools, which members can purchase to become and remain a brand partner:

385002, Product Guide, 10 pk.
385065, 2016 Product Guide, 10 pk., HR
27373, Additional Downline Report Pages
5778, AgilEase Brochure, 25 pk.
25271, Atencion Quiropractica, 10 pk.
22215, Beauty and Body Care Pamphlet, 10 pk.
25269, Belleza Y Cuidado Personal, 10 pk.
3485, Booklet, Creating Abundance Essential Oil, 25 pk.
348511, Booklet, Creating Abundance, 25 pk.
34850104, Booklet, Creating Abundance, 25 pk. Spanish
5110, Booklet, Professional Accounts Introduction, 25 pk.
19072, Booklet, Thieves Cleaner, 25 pk.
349003, Booklet, Thieves, 25 pk.
349042, Booklet, Thieves, 25 pk. (CZ)
349040, Booklet, Thieves, 25 pk. (FI)
349006, Booklet, Thieves, 25 pk. (FR)
349021, Booklet, Thieves, 25 pk. (IT)
349057, Booklet, Thieves, 25 pk. (LT)
349014, Booklet, Thieves, 25 pk. (NL)
349039, Booklet, Thieves, 25 pk. (PL)
349058, Booklet, Thieves, 25 pk. (RO)

349060, Booklet, Thieves, 25 pk. (RU)
 349076, Booklet, Thieves, 25 pk. (TW)
 34900308, Booklet, Thieves, 25 pk. French (CA)
 349029, Booklet, Thieves, 25 pk., Chinese
 349032, Booklet, Thieves, 25 pk., Spanish
 24398, Booklet, Young Living Lifestyle, 10 pk.
 348510, Booklet, Creating Abundance, 25 pk., Deutsch
 348508, Booklet, Creating Abundance Essential Oil, 25 pk.
 34850804, Booklet, Creating Abundance Essential Oil, 25 pk.
 499302, Brochure, Compensation Plan, 4 pk.
 596502, Brochure, PDP Essential Oils Invitation, 10 pk.
 596802, Brochure, PDP Skin Care Invitation, 10 pk.
 349002, Brochure, Thieves, 25 pk.
 4626, Brochure, ART of Healthy, Radiant Skin, 25 pk.
 4388, Brochure, Back to Basics, Spanish, 25 pk.
 3908, Brochure, Restore Your Core, 25 pk.
 4775, Brochure, S.E.E.D. Sharing For Success, 10 pk.
 35191, Business Essentials Kit
 782005, Business Manual, 10 pk.
 385003, Canada Product Guide, 10 pk.
 22216, Chiropractor Pamphlet, 10 pk.
 36005, Clean Living Magazine, 5 pk.
 472008, Compensation Plan Leaflet
 472021, Compensation Plan Leaflet, 25 pk. (IT)
 472039, Compensation Plan Leaflet, 25 pk. (PL)
 472076, Compensation Plan Leaflet, 25 pk. (TW)
 472076D, Compensation Plan Leaflet, 25 pk. (TW) *Discount*
 472076P, Compensation Plan Leaflet, 25 pk. (TW) *Promo*
 472029, Compensation Plan Leaflet, Chinese, 25 pk.
 472010, Compensation Plan Leaflet, German
 472032, Compensation Plan Leaflet, Spanish
 472013, Compensation Plan Leaflet, Swedish
 4720, Compensation Plan Trifold Flyer, 25 pk.
 472042, Compensation Plan Trifold Flyer, 25 pk. (CZ)
 472040, Compensation Plan Trifold Flyer, 25 pk. (FI)
 472006, Compensation Plan Trifold Flyer, 25 pk. (FR)
 472057, Compensation Plan Trifold Flyer, 25 pk. (LT)
 472014, Compensation Plan Trifold Flyer, 25 pk. (NL)
 472058, Compensation Plan Trifold Flyer, 25 pk. (RO)
 472060, Compensation Plan Trifold Flyer, 25 pk. (RU)
 25265, Cuentas Profesionales, 10 pk.
 386413, Distributor Agreement, 25 pk.
 386432, Distributor Agreement, 25 pk.
 386408, Distributor Agreement, 25 pk. English
 3864, Distributor Agreement, 25 pk.
 21667, Distributor Agreement, 10 pk. (TW)
 386410, Distributor Agreement, 25 pk.
 200817, Distributor Agreement (MX)
 348111, Distributor Agreement, 25 pk.
 3481, Distributor Application, 25 pk. (Spanish)
 386402, Document, Application Forms, 4 pk.
 9066, Downline Report, Minimum 10-Page Charge
 27372, Downline Report, Minimum 10-Page Charge

5779, Einkorn Granola Brochure, 25 pk.
 494002, Essential Oil Sample Packets, 5pk (Assortment)
 348311, Flyer, Team Performance Bonus, 25 pk.
 3486, Flyer, Compensation Plan Highlights, 25 pk.
 348611, Flyer, Compensation Plan Highlights, 10 pk.
 3009, Flyer, Start Living Enrollment, 25 pk.
 3483, Flyer, Team Performance Bonus, 25 pk.
 3854, Japanese Policies and Procedures
 4093, MyYL Website
 4095, MyYL Website
 409310, MyYL Website (AT)
 409302, MyYL Website (AUS)
 409303, MyYL Website (CA)
 409311, MyYL Website (MX)
 751105, New Compensation Plan Sheet
 5790, NingXia Zyng Brochure, 25 pk.
 3862, Order Form, 25 pk.
 386211, Order Form, 25 pk.
 1005, Order Form, 10 pk.
 5786, Pain-Relief Cream Brochure, 25 pk.
 25218, Partners In Wellness: Animal Care Pamphlet, 10 pk.
 26004, Partners In Wellness: Hospitality Pamphlet, 10 pk.
 733705, Policies and Procedures, 10 pk.
 733705D, Policies and Procedures, 10 pk. *Discount*
 3480, Policies and Procedures Manual, 25 pk. (Spanish)
 385502, Policies and Procedures
 733505, Policies and Procedures
 3855, Policies and Procedures
 733505d, Policies and Procedures *Discount*
 24314, Policies and Procedures, Single (NZ)
 385502P, Policies and Procedures *Promo*
 733505p, Policies and Procedures (JP) **Promo**
 385511, Policies and Procedures Manual
 385510, Policies and Procedures Manual (AT)
 385513, Policies and Procedures Manual (SE)
 385508, Policies and Procedures Manual (UK)
 5781, PowerGize Brochure, 25 pk.
 386311, Price List, 10 pk.
 56460229, Product Guide, 100 pk., Chinese (AUS)
 564602, Product Guide, 100 pk. (AUS)
 3850, Product Guide, 10 pk.
 38500229D, Product Guide, 10 pk. Chinese (AUS) *Discount*
 385042, Product Guide, 10 pk. (CZ) Czech
 385010, Product Guide, 10 pk. (DE)
 385061, Product Guide, 10 pk. (EC)
 385008, Product Guide, 10 pk. (EN)
 385032, Product Guide, 10 pk. (ES)
 385060, Product Guide, 10 pk. (EU) Russian
 385006, Product Guide, 10 pk. (FR)
 385028, Product Guide, 10 pk. (HU)
 385021, Product Guide, 10 pk. (IT)
 385005, Product Guide, 10 pk. (JP)
 385005D, Product Guide, 10 pk. (JP) *Discount*

385069, Product Guide, 10 pk. (KR)
 385057, Product Guide, 10 pk. (LT)
 385014, Product Guide, 10 pk. (NL)
 385039, Product Guide, 10 pk. (PL)
 385058, Product Guide, 10 pk. (RO)
 385068, Product Guide, 10 pk. (SK)
 385076, Product Guide, 10 pk. (TW)
 385076D, Product Guide, 10 pk. (TW) *Discount*
 56450229, Product Guide, 50 pk. Chinese (AUS)
 564502, Product Guide, 50 pk. (AUS)
 515361, Product Guide, 5 pk. (EC)
 515317, Product Guide, 5 pk. (ID)
 385029, Product Guide, Chinese 10 pk.
 385629, Product Guide (HK) English/Chinese, 10 pk.
 4584, Product Price List, 10 pk.
 3863, Product Price List, 10 pk.
 200559, Sample Sachet Business Cards
 21840, Savvy Minerals Swatch Cards, 25 pk.
 477542, S.E.E.D. Sharing For Success Brochure, 10 pk. Czech
 477508, S.E.E.D. Sharing For Success Brochure, 10 pk. English
 973640, S.E.E.D. Sharing For Success Brochure, 10 pk. Finnish
 477510, S.E.E.D. Sharing For Success Brochure, 10 pk. German
 477532, S.E.E.D. Sharing For Success Brochure, 10 pk. Spanish
 477513, S.E.E.D. Sharing For Success Brochure, 10 pk. Swedish
 5787, Slique CitraSlim Brochure, 25 pk.
 5782, Slique Shake Brochure, 25 pk.
 386202, Standard Order Form, 10 pk.
 5788, Thieves Automatic Dishwasher Brochure, 25 pk.
 5789, Wolfberry Crisp Bars Brochure, 25 pk.
 24813, Working with Businesses Pamphlet, single
 22217, Yoga Studio Pamphlet, 10 pk.
 21861, Young Living DIY Kit