

FREQUENTLY ASKED QUESTIONS

Q. Who can participate in this promotion?

A. Any active Young Living member in good standing who qualifies can participate.

Q. How do I earn Help 5 incentives?

A. You can earn the Help 5 incentive by earning at least 5 points from the income-producing activities outlined in the Help 5 program, which are 1 point for a personal enrollment with a PSK purchase and/or 1 point for each personally enrolled member joining the Essential Rewards (ER) program.

Q. Can the incentive or prize be purchased?

A. No. All prizes must be earned by qualifying for Help 5.

Q. Where did the number 5 come from?

A. After looking over our member data, we discovered that our top performers and fastest growers were making a combination of five PSK enrollments and new ER enrollments on average consistently month after month.

Q. What if there are errors with my Help 5 qualification?

A. All Help 5 qualification issues must be reported to Leadership (leadership@youngliving.com) the last day of the qualifying month.

Q. After qualifying, what's next?

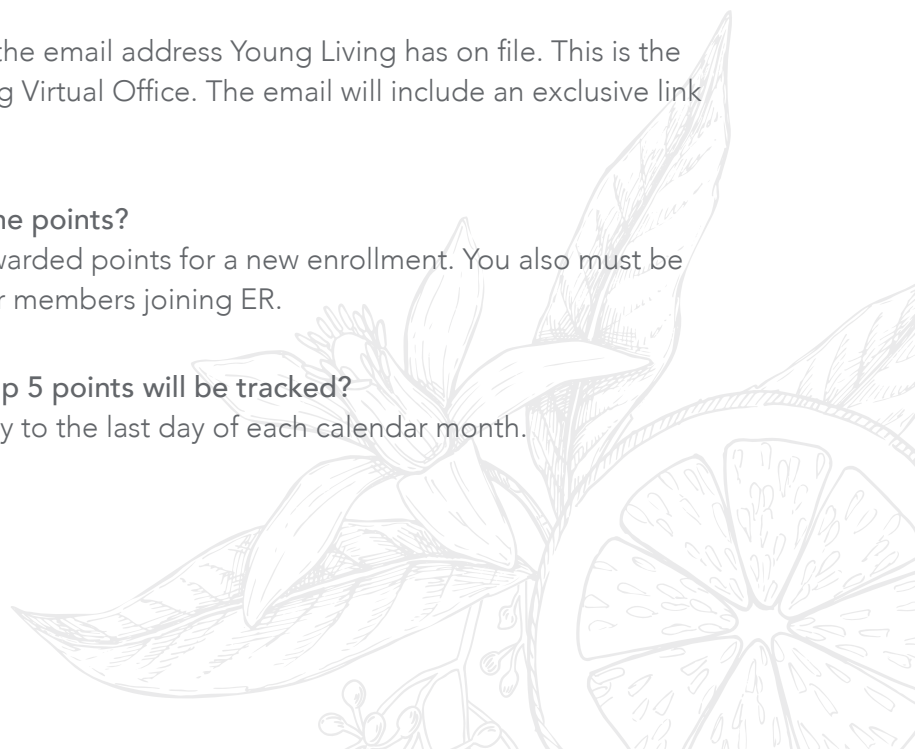
A. Qualifiers will be notified by email to the email address Young Living has on file. This is the email used to log in into the Young Living Virtual Office. The email will include an exclusive link needed to attend the event.

Q. Do I have to be the enroller to get the points?

A. Yes. You must be the enroller to be awarded points for a new enrollment. You also must be listed as the enroller to receive points for members joining ER.

Q. What are the dates during which Help 5 points will be tracked?

A. Points will be tracked from the first day to the last day of each calendar month.



FREQUENTLY ASKED QUESTIONS (CONT.)

Q. Do I get points if I enroll someone with a Basic Starter Kit, or does it have to be a Premium Starter Kit?

A. You will earn 1 point for enrolling a new member only if it is accompanied by a Premium Starter Kit purchase.

Q. To earn points for enrolling members in ER, does it have to be their first time enrolling in ER? What if they were enrolled in ER in the past?

A. Only first-time enrollment in the ER program with a confirmed first purchase will be awarded points.

Q. Can I gift my points to people on my team?

A. No. All points are non-transferable.

Q. Can I gift my reward to a team member (personal-development reward)?

A. No. All incentives are non-transferable.

Q. If I drop below 5 points for one month, do I start over?

A. Each month you will start over again. To reward consistency, the Help 5 goal is to reach 5 points each month.

Q. Where will I be able to see how many points I have?

A. Currently, there is no tracking system for you to view your points. You will need to keep your own tally.

