

FREQUENTLY ASKED QUESTIONS

Q. Who can participate in this promotion?

A. The promotion is open to active U.S. Young Living members who are in good standing with Young Living during the promotional period, are 18 years of age or older at the time of the incentive, and who have a primary billing address (listed on their member account) and proof of citizenship in the United States of America (each a “participant”). This promotion shall exclude all members in NFR markets and is void where prohibited. Active members are members who have purchased at least 50 PV from Young Living in the last 12 months and signed the Young Living Member Agreement.

**A reactivated member is an inactive Young Living member (in a terminated status) who the participant personally enrolls during the promotion period. Points will be awarded only for the purchase of one qualifying Premium Starter Kit per reactivated member during the promotional period.*

Q. How do I earn the Help 5 incentive?

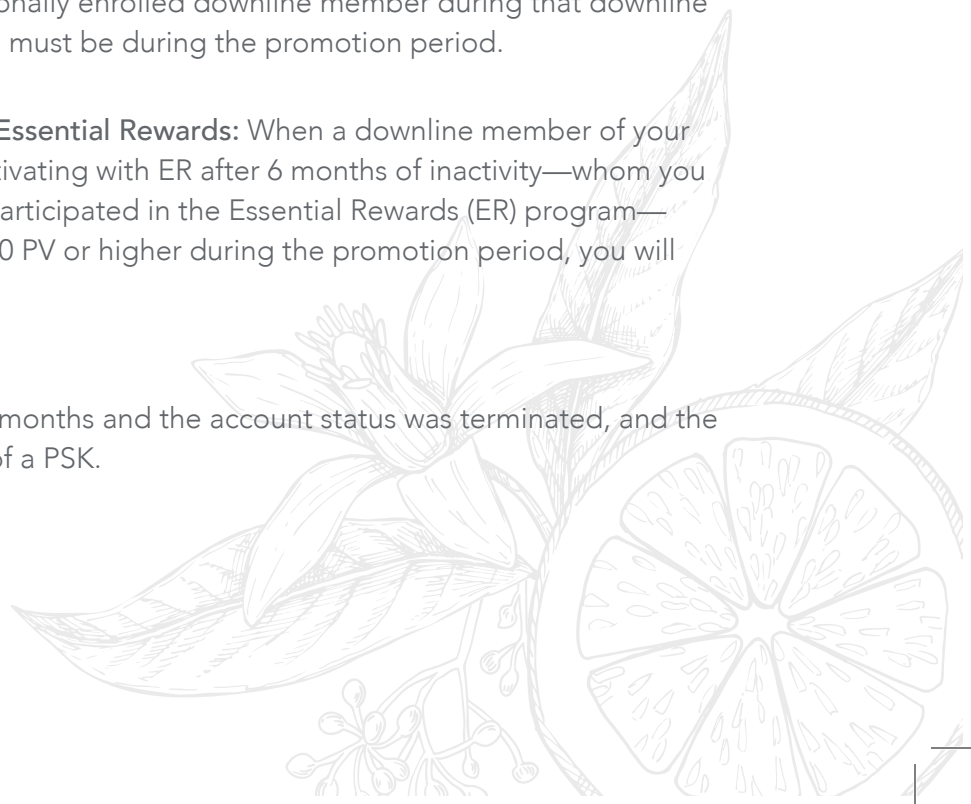
A. You can earn the Help 5 incentive by earning at least 5 points from the income-producing activities outlined below.

Personally enroll new members with a Premium Starter Kit: When a downline member personally enrolled or reactivated* by you during the promotion period purchases a qualifying Premium Starter Kit (PSK), you will earn 1 point. Points are not earned on any qualifying PSK purchases by members you did not personally enroll during the Promotion Period or who enrolled under Young Living’s Sponsor Placement Program. Points will be awarded only for the purchase of one qualifying PSK per personally enrolled downline member during that downline member’s first 30 days of enrollment and must be during the promotion period.

Personally enroll downline members in Essential Rewards: When a downline member of your team joining ER for the first time or reactivating with ER after 6 months of inactivity—whom you personally enrolled and who has never participated in the Essential Rewards (ER) program—enrolls in ER and places an ER order of 50 PV or higher during the promotion period, you will earn 1 point.

Q. Can I get a point for a reactivation?

A. Yes, if the account was inactive for 24 months and the account status was terminated, and the member re-activates with the purchase of a PSK.



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 promotions@youngliving.com by the last day of the qualifying month.

Q. After qualifying, what's next?

A. Qualifiers will be emailed in the month following the month they earned their incentive by the email Young Living has on file. This email will include information on how you will receive your Incentive. Make sure your address is up to date in the virtual office as most incentives will be mailed to you.

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?

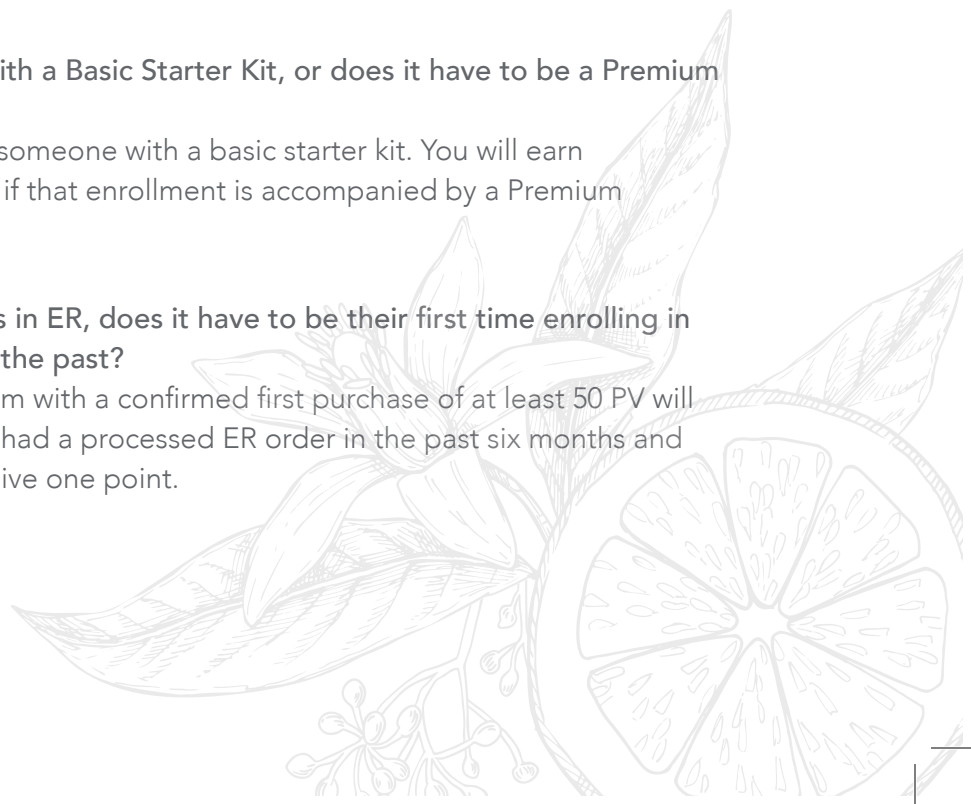
A. Points will be tracked from the first day to the last day of each calendar month.

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 not earn a point for enrolling someone with a basic starter kit. You will earn 1 point for enrolling a new member only if that enrollment 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. First-time enrollment in the ER program with a confirmed first purchase of at least 50 PV will be awarded points. If a member has not had a processed ER order in the past six months and reactivates their ER, the enroller will receive one point.



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.

Q. If I personally enroll a new member with a PSK and enroll the same member on ER with a minimum purchase of 50 PV, do I get 2 points?

A. Yes, you get 1 point for the enrollment with a PSK, and 1 point for enrollment with ER with a minimum 50 PV order.

