

Professional Accounts Program Update FAQ



On Friday, April 22, we will no longer accept applicants to the Professional Accounts program. For our existing Professional Accounts customers, nothing will change. We'll continue support them the way they have come to expect.

Q. Which Young Living markets are affected by the Professional Accounts program update?

A. The U.S., Canada, and Mexico markets are affected by the Professional Accounts program update.

Q. Which customer or rank types will be affected by the Professional Accounts program update?

A. New applicants for Professional Accounts will be impacted by this update. Young Living will no longer be accepting new Professional Accounts applicants. Those interested in using Young Living oils for their business are encouraged to enroll as a brand partner to purchase Young Living products at wholesale rates and resell at full retail.

Q. When will this update take effect?

A. Starting Friday, April 22, 2022, Young Living will no longer accept new applications for the Professional Accounts program.

Q. How will this update impact existing Professional Accounts?

A. There will be no change to existing Professional Accounts. Existing accounts will retain the same access and discounts to products that they have always enjoyed. There will be no change to how OGV is calculated for these accounts or their sponsors' accounts.

Q. How will this update affect sponsors of Professional Accounts?

A. There will be no change to existing Professional Accounts or their sponsors. Sponsors will continue to receive commissions from existing Professional Accounts orders as they always have.

Q. How will we communicate with Young Living about Professional Accounts?

A. The Professional Accounts Support team will remain active to support existing Professional Accounts. They can be contacted via email at professional@youngliving.com or by phone at 1.801.899.4575. The Professional Accounts Facebook pages will be deactivated. For Facebook communications, please refer to the primary Young Living Facebook page.

Q. How do I refer or enroll businesses in Young Living moving forward?

A. Those interested in using Young Living products for their business are encouraged to enroll as brand partners. Young Living will continue to consider strategic partnership opportunities that align with the mission and goals of Young Living and our brand partners. These will be evaluated on a case-by-case basis and available exclusively to brand partners ranked Diamond and above. See the Strategic Partnership Program overview on the next page to learn more.

STRATEGIC PARTNERSHIP PROGRAM

OVERVIEW

While most businesses can purchase from Young Living as brand partners, we recognize there are larger enterprise opportunities that may present themselves that would warrant a partnership with Young Living. The goal of these strategic partnerships is to move Young Living's mission of oils in every home forward by enhancing the Young Living brand and overall brand partner experience. Brand partners who meet specific criteria are eligible to refer large enterprise opportunities to participate in this program. If the strategic partnership is approved, the referring brand partner will receive referral payments on purchases made by the approved and qualified strategic partner.

STRATEGIC PARTNERSHIP QUALIFICATIONS

A current Young Living brand partner may refer organizations and businesses to be part of the Strategic Partnership Program. The referring brand partner must be a Diamond leader or higher. For the brand partner to qualify for referral payments, the purchasing entity (strategic partner) must maintain \$50,000 USD or more a year in product purchases.

REFERRING BRAND PARTNER RESPONSIBILITIES

The referring brand partner is responsible for filling out the strategic partnership application. Upon approval, Young Living will work with the brand partner to develop a productive working relationship.

STRATEGIC PARTNERSHIP APPROVAL PROCESS

Applying does not guarantee the approval of a strategic partner. Young Living reserves the right to review the submitted application and determine if the strategic partnership applicant aligns with Young Living's mission, enhances the Young Living brand, and elevates our brand partner experience.

DETAILS

If approved, the Young Living Business Development team and Professional Accounts team will work with the brand partner and strategic partner to come to a workable agreement.

- Strategic partners must purchase \$50,000 USD a year in product.
- Strategic partners cannot have a downline or earn commissions.
- Strategic partners cannot participate in Essential Rewards, Subscribe to Save, Silver Bound, or any other Young Living promotion.
- Strategic partners agree to adhere to Young Living's MAP pricing guidelines.
- Due to the complexities of enterprise relationships and the need for partnership-specific contracts, there is no set timeline for setting up a partnership. However, we will work as expeditiously as possible to move the relationship forward.

REFERRING BRAND PARTNER COMPENSATION

- A strategic partnership can be referred by a Young Living brand partner if they meet the specified qualifications outlined above.
- The referring brand partner of a strategic partner will receive an 8 percent commission on each qualified strategic partner purchase.
- There is no volume (OGV/PV) associated with Strategic Partnership accounts; these accounts are not placed in the tree.

TAX EXEMPTION REQUESTS

Tax exemption may be requested by submitting the required business documents to professional@youngliving.com.

If you have an opportunity that you'd like Young Living to consider and you are ranked Diamond or above, please contact the Professional Accounts team at professional@youngliving.com for more information.