

## New Member Types FAQ

This FAQ applies to only U.S. members. International markets will send market-specific communications to their members at a later date.

**Q. What are the account types available through Young Living?**

A. For the first time ever, we've introduced two new Young Living member types in the United States: Preferred Customers and Business Builders.

**Q. What is a Preferred Customer?**

A. Preferred Customer (U.S. definition): A Young Living member who hasn't personally enrolled another person but loves our high-quality products and exclusive member benefits. Once a Preferred Customer personally enrolls another person, they become a Business Builder at the Distributor rank. Preferred Customers in the U.S. may or may not have provided a tax identification number.

**Q. What is a Business Builder?**

A. Business Builders are members who have personally enrolled other individuals and who enjoy our compensation plan benefits, high-quality products, exclusive member benefits, and rank-specific perks. U.S. members automatically become Business Builders when they personally enroll at least one other individual.

**Q. Are Preferred Customers still considered Young Living members?**

A. Preferred Customers are still Young Living members and enjoy all the benefits of Young Living membership, including:

- No ordering obligations
- Freedom to buy any product, anytime
- No inventory required
- Access to educational resources
- Members-only discounts
- Exclusive member pricing—24 percent off retail pricing on Young Living products
- Automatically become a Business Builder by personally enrolling at least one other person

Preferred Customers do not participate in Young Living's compensation plan or in recognition opportunities.

**Q. Do new enrollees have to choose if they're enrolling as a Preferred Customer or Business Builder?**

A. Members do not have to choose between becoming a Preferred Customer or a Business Builder at the time of enrollment. By purchasing a Premium Starter Kit (PSK) and enrolling, a new member will have 11 of our most popular essential oils to help them get started; their personal journey with Young Living will help them organically find their path as a Preferred Customer or Business Builder.

Plus, placing only one qualifying order a year after enrolling with a PSK gives Young Living members lifetime access to preferred pricing and other benefits! Members in the U.S. are considered Preferred Customers until they personally enroll at least one other person.

**Q. Which member type am I?**

A. All Young Living members will continue to enjoy the same great benefits. If you have not personally enrolled another member, you are classified as a Preferred Customer. If you have personally enrolled another member, you are classified as a Business Builder.

**Q. Do I have to do anything to change my member type to Business Builder if I am considered a Preferred Customer?**

A. If you're interested in becoming a Business Builder, you can automatically become one by personally enrolling another member.

**Q. Why is Young Living making this change?**

A. Most Young Living members say they fell in love with our products long before they decided to turn that love into a business. These new member types allow people to share their love for Young Living in ways that feel natural and take into account individual needs and situations.

**Q. Will this affect member rank types?**

A. No.

**Q. Are there any other changes with these member types?**

A. We will make one slight additional change: Where Young Living previously referred to members as Wholesale Members, we will now simply refer to all enrollees as members.

**Q. Why is Young Living using the term Preferred Customer?**

A. In 2017, 89.5 percent of active Young Living members consistently purchased Young Living products but have not enrolled other individuals during the lifetime of their Young Living account. Although they're enrolled as Young Living members, we refer to this group as Preferred Customers because they are not participating in the Young Living business opportunity and are solely purchasing product.

**Q. How does a Preferred Customer reach Distributor rank or higher with Young Living?**

A. When a Young Living member in the United States personally enrolls someone else in Young Living, they are automatically considered a Business Builder with Distributor rank (or higher depending on their qualification) and are no longer a Preferred Customer.

**Q. What materials are available to help me educate new or current members on these member types?**

A. You can find more information about new member types in the 2017 Worldwide Income Disclosure Statement. You'll also find a post on the Young Living Blog that further clarifies these distinctions.