



ESSENTIAL REWARDS PROGRAMME ENHANCEMENT

FREQUENTLY ASKED QUESTIONS

For complete details regarding the Global YL Essential Rewards (ER) programme, please refer to Essential Rewards FAQs & the Essential Rewards sections under Member Resources in the Virtual Office. The below FAQs reference the enhancements made to the ER programme effective September 1, 2016.

WHAT ENHANCEMENTS ARE BEING MADE TO THE ESSENTIAL REWARDS (ER) PROGRAMME?

CURRENT* ER POINT ACCUMULATION**

1-6 months – 10 %
 7-12 months – 15 %
 12+ months – 20 %

NEW ER POINT ACCUMULATION**

1-3 months – 10 %
 4-24 months – 20 %
 25+ months – 25 %

LOYALTY GIFTS**

<i>3 months</i>	<i>6 months</i>	<i>9 months</i>	<i>12 months</i>	<i>ER Anniversary***</i>
Tangerine+ 5 ml or Grapefruit 5 ml or Lemongrass 5 ml	Jade Lemon 5 ml or Purification 5 ml or Aroma Siez 5 ml	Ylang Ylang 5 ml or Tea Tree 15 ml or Aroma Siez 15 ml	Exclusive Loyalty blend	Exclusive blend created annually

*Current ER point accumulation until September 1, 2016.

**Minimum requirement may vary by market; US Market requirement of 50 PV on ER order to qualify for the percentage accumulation & loyalty gifts.

***24 months and then annually.

AS AN EXISTING MEMBER ON ER, DO I QUALIFY FOR THE LOYALTY GIFTS?

Every YL member participating in the ER programme is eligible to receive the ER Loyalty gifts; however, all ER participants start at month one in September 2016 or whenever a member first enrolls on ER.

Members who want to qualify for these bonus gifts must maintain a minimum of 50 PV ER order and place consecutive orders for the specified number of months.



HOW WILL I RECEIVE MY FREE GIFT?

The free gift will be added to the ER order that processes following the qualifying consecutive month (3rd, 6th, 9th, 12th). For example, if a member reaches their third month in November, the 3rd month gift would be added to their ER order in December.

CAN AN ER MEMBER RECEIVE A GIFT FROM EACH OF THE THRESHOLDS MULTIPLE TIMES?

A member is eligible to receive a loyalty gift at any of the benchmarks (3, 6, 9, 12 months) once—with the exception of the annual loyalty gift (starting at 24 months and then every 12 months after that). If a member misses an ER order one month they will start their qualification count from the beginning AND that member cannot re-qualify for a loyalty gift that they have already received.

Example: If a member received the 3-month loyalty gift in their 4th month ER order and then misses their 5th ER order they would then need to start over with their 6-month loyalty gift qualification. When the member reaches the 3-month mark for the second time they would not receive an additional 3-month loyalty gift; the next loyalty gift they are eligible to receive is at the 6-month loyalty gift.

AT WHAT PERCENTAGE LEVEL WILL AN EXISTING ER MEMBER ACCRUE ER POINTS WHEN THE ENHANCEMENTS GO INTO EFFECT?

Existing ER members will earn ER points, starting in September 2016, based on how many consecutive ER orders have processed up to the point of implementation of these enhancements.

Example: If a member has consistently placed an ER order (minimum PV requirement met for market) for 18 consecutive months, they will begin accruing ER points at 20%. If a member has consistently placed an ER order (minimum PV requirement met for market) for 30 consecutive months, they will begin accruing ER points at 25%.

WILL THE GRACE MONTH STILL BE AVAILABLE WITH THE ER PROGRAMME ENHANCEMENTS?

The grace month was designed to allow members to skip an ER order without losing their ER point accumulation. As of November 1, 2016, the option to select a grace month will no longer be available. Members will not be able to select this option online or call and request it through Member Services. If a member misses a month, they will lose their ER points and have to start over with loyalty gift qualification (any previously earned loyalty gifts will not be available for re-qualification) and will begin accumulating points again at the 10% level.

WHEN WILL THE ENHANCEMENTS OF THIS PROGRAM BE IN EFFECT?

The enhancements to the ER program will be in effect September 1, 2016.