

**Q:** What is Mannatech Pay?

**A:** Mannatech Pay is a great way to receive your commissions. After you enroll, Mannatech will send your commissions to the Mannatech Pay portal. From there, you can choose to send that money to your bank account and/or the **Mannatech-branded prepaid card**.

**Q:** In what countries is Mannatech Pay available?

**A:** Mannatech Pay is available in all markets in which Mannatech does business, with the exception of Colombia, Korea, Japan, Mexico and Taiwan.

**Q:** Who can open a Mannatech Pay account?

**A:** Any active Mannatech Associate in any market, with the exception of Colombia, Korea, Japan, Mexico and Taiwan.

**Q:** Who would benefit from a Mannatech Pay account?

**A:** Any active Mannatech Associate (except in Colombia, Korea, Japan, Mexico and Taiwan) who is doing business in, banking in or potentially living where the normal transaction currency is not the same as the currency used for your commission payments. Those doing business with business partners in which commissions need to be divided or otherwise split between multiple recipients would also benefit.

**Q:** How do I sign up for Mannatech Pay?

**A:** Signing up for Mannatech Pay takes four simple steps: Go to [mannatech.com](http://mannatech.com) / Sign In > Manage My Business> My Commissions> Click the link "Request Mannatech Pay Now" to access and complete the application.

**Q:** What information do I have to provide on the application?

**A:** You will need to provide:

- Valid email address. (This is where your Mannatech Pay account login information will be sent.)
- Address, City, Country, Postal or Zip Code.
- Date of Birth.
- Country of Issued Government ID.
- Government ID Type.
- Government ID Number.

**Q:** Can I contact Mannatech Customer Care to establish a Mannatech Pay account?

**A:** No. Mannatech Pay is only available through **[mannatech.com](http://mannatech.com)**.

**Q:** What happens to my current payment method when I apply for Mannatech Pay?

**A:** When you sign up for Mannatech Pay, your existing form of payment will convert and your Mannatech Pay account will automatically update to your Mannatech Associate account.

**Q:** Will there be interruptions to my commission payments during the Mannatech Pay enrollment process?

**A:** Except for those individuals who have not selected a payment option (direct deposit or Mannatech Pay), you will continue to receive your commission payment through your current payment method.

**Q:** Can I split my commission payment into multiple payment methods?

**A:** No. Your commission payment cannot be split into multiple payment methods.

**Q:** Are there any fees associated with Mannatech Pay?

**A:** Yes. Each Associate will have a \$2.00 international monthly fee, which will be charged if there is a balance in your portal. Fees to move money out of the portal vary by market and by the transfer method you choose. Fees will be displayed in the portal when you perform the transfer.

**Q:** Can I change the currency in which my commission is paid?

**A:** No. A commission must be paid in the currency currently used in your market. However, once we have processed a payment into your Mannatech Pay account, you may be able to transfer your payment to other bank accounts (depending on the country) or to the prepaid Visa in the currency selected. A transaction fee for foreign exchange may apply.

**Q:** How do I apply for the Mannatech branded Visa prepaid debit card?

**A:** The cards are available for Associates enrolled in Mannatech Pay. Once your account has been successfully enrolled, you can complete the application for the card through your Mannatech Pay account.

**Q:** Can I use the prepaid card to purchase Mannatech products?

**A:** Yes. The card works wherever Visa is accepted. However, you must have the full order total available on the card the date the transaction is submitted for payment. You cannot use multiple credit cards to pay for your order.

**Q:** Can I set up an automatic transfer to transfer funds to the Visa prepaid card?

**A:** Yes, you can set up an automatic transfer so that when your commissions are deposited into your Mannatech Pay account, funds will be transferred into your selected payment option. If the automatic transfer is to the Visa prepaid card, funds will be available immediately. If the automatic transfer is for a bank transfer, it can take 1-3 business days. Once you set up an automatic transfer option, it will remain in effect until you make modifications.