

MANNATECH LOYALTY PROGRAM FAQs

Effective: July 1, 2017

For all details pertaining to the new Loyalty Program, go to library.mannatech.com/business. This page includes PDFs to download and share.

1. What is the tiered Loyalty Program for Associates?

Let's say, for example, you place a monthly \$100 **Automatic Order (AO)**:



2. What value do my Loyalty Points have and can I redeem them for money?

One Loyalty Point equals one dollar (local currency), however the Points are NOT redeemable for money and can only be used to order Mannatech products.

3. I'm an existing Associate earning 20% Loyalty Points. Will I still receive 20% after July 1, 2017?

Yes. As long as you generated a BP7 Automatic Order (AO) and continue to create a monthly AO. If you miss a month on AO, you will reset at 10%.

4. Do I lose all my Loyalty Points if I miss an AO?

No. As long as you have had three consecutive months on AO, you will keep any earned points from consecutive months, even if you miss an AO. Only the point percentage resets.

5. When my Loyalty Points increase to 15% of my Auto Order in month 4 and onward, will I then receive the additional 5% from months 1-3 where I only got 10%?

No. The Loyalty Program is tiered, which means you don't receive Points retroactively. The Program is designed to reward loyalty at increasing levels over time as you continue your AO. As the consecutive months go on, there is a 5% increase (please view the chart on question 1 above).

6. Can Preferred Customers participate in the Loyalty Program?

Yes, 10% Loyalty Points will be based off the price Preferred Customers pay after any applicable discounts.

7. What happens if I edit or cancel an order, but create a new one in the same month? Will it still count as one of my consecutive orders (vesting)?

As long as an AO is generated every month, it counts. You can edit an order as much as you like. Should you not have an AO generate every month once that month has closed, you will then lose any unvested Loyalty Points you've accrued and will need to start fresh with your next AO.

8. Do all AOs count toward the Loyalty Program?

Yes. Any AO will generate Loyalty Points, no matter the size of the AO. However, some Promotional Product offerings accrue a maximum of 10% Loyalty Points when noted.



9. How do I enroll in the Loyalty Program? How do I know if I'm already a part of it?

All Associates and Preferred Customers are automatically opted into the Loyalty Program. Just log in to <http://au.mannatech.com> and set up your Automatic Order, or call the Customer Service Team on 1300 361 878 for Australia, 0800 333 250 for New Zealand, 800 130 1597 for Singapore.

10. How do I redeem my Loyalty Points?

Loyalty Points can be redeemed by calling Customer Service. You can also redeem your Loyalty Points online at <http://au.mannatech.com>

11. Do I have to use my vested Loyalty Points every three months, or can I save them and collect them for later?

It's up to you. You can use them after the initial three months, or you can save them for up to a year after they are redeemable, or anything in between.

12. How long are Loyalty Points valid?

Loyalty Points are valid for one year after they're fully vested, or redeemable. Any Loyalty Points not redeemed within a year of being vested would be forfeited. This is structured on a 12-month rolling cycle.

13. Can I apply my Loyalty Points toward my AO?

No. Loyalty Points must be applied only to separate one-time orders when redeeming them. To save on shipping, you will be given the option to ship your free product with your next Auto Order, or you can choose to pay shipping on a separate one-time order.

14. Can I credit my Loyalty Points toward a larger product purchase and pay the difference from another method of payment?

No. The free product must be within the dollar value of the Loyalty Points. For example, if you would like to get a free product that is \$50, but you only have 40 Loyalty Points, you aren't able to "pay" with your 40 Loyalty Points and then pay \$10 from another method of payment. You must either pick another product that costs \$40 or less, or earn more Loyalty Points to make up the difference and redeem your free product then.

15. Who receives Loyalty Points when someone places and pays for an AO in another Associate's name and has it shipped to either them or someone else?

As an example, let's assume Associate A places an order under Associate B, but has it shipped to Associate A. In that scenario, Associate B would receive the Loyalty Points. Loyalty Points are awarded to the Associate account under which the order is placed. Who actually pays for it or where it is shipped has no effect on where Loyalty Points are credited.

16. If an Associate uses Loyalty Points towards an order, does it reduce the Point Volume (PV) of the order?

No. There is actually no Point Volume (PV) or Commissionable Volume (CV) awarded on redemption orders. Redemption orders in the Loyalty Program involve the Associate/Preferred Customers just receiving free product.

17. How will Associates and Preferred Customers be able to track how many Loyalty Points they've accrued?

You can track your Loyalty Points by logging in to <http://au.mannatech.com> and locating My Business on the dashboard. There, you will see your Loyalty Points listed.

18. What countries are participating in the Loyalty Program?

All existing Mannatech markets are participating in the Loyalty Program. There are minor differences in some regulatory related items that require slight adjustments.