

Mannatech Pay FAQ's

Q. What is Mannatech Pay?

A. Mannatech Pay is another payment option to receive your commissions. It is a payment system used to process payments electronically through utilizing what is called an E-Wallet.

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 Korea and Taiwan.

Q. Who can open a Mannatech Pay account?

A. Any active Mannatech Associate in any market, with the exception of Korea and Taiwan.

Q. Who would benefit from a Mannatech Pay account?

A. Any active Mannatech Associate (except in Korea 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; or doing business with business partners in which commissions need to be divided or otherwise split between multiple recipients might benefit from a Mannatech Pay account.

Q. How do I sign up for Mannatech Pay?

A. Signing up for Mannatech Pay takes four simple steps: Login by going to www.mannatech.com> Manage My Business>My Commissions> Click the link to 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 log-in 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 www.mannatech.com.

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

A. If approved for Mannatech Pay, your existing form of payment will convert and your Mannatech Pay account will automatically update to your Mannatech Associate account.

Q. How long will it take to have my Mannatech Pay account approved?

A. The Mannatech Pay account approval process can take up to 14 business days at which point you will be contacted.

Q. Will there be interruptions to my commission payment during the Mannatech Pay approval process?

A. No. You will continue to receive your commission payment through your current payment method.

Q. Can an application for Mannatech Pay be declined?

A. Yes. If your personal credentials are not valid OR have been used, there is a possibility your application will decline. If declined, you will be notified within 14 business days. If you have not been contacted within 14 business days and you are currently unable to access your account, please contact our Customer Care Department for assistance.

Q. Is Mannatech Pay the only option to receive a commission payment?

A. No. All other existing payment methods are available.

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 be charged \$0.20 per commission load, and a \$1.00 monthly fee will be charged if the account has a balance at the end of the month. If there is no month-end balance, the Associate will not be charged a monthly fee. Fees to move money out of the e-wallet vary by market from \$1.00 to \$4.00.

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, a transaction fee for foreign exchange may apply.

Q. Who is NXSYSTEMS?

A. NXSYSTEMS is the 3rd party operator of Mannatech Pay.