

Direct Deposit/Mannatech Pay & Commission
—FAQs (US ONLY)
February, 2017

What payment options are available to receive my commission?

- Direct Deposit OR Mannatech Pay

• **What is Direct Deposit?**

Direct Deposit is an efficient and secure way to receive your payment electronically directly into your bank account.

• **What is Mannatech Pay?**

Mannatech Pay is another payment option to receive your commission payment that offers online banking solutions that include bank transfers, pre-paid debit cards and access to ATMs.

Mannatech Pay provides 24-hour customer service and an online customer service portal that includes live chat support.

Mannatech Pay can be used on Android-based mobile devices with its' online app that can be found on the Google app store.

How do I submit an online request for direct deposit?

A first time request can be submitted online by going to www.mannatech.com. After you've logged in, Click My Business > My Commissions.

On this page, commission payment options available to you, should appear.

How do I submit a change request for direct deposit?

You may submit your request via **E-mail** to directdeposit@mannatech.com. If you should prefer to fax, please **Fax to Attention:** Associate Accounting at 1-800-267-2722 OR

Mail to:

Mannatech Incorporated
Attention: Associate Accounting
600 S. Royal Lane
Suite 200
Coppell, TX 75019

How do I submit my request for Mannatech Pay?

Signing up for Mannatech Pay takes four simple steps:

1. Login by going to www.mannatech.com
2. Click My Business
3. Click My Commissions
4. Click the link “Request Mannatech Pay Now”

You are then re-directed to a Mannatech Pay screen to complete your enrollment process.

When will my direct deposit take effect?

After a direct deposit request is received in office, please allow up to five business days to update your Mannatech account for direct deposit. Please make note that after we’ve updated your Mannatech account, it can take up to 14 business days to process a payment for commission earned.

If you are unsure of your banking details, please contact your Financial Institution to verify your information prior to submitting your request. Please be aware that if we should receive invalid banking details, this will further delay payment processing.

How do I make changes to my direct deposit bank account on file?

To make changes to a pre-existing direct deposit account, you must complete and submit a Direct Deposit form. To access the Direct Deposit form, please go online to www.mannatech.com. All documents can be found under the Mannatech Library.

How do I make changes to my Mannatech Pay account?

For inquiries regarding a Mannatech Pay account, you must contact Mannatech Pay customer service at mannatechpay.com or call to speak with a Representative at (Toll-Free): 1-866-287-2544. Please call 1-604-449-5937 for Worldwide.

Who do I contact for inquiries regarding my direct deposit account or commission payment?

For questions regarding a direct deposit account or payments, please email directdeposit@mannatech.com for assistance. Please allow within 24-72 hours for a response. You may also contact our Customer Care Department at 1-877-877-8170 for assistance.

When will commissions be paid?

Commission payments are processed two and four weeks from the close of a business period. Although Mannatech’s payment process is completed by Friday of a commission week, allow 1 business day for bank processing.

Please make note that if we should have a bank holiday, this can delay payment processing.

Where can I get my check summary?

Check summaries are available online at www.mannatech.com under My Business > My Commissions. You may also request to have your commission summaries sent to you via email by entering your email address into the field stating “Want to receive your extended bonus summary via email?” Please click “Update” for changes, after you’ve entered your email address.

Can I split deposits between bank accounts?

No, we are unable to split payments between bank accounts.

What if I don’t have a bank account?

If your Mannatech Account is not setup for Direct Deposit or Mannatech Pay, commission earnings are held. Please make note that if we do not receive banking details for payment processing, you could risk forfeiting your commission.

How can I set up a direct deposit for my minor child?

A Legal Guardian **MUST** complete a Letter of Consent form for children under the age of 18 years. The Letter of Consent form can be found online at www.mannatech.com under the Mannatech Library.

Can I request to deposit commission into someone else’s account?

Yes. If you will like to request to have your commissions deposited into someone else’s bank account, the following procedure must be met.

A document must be sent providing the following:

1. Identify the parties and MT account numbers
2. Identify the bank account affected
3. Expressly authorize commissions/bonuses to be paid to the new account
4. Must be notarized and signed by all parties

Once you have obtained the notarized document, please email to directdeposit@mannatech.com.