

Autoship Rewards Program* Frequently Asked Questions

What is Autoship?

Autoship is a free, convenient service that automatically ships your favorite products to you every 30 days. You can easily change the products on your Autoship to customize your needs or your ship date at any time in the “My Orders” section of your Back Office or by contacting Customer Care at 1-877-877-8111.

How do I know if I’m qualified for the Autoship Rewards Program?

To be eligible for the Autoship Rewards Program, you must be signed up for Autoship and must be active with a minimum of 100 business volume (BV) in the last 30 days.

How are Autoship Rewards incentives and bonuses paid out?

All bonuses will be paid one week in arrears in your weekly commission check.

What is the Executive Leadership Pool?

The Executive Leadership Pool rewards you for your leadership in action!

To qualify you must:

- Be on Autoship.
- Achieve and maintain the active rank of 2, 3 or 4 Star Executive or higher for at least two weeks of the month.
- To earn, you need to help your first four levels of personally-enrolled team Associates grow their cycles. To get your share of the up to \$400,000 awarded each month, it’s as easy as growing by 1 cycle!*

** For all of the details, view the full Executive Leadership Pool FAQ document located in your Back Office Library’s “Business Training” section.*

How does group volume work and how do I accumulate it?

Group volume is the total business volume of all the people below you in your organization (not just your personally-enrolled). As an active Associate on Autoship, you will accumulate this group volume just like an active

** North America only.*

Paid-As Consultant. Once you reach the rank of Paid-As Consultant, this volume can convert into cycles and you can earn team bonuses. If you remain on Autoship but become inactive, your volume will be reset to zero. If you cancel your Autoship but remain active, your current accumulated group volume will remain the same, but you will not accrue any new group volume until you are back on Autoship or become Paid-As Consultant.

How do the rank advancement bonuses work?

There are two types of rank advancement bonuses: the one-time rank bonus and two-time rank bonus.

The one-time rank advancement bonus is for Associates who reach the Paid-As Consultant, Star Consultant, Executive and/or Crystal Executive ranks for the first time only.

The two-time rank advancement bonuses are for those who reach Paid-As Executive within the same week that they meet their Golden Circle cycle requirements for 1, 2 or 3 Star. If you maintain Paid-As Executive and achieve the Golden Circle rank again, you’ll receive a second bonus.

- For existing Associates, your highest rank since January 4, 2010 will be the starting point for this promotion. You must be on Autoship the day you advance in rank to be eligible for the bonus. The qualifications for Star Consultant and Executive require all of your personally-enrolled to be Paid-As Consultants.
- If you achieve Crystal Executive status you will earn \$1,500 instead of the Executive rank advancement bonus of \$1,000. You can only receive one or the other. You can only receive the Crystal Executive rank advancement bonus if you achieve the rank within your first six months of enrolling with Isagenix. Crystal Challenge qualifiers are not eligible for the bonus if they’ve been with Isagenix for more than six months. The first payment of \$1,000 will be received 1 week in arrears of receiving the recognition of Crystal Executive and the second payment of \$500 will be received 2 weeks in arrears.

FAQs continued on next page...

Autoship Rewards Program* Frequently Asked Questions Continued

- For Executive through 3-Star Golden Circle bonuses, you must be Paid-As Executive in order to qualify.
- During the promotional period you can earn all applicable bonuses. One, two or three Star recognitions do not carry over.

For example, if you are a 1-Star Silver Circle Consultant and become a 1-Star Golden Circle, you will receive the Star Consultant and Executive bonus, but not the 1-Star Golden Circle Bonus. You will however be eligible to earn the 2- and 3-Star Golden Circle advancements upon achieving the required cycles. Please note: advancement bonuses are considered promotional compensation and promotional compensation does not convert to cycles.

How do I qualify for the healthcare program?*

One of the qualifications for our comprehensive and affordable healthcare program that includes medical, dental and vision is that you be active on Autoship. To maintain eligibility you must remain on Autoship and earn a minimum of \$300 in total commissions in the six months prior to each enrollment period. Please see the healthcare program flyer in your Back Office for full details on all of the qualifications for this program.

(U.S. only.)

What's Rewards Pricing and how can I get it?

As long as you have an Autoship, you'll receive rewards pricing on select paks and systems, including our popular 30-day and 9-day Cleansing and Fat Burning Systems. You do not have to place these items on your Autoship to receive the rewards pricing.

(North America only.)

What if I don't sign up for Autoship, can I still get the discounted enrollment price?

You must sign up for Autoship at the time of enrollment in order to be eligible for the \$19 enrollment fee (a savings of \$20). If you are renewing your membership, as long as you are on Autoship you will be charged \$19. If you are not on Autoship, the annual enrollment fee is \$39.

(North America only.)

How can the Autoship Rewards Program help me qualify for the International Team Bonus?

Any Associate who participates in the Autoship Rewards Program (with a minimum of 100 BV) and who completes the International Sponsorship Agreement, is now eligible to accumulate international group volume and earn team bonuses when they achieve the Paid-As Consultant rank.