

# Online Compliance Training System & Two Retail or Preferred Customer Requirements

## Jeunesse North America

### Frequently Asked Questions (FAQ) Document

#### **PROGRAM OVERVIEW**

#### **What are the updates?**

Beginning May 15, 2016, Jeunesse North America (US, CAN, PR) will be requiring all Independent Distributors to become Compliance Certified in both the United States and Canada in order to receive commissions beyond the First Order Bonus and Retail Commissions.

United States Distributors will also be required to have two Active personal Customers — either Retail or Preferred.

#### **Why is this necessary?**

In today's regulatory environment, it is more important than ever to maintain the highest degree of accuracy and alignment with industry best practices and policies. Our Independent Distributors are the brand ambassadors for the company mission and cultural attributes, including honesty and integrity. The four Interactive Compliance Training modules provide the knowledge to preserve the integrity of our organization.

#### **Who is impacted by the updates?**

North America is the center of the network marketing industry, and the United States in particular has a very specific set of guidelines which companies who wish to do business in the US must abide by. These modules will be required training for all Jeunesse Distributors, both new and existing, in the United States and Canada. At some point in the future, it may be considered for market expansion. The 2 Customer Requirement will apply only to Distributors in the US.

#### **How will these updates impact my business?**

Once all existing Distributors have become certified and have enrolled the necessary Customers, each team will need to determine on an individual basis where in their training they elect to introduce newly enrolled Distributors to the certification process. Jeunesse leaders who are assisting in the Beta phase of the training have suggested incorporating the Interactive Compliance Training into the initial training session where instructions are given in regards to setting up banking information, completing the W-9, etc.

#### **Will these updates slow me down when building my business?**

Jeunesse leaders have suggested that the Interactive Compliance Training may actually accelerate growth, as it will reduce the amount of questions, phone calls and issues that become escalated to leadership for training and resolution. Initially, enrolling a new Distributor will take a little more time;

however, the program has been designed not to sideline either training or receiving First Order Bonuses and Retail Commissions.

**What are the specifics of the updates?**

Please review the communications being rolled out during the next few weeks and plan to attend one of the leadership training calls or Google Hangouts scheduled in April 2016. Four online training modules must be completed for Compliance Certification to be activated. This, along with the two Active personal Customers requirement in the US, is necessary to receive Team Commissions.

**When can I access the training system and conduct my certification?**

A communication will be sent with instructions to log into Joffice™ and access the training modules, take the short quizzes, and become “Compliance Certified.”

**Which languages will the Interactive Compliance Training be available in?**

The Interactive Compliance Training will be available in English, with subtitles in Chinese, French and Spanish.

**COMPLIANCE TRAINING**

**How many training modules and subsequent quizzes are there to pass?**

There are four modules and four quizzes.

**How many questions are there, and what is the level of difficulty?**

There are five to ten questions per module. The questions are specifically designed to validate the information learned, and the majority of the questions are not technical, but rather result from using common sense.

**How long will it take the average person to complete the modules?**

Jeunesse leaders in the Beta test phase took an average of 5–10 minutes per module, totaling about 30 minutes from start to finish. Individual times will vary based on the level of interruptions experienced.

**How many questions can I miss? What happens if I fail a module, and how many chances do I have to retake it?**

The quizzes are pass/fail; all answers must be 100% correct. Remember, these questions are designed to confirm knowledge, not to trick the test taker. You can miss a question twice before you will be required to re-watch the video. You will need to complete all of the questions before retaking the quiz. The amount of re-takes is unlimited.

**Where do I see my certification?**

Certification status will be displayed on your Profile page in Joffice.

### **Will VIP and Customer Service be able to see if I'm certified?**

Yes.

## **CUSTOMER REGISTRATION**

### **What are the guidelines around the 2 Customer Requirement?**

The two Active Customers must be either Preferred or Retail. They cannot have the same address or credit card number as the Distributor. The two Customers must be Active, which means they must each place one order (Retail, Preferred or Autoship) by your monthly qualification date, which is the same as the Autoship date listed on your profile — even if you do not have a personal Autoship order.

### **Do Autoship or promo Customers count?**

Customers will count if they are on Autoship and/or if they joined via a promotion. Wholesale Customers do not apply to this qualification.

### **Is there a minimum CV to meet the 2 Customer Requirement in the US?**

No, there is no minimum CV requirement. Additionally, the price you choose to sell personal inventory direct through the customer registration tool is at your discretion.

## **COMMISSIONS**

### **When will this update impact my commissions?**

The Compliance Certification and 2 Customer Requirement (US only) will need to be completed on or before May 15, 2016 to ensure uninterrupted earned Team Commission payments. We recommend going through the modules as soon as they become available and signing up an extra Customer or two right away, in case one of your Customers goes inactive at some point.

### **How do I access funds that have been withheld if I don't meet the requirements before May 15?**

Funds that have been frozen will be released automatically at the next Commission Cycle after meeting the requirements.

### **How do I know if I am not getting paid commissions that I'm earning?**

Pending commission payments can be found in Joffice reporting. You can locate them under Reports > Common > Commissions. There will be a note next to the held commission which explains it is, "Held for Cert."

### **How soon after I get certified and meet the 2 Customer Requirement will my commissions be released?**

Funds will be released at the next (future) Commission Cycle after certification.

**Do I have to take action, or will my funds be released automatically?**

They will be automatically released.

**COMMUNICATIONS**

**How is this being communicated to existing Jeunesse North America Distributors?**

Communications will include:

- 1) North America Field Leadership — Beta Group Involvement
- 2) North America Diamonds & Above — Diamond Communication and Online Training
- 3) North America Independent Distributors — General Communications & Google Hangouts
- 4) Ongoing eblasts
- 5) Alerts in Joffice

**Where will a new Distributor learn about the requirements upon joining Jeunesse?**

New Distributors will learn about the requirements:

- a. By reading their electronically generated Welcome Letter
- b. By receiving their JKit Quick Start Insert, where Getting Started is outlined
- c. From their Upline Distributor or the person conducting new start training

**How long will my Team Commissions be held before I lose them?**

Commissions earned are held in the account until the account is terminated or depleted. Funds that have been frozen will be released automatically at the next Commission Cycle after completing the Compliance Certification and 2 Customer Requirement (US only).

**POLICIES & PROCEDURES**

**If I do not annually renew my account, what happens to any held commissions?**

If you do not renew your account, you will be placed in Renewal status. Your funds will not be available until your account is renewed.

**If a Distributor is suspended, do they have to be re-certified?**

Yes, if a Distributor is suspended, they must be re-certified when they are reinstated with Jeunesse.

**If I reinstate after being inactive, do I have to become re-certified?**

No, you do not have to become re-certified after being inactive.

**If I transfer my position or acquire a new one, do I have to become re-certified?**

No, you do not have to become re-certified if you promote or change positions.

## **SUPPORT**

**Is there an email address to send my questions and/or concerns to?**

Diamond Distributors, please contact Phillip Wallace personally. All other inquiries may be directed to [Compliance@JeunesseGlobal.com](mailto:Compliance@JeunesseGlobal.com), with Compliance Training in the subject line.