



ANNUAL RENEWAL TALKING POINTS AND FAQs

PURPOSE

The newest version of LifeWave's Policies and Procedures (P&Ps) provides updates to the contractual relationship between LifeWave and its Brand Partners. Ongoing revisions protect Brand Partners and the company by adding important clauses and refining existing policies.

These changes bring LifeWave's policies into current compliance with laws and regulations and reflect best practices in the industry. One of the additions to the recent P&P release is the introduction of the Annual Renewal Policy. Below are FAQ's to be used in educating those Members who may have questions about the recent addition.

FAQs

1. WHY AN ANNUAL RENEWAL?

- The Policies and Procedures set the term of the agreement between you and the company at one year.
- The agreement includes the P&Ps, the Terms and Conditions, and the Compensation Plan (these collectively are the Brand Partner Agreement). These are all found in the Back Office and are tailored to the laws of the country shown on the cover page of the P&Ps.
- At the end of the year, as a Brand Partner, you must agree to the then current agreement when renewing. This recommitment ensures that the Brand Partner is aware of changes to the Agreement that may have occurred during the year.
- Note that ongoing changes are always published in the Back Office.

2. WHY INCLUDE AN ANNUAL RENEWAL NOW?

- LifeWave seeks to continuously improve its operations and practices. An annual renewal is an industry standard and is a best practice.

3. HOW MUCH IS THE RENEWAL FEE?

- The fee is \$25 USD or the equivalent if a different currency is used in your market. The fee is exclusive of VAT, sales tax, or GST, as the case may be.
- The fee will not be charged for Brand Partners whose accounts are registered in France and South Korea. They must still renew their Account.

4. WHAT IS THE VALUE OF THE FEE?

- As a LifeWave Brand Partner, you are provided a personalized LifeWave account, which includes use of the Back Office for managing your business and grants access to the thousands of digital marketing aids and account management tools.
- LifeWave is augmenting its technology and Back Office offering to all Brand Partners. The fee helps offset the costs of technological advancements, and enhancements to the UX.

5. WHEN DO I RENEW?

- Your annual date of enrollment is known as the “anniversary date.” You may renew within 30 days prior to your anniversary date.

6. WILL I BE NOTIFIED IN ADVANCE OF MY ANNIVERSARY DATE?

- Yes. The company will send **multiple** notifications reminding you to renew. Notifications will be by email and by a pop-up notification when you log into your account.
 - The first notification will be 30 days prior to the anniversary date.
 - The second will be 5 days prior.
 - The third will be on your anniversary date.
- If you have not renewed before your anniversary date ends, another reminder email will be sent to the Brand Partner and the company will extend an additional 30 days as a grace period in which to renew.

7. HOW WILL I RENEW?

- The notifications will have a link to the login page, where you can then find a link to the renewal page.

8. HOW CAN I PAY THE FEE?

- You may pay with your credit card on file, or, have your existing commissions offset with SpendBack if this program is offered in your country.
- Renewal fees will not be charged in France or South Korea or wherever prohibited by law.

9. WHAT IF I FORGET TO RENEW ?

- An email will be sent to you informing you to renew.
- If you pass your anniversary date, you will have a 30-day grace period in which to renew your account.

10. WHAT HAPPENS TO MY ACCOUNT DURING THE GRACE PERIOD?

- Your account will remain active.
- Commissions on your account will continue to accrue and if the commission run is accepted, your commissions will be paid.
- If you have an existing Monthly Subscription Order, your card will be charged during the grace period and products will ship.

11. **WHAT HAPPENS AFTER THE GRACE PERIOD IF I DON'T RENEW?**
- Your Brand Partner Agreement with LifeWave will be terminated and you will lose all rights and privileges as a BP.
 - Your position in the placement tree will be terminated.
 - Any personally sponsored Customers or Brand Partners will be compressed up to the next active Brand Partner.
 - Any existing volume will be flushed.
 - If you had an active Monthly Subscription Order, your account will be reclassified as a Preferred Customer Account.
12. **WHAT HAPPENS IF I HAVE AN MSO AND FAIL TO RENEW?**
- Your account will be converted to be a Preferred Customer and your MSO will continue.
 - As a Preferred Customer, you will enjoy all the benefits of the Preferred Customer Program.
13. **AS A BP CONVERTED TO A PC, WHAT IF I WANT TO RE-ENROLL AS BRAND PARTNER?**
- You may, however:
 - Neither the rank nor volume of your former position will be restored; and
 - Your original binary position will not be granted to you.
14. **WHAT WILL HAPPEN IF I AM TERMINATED WITH REMAINING VOLUME ON A TRICKLE ORDER (FROM EITHER A MAINTENANCE KIT OR A DIAMOND PACK)?**
- Volume from Trickle orders will not be affected.
15. **AFTER MY ACCOUNT IS TERMINATED, MAY I CONTINUE TO PURCHASE LIFEWAVE PRODUCTS?**
- Yes, but you must enroll as a Retail or Preferred Customer.
16. **AFTER MY ACCOUNT IS TERMINATED FOR FAILURE TO RENEW, WILL ANY EXCEPTIONS BE MADE TO RENEW?**
- No. However, if you wish to re-enroll under the sponsor you had, there is no waiting. If you choose to enroll under a new sponsor, you must wait six months from the date of termination.
17. **WHAT REPORTS ARE AVAILABLE IN THE BACK OFFICE TO HELP ME MONITOR THE ANNIVERSARY DATES OF MY DOWNLINE?**
- An Anniversary Date report will be available that the enroller may use to alert their downline.
 - For privacy reasons, the report will include information on your personally sponsored downline only.
 - The report will include the anniversary date, name, phone number, email, lifetime rank, and current paid-as rank of each.
 - Upline cannot renew their downline's account.
18. **WHEN WILL THE RENEWAL PROGRAM START?**
- The targeted implementation date is August 1st of this year in all markets for the initial 30-day communication. Notices will begin to be sent to Brand Partners with an anniversary date in September.
 - Brand Partners with an anniversary date in August 2024 will not be required to renew until the following year.