

FREQUENTLY ASKED QUESTIONS

Q1: What are the benefits of becoming a Preferred Customer?

A1: Preferred Customers have the following benefits:

- Access to an upline Herbalife Nutrition Associates.
- Receive communications that support product usage and special promotions to support product results and purchase loyalty
- Access to MyHerbalife website with product information, recipes, and healthy lifestyle information
- Access to MyHerbalife website for ordering of product and personal profile information including accumulated points and status
- 30-day money back guarantee on product purchases
- Achieve higher product discounts based on points accumulated from prior purchases
- No requalification required to maintain discount levels achieved
- If a Preferred Customer decides to become an Associate, they will be able to qualify to higher discount levels using the points from the orders purchased as a Preferred Customer.

Q2: How quickly will a Preferred Customer receive their benefits?

A2: A Preferred Customer can receive their benefits once their enrolment form is signed and a Preferred Customer unique ID number has been assigned.

Q3: Is there an age requirement to become a Preferred Customer?

A3: Legal age requirements may apply based on local requirements. The legal Age to Sign-up as a Preferred customer in India is 18 Years.

Q4: Can a Preferred Customer add their spouse to their account?

A4: Adding a Spouse to the Preferred Customer account is not permitted. The Preferred Customer may purchase product for their entire household.

Q5: Will a Preferred Customer have an Upline Sponsor?

A5: Yes. All Preferred Customers will have a Sponsor who is an Herbalife Nutrition Associate

Q6: What happens if the Upline Sponsor of a Preferred Customer leaves the business?

A6: If the Preferred Customer's Sponsor leaves the business, their next upline Sponsor will automatically become the Preferred Customer's new Sponsor.

Q7: How does a Preferred Customer place an order?

A7: A Preferred Customer can place an order directly on MyHerbalife.com or over the phone with the Herbalife Nutrition Call Center, or walk-In to any nearest walk-in location.

Q8: Can a Preferred Customer order directly from Herbalife Nutrition or do they need to contact a Associate?

A8: Preferred Customers can order directly from Herbalife Nutrition. A Preferred Customer may also order product directly from a Associate; however, the points associated with the order will not accumulate towards the Preferred Customer's total points or next discount level.

Q9: Can a Preferred Customer purchase Herbalife Nutrition product in any country?

A9: Preferred Customers may only purchase product in the country where they reside and only in the country covered by their Preferred Customer agreement.

Q10. What will the process be if a Preferred Customer moves to another country that also has the Preferred Customer program available?

A10. If a Preferred Customer moves into another country where the Preferred Customer program is also available, they will need to complete a new country-specific Preferred Customer agreement for the country they are moving into as some of the policies may differ by market. Their Preferred Customer ID number will remain the same.

Q11: What is the Preferred Customer qualification scale to achieve higher discounts on product purchases?

A11: Qualifications may vary by country. Please find the India Preferred Customer discount scale.

Bronze Preferred Customer (BPC) - 15% Introductory discount. (upto 13% discount on MRP on most of Herbalife products)

Silver Preferred Customer (SPC) - 25% discount (upto 21% discount on MRP on most of Herbalife products)

How to achieve – By Accumulating 100 points within 12 months

Gold Preferred Customer (GPC) - 35% discount (upto 30% discount on MRP on most of Herbalife products)

How to achieve – By Accumulating 500 points within 12 months

Please Note : 15%, 25%, & 35% discounts calculated on Earn Base.

Q12: Does a Preferred Customer (PC) need to requalify to keep their discount levels?

A12: Preferred Customers are not required to requalify to keep their discount levels.

Q13: Where will the Preferred Customer points be displayed?

A13: Points achieved will appear in MyHerbalife.com when you log into your account.

Q14: Is a Preferred Customer required to pay an annual fee?

A14: There is no Annual fee applicable for India. However, the Preferred customer must do a minimum of 0.01 points on the one-year anniversary of the original application date and every year thereafter.

Q15: When is the renewal due and what happens if the ID is renewed?

A15: Preferred Customer must do the minimum of 0.01 points on the one-year anniversary of the original application date and every year thereafter to renew their ID. Failure to achieve this will lead to the ID termination and all benefits will cease.

Q16: Can the Preferred Customer membership be terminated?

A16: Yes, the Preferred Customer Agreement may be terminated by either the Preferred Customer themselves or by the company.

Q17: Can Preferred Customers sell or retail products?

A17: Preferred Customers are only allowed to place orders for Personal Consumption and may not retail the product they purchase. If they are interested in retailing the product, they should speak to their upline sponsor about converting to an Associate.

Q18: Can a Preferred Customer recruit?

A18: Preferred Customers are not allowed to recruit new downline Associates or Preferred Customers.

Q19: Are Preferred Customers able to receive compensation such as commissions or royalties?

A19: Preferred Customers are not eligible to receive any form of compensation from Herbalife Nutrition, including commissions or volume rebates.

Q20: How can a Preferred Customer change their Upline Sponsor?

A20: Sponsor Changes are not permitted for Preferred Customers. A Preferred Customer may wait their Period of Inactivity (POI) and sign up as a new Preferred Customer under a new Sponsor, which will require the purchase of a new PC Pack.

Q21: What is the Period of Inactivity for a Preferred Customer?

A21: Preferred Customer must be inactive (no orders placed directly with Herbalife Nutrition) for a period of 180 days before they can request a change in their upline Sponsor by signing a new agreement.

Q22: Can a Preferred Customer convert to a Associate?

A22: Yes, Preferred Customer can convert to an Associate at any time by login into Myherbalife.com or can upload the conversion document on I-channel. There is No conversion pack required as it is free of cost in India.

Visit <https://in.myherbalife.com>, and provide your user ID & password & Authenticate yourself by providing OTP sent to your registered mobile number to Initiate your Preferred customer to Associate conversion request with easy steps.

Step 1: Click on "Mini Profile" Icon & "convert to an Associate"

Step 2: Read Associate benefits & click on "convert now' button.

Step 3: Registered mobile number will auto-populate, complete OTP verification

Step 4: Validate your Name, DOB & email ID

Step 5: Proof of Identity & Proof of address to be selected from list of values.

Option 1 - Click on "Aadhaar OTP Verification" and complete your Aadhaar validation successfully.

(Or)

Option 2 - Select Aadhaar card/Passport/Voter ID/Pan card and upload your document.

(If you choose to

upload your Photo option, please upload Self attested Proof of Identity and Proof of Address)

Step 6: Upload your FSSAI document and update valid Registration/License/Application receipt number

Step 7: Click selfie or Upload your clear passport size photo and complete your photo validation successfully.

Step 8: Acknowledge the Mandatory Orientation Training

Step 9: Acknowledge the Gold Standard Guarantee

Step 10: Acknowledge the Associateship Agreement & Supplementary Agreement

After conversion of Preferred Customer to Associate via Online, the Associate status shall be updated in MyHerbalife.com account profile immediately.

Converted Associate ID may recruit new downlines instantly.

Important Note: Herbalife will review the documents & information provided at the time of online conversion. Until then newly converted Associates will be allowed to purchase for self-consumption only which shall not be more than 300 Volume Points.