

## Protecting Your Business

Communication: .....Business Review

To: .....Botswana, Eswatini, Lesotho,  
Namibia Members



Our goal is to support and enhance the Member's person-to-person relationships with their customers and to promote the 'Distributor Difference' in the marketplace as a unique competitive advantage.

Staying true to this goal helps build and maintain the integrity of the Herbalife Sales & Marketing Plan. To support Members grow their businesses in accordance with the Marketing Plan, Herbalife is trialing the implementation of additional review processes. On top of the usual reviews undertaken when Members reach certain levels in the Herbalife Marketing Plan, the following review process will also be undertaken:

Effective 1<sup>st</sup> December 2023, any Member who achieves 7,500 PPV will be required to complete a Survey and attend a business review meeting with MPC. The Survey and meeting is designed to help and support Members to ensure that:

- Distributor Difference is being applied;
- Members built their business on a solid foundation, contributing to Herbalife's and its Members' reputation, growth, and sustainability;
- The general business practices and the sales methods used by the Member are in compliance with Herbalife's Rules.

Initially, **the completion of the Survey and business review will be required for all new and existing Members doing business in Europe & Africa, regardless of their residence, or the country where they joined who achieves 7,500 PPV (orders shipped collectively in Europe & Africa countries).** You don't need to do anything, Herbalife will contact you at the relevant time and will send you the Survey to complete and to arrange a meeting, which may be in person.

Herbalife wants to ensure Members fully understand and comply with the Rules as they continue to grow their business. Herbalife is also committed to provide any necessary support. We are sure you will understand that assisting Herbalife with this initiative is important to you and to Herbalife's business collectively and we are confident you will give this process your full support.

However in the unlikely event of you failing to cooperate with this process Herbalife may impose sanctions to your Membership, including but not limited to, suspension of your buying privileges.

Herbalife thanks you for your support in upholding the policies established to provide protections for your Membership. Should you have any questions regarding this communication please contact Herbalife at 011 554 1000. You may also view Herbalife's [Rules](#) by visiting MyHerbalife.com, or by contacting Herbalife for assistance.