



## Herbalife Independent Distributor FAQ

### 1. How do I set up Wellness Rewards on my Herbalife Distributor Commerce site?

No setup is needed. If you've opted to have Herbalife payment as your merchant of record, the Wellness Rewards Program will be automatically available on your Distributor Commerce site for your customers.

### 2. Who can use Wellness Rewards?

Wellness Rewards is available to all registered retail customers and Wellness VIP members shopping through your Distributor Commerce site. Guest checkout customers will be prompted to register if they wish to participate.

### 3. What discounts do customers receive?

The Wellness Rewards Program includes multiple tiers designed to reward your customers' loyalty and engagement. Tier-based discounts are automatically applied based on their status:

- **Loyalty Member** (Free to join): Earn and redeem Rewards Points on product purchases. No product discounts are included at this tier, but a 5% off on Subscribe & Earn orders. Distributors may offer their customers greater discounts on product purchases through coupons.
- **Wellness VIP – Bronze** (\$19.95 annual fee): Enjoy a 15% off product discount from suggested retail price, receive one free sample with every order, and earn 1.25 times Rewards Points on Subscribe & Earn orders
- **Wellness VIP – Silver** (Spend \$500 + \$19.95 annual fee): Receive a 25% off product discount suggested retail price, one free sample per order, and earn 1.5 times Rewards Points on Subscribe & Earn orders
- **Wellness VIP – Gold** (Spend \$2,500 + \$19.95 annual fee): Unlock a 35% off product discount suggested retail price, one free sample per order, and earn 2 times Rewards Points on Subscribe & Earn orders

Please note that the Wellness VIP program provides discounts off the suggested retail price, while the Preferred Member program provides discounts based on Earn Base discounts from suggested retail price.

#### **4. What happens to existing Preferred Members during transition?**

During the transition, existing Preferred Members may continue placing orders under that program. If existing Preferred Members elect to transition to the Wellness VIP program, they can do so by consenting to the Terms and Conditions and logging in to the new Distributor Commerce site. Existing Preferred Member account information will automatically transition to the Wellness VIP program. Their name, phone number, email address, DOB, address(es), and Sponsor ID will be preserved. Their account becomes active immediately, and they can start enjoying Wellness VIP perks right away.

Please note that the existing order history will not be transitioned; they may contact customer support for past order details.

#### **5. Can I opt out of Wellness Rewards?**

No. If you have Herbalife payment as your merchant of record, Wellness Rewards will be a standard feature across all Distributor Commerce sites to ensure consistency for customers.

#### **6. Where can I track customer activity?**

Distributors will be able to view all customer transactions, sign-ups, and transition activities directly on MyHerbalife.com, under the BizWorks tab.

#### **7. What is the Rewards Points to dollar conversion for my customers?**

Rewards Points can be redeemed in increments of 500 Points, with 500 Points equal to \$5 off at checkout. The minimum they can redeem is 500 Points, and the maximum is 2,500 Points per order. However, Reward Points have no monetary value and cannot be redeemed for cash or transferred.

#### **8. How does referral work for my customers?**

When a customer or a Wellness VIP refers a friend or a family member to the program, the friend or family member will start as a Loyalty Member. Both the referrer and the referee will earn bonus 500 Rewards Points once the referee makes their first purchase. The new member will also be added as a customer under the referrer's Distributor. As a Distributor, you continue to earn Retail Profit and volume credit from both the original and referred customers.

#### **9. Do customers still count toward my volume if they redeem Rewards Points?**

Customers still count toward your volume when they redeem Rewards Points. Volume is calculated based on the full product value.

**Disclaimer**

The program name, tier names, and related terminology are subject to change at Herbalife's discretion. Additional features and benefits may be introduced in future releases of the program. For the most current information on the program, please refer to the official Herbalife website.