

PREFERRED CUSTOMER QUESTIONS & ANSWERS

4LIFE EUROPE • FROM 1 OCTOBER 2018



- 1. What paperwork do Preferred Customers have to send?** There is no specific paperwork, but they do need to subscribe via the website or fill in the form and email it to customer service.
- 2. Can anyone sign up to be a Distributor?** No, to be a Distributor you need to fulfil the requirements of each country.
- 3. Can you sign up to be a Preferred Customer over the phone?** No, you can only sign up to be a Preferred Customer via the website or by emailing the scanned form to the customer service department of your market.
- 4. Do I have to pay to sign up to be a Preferred Customer?** Yes, the first subscription costs €25 (plus VAT) and is valid for one calendar year. From the second year onwards, the annual subscription costs €15 (plus VAT).
- 5. Is the Preferred Customer subscription fee payable in all European markets?** Yes, payment of the subscription fee is mandatory in all European markets.
- 6. If I sign up as a Preferred Customer and pay the initial €25 subscription fee, how long is the withdrawal period?** The withdrawal period is 14 days from the enrolment date.
- 7. Does the enrolment of Preferred Customers count for the compensation plan?** Yes, the ID numbers of Preferred Customers count as new subscriptions in the compensation plan.
- 8. From what date does the 90 day deadline for sending the paperwork start?** The countdown starts on the day you sign up on your first frontline.
- 9. Do the sponsor and the enroller of the Preferred Customer have to be the same person?** Just as before, your sponsor and your enroller can be different, but they won't count as frontline within the Builder Bonus programme.
- 10. When do I need to pay the Preferred Customer subscription fee?** The €25 subscription fee will be deducted as soon as you enrol.
- 11. Does the subscriber receive a 25% commission on a Preferred Customer's first order?** Yes, the subscriber will continue to receive 25% of the total of the Preferred Customer's first order.
- 12. Can I generate a 4Life ID number without paying the €25 subscription fee?** No. From 1 October, anyone who wants to generate a 4Life ID number will have to enrol as a Preferred Customer and pay the initial subscription fee.
- 13. From 1 October, how can I sell products to my customers if I don't have any new Preferred Customer subscriptions?** Through My4Life, the 4life.com website, or by calling Customer Service and providing your Distributor ID number.