

The Fresh Start Program

U.S. FAQs and Rules

January 1, 2019 – April 11, 2019



Q1 When is the period for The Fresh Start Program?

A1 The Fresh Start Program will start Saturday, January 12, 2019 at 5:00 p.m. ET after Super Saturday concludes and runs to Thursday, April 11, 2019 at 11:59 p.m. ET. Participating Ambassadors must achieve one of the following:

- (a) a minimum of 200PV between January 1st – February 10th,
- (b) Purchase a \$199 Welcome Pack between January 1st - February 10th, or
- (c) Purchase a \$99 Welcome Pack between January 1st – February 10th and have an additional 100PV between January 1st – February 10th

The Fresh Start Program will be earned once qualifications have been met.

Q2 How do I earn the Fresh Start Bonus?

A2 To achieve the Fresh Start Program Bonus, you must achieve the **qualifications** in the set time frame indicated below to receive that Fresh Start Bonus.

- Fresh Start Program duration of 1 – 14 days² will receive a Enhanced Fresh Start Bonus of \$100²
- Fresh Start Program duration of 1 - 30 days will receive a Fresh Start Bonus of \$100¹
- Fresh Start Program duration of 1 – 60 days will receive a Fresh Start Bonus of \$150¹
- Fresh Start Program duration of 1- 90 days will receive a Fresh Start Bonus of \$250¹

¹Fresh Start Bonuses will be paid out upon the first instance of qualification and may be earned in addition to any qualifying Compensation Plan One-Time Achievement Bonuses paid out in your monthly Commissions. Compensation Plan One-Time Achievement Bonuses are independent of the Fresh Start Program and are not guaranteed to be earned through this Program.

²If qualifications are achieved in the first 14 days of the Program, you will earn another \$100 **Enhanced Fresh Start Bonus.**

Q3 How do I achieve the qualifications for the Fresh Start Program?

A3 To achieve the qualifications for the Fresh Start Program, you must achieve the following:

To qualify for the \$100 Fresh Start Achievement Bonus, the following must be completed within the first 30-days of enrollment:

Ambassadors must achieve one of the following:

- (a) a minimum of 200PV between January 1st – February 10th,
- (b) Purchase a \$199 Welcome Pack between January 1st - February 10th, or

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(c) Purchase a \$99 Welcome Pack between January 1st – February 10th and have an additional 100PV between January 1st – February 10th

- Enroll **3** Personally Sponsored Qualified Ambassadors, each with a \$199 Welcome Pack purchase **AND** an active 100PV or more Subscription between January 12th – February 10th

To qualify for the \$150 Fresh Start Achievement Bonus, the following must be completed by the end of the second 30-days (60-days) of enrollment:

- Have an active 100PV or more Subscription order in place
- Have 100PV or more between February 11th and March 12th
- Have at least **three** Personally Sponsored Qualified Ambassadors **AND** add **9** new Ambassadors each with a \$199 Welcome Pack and 100PV Subscription to your first three physical levels (Levels 1-3) who achieve one of the following scenarios. (Note: that the three Personally Sponsored Qualified Ambassadors can be counted towards the 12 required Ambassadors.)
 - Scenario 1
 - Purchase a \$199 Welcome Pack between January 12th – February 10th
 - Have 100PV between February 11th and March 12th
 - Have an active 100PV or more Subscription in place by the end of the 30-days to be eligible for that period's bonus
 - Scenario 2
 - Purchase a \$199 Welcome Pack between February 11th and March 12th
 - Have an active 100PV or more Subscription in place by the end of the 30-days to be eligible for that period's bonus.

To qualify for the \$250 Fresh Start Achievement Bonus, the following must be completed by the third 30-days (90-days) of enrollment:

- Have an active 100PV or more Subscription order in place
- Have 100PV or more between March 13th – April 11th
- Have at least **three** Personally Sponsored Qualified Ambassadors **AND** have at least **30** Ambassadors on the first three physical levels (Levels 1-3) who achieve one of the following scenarios. (Note: that the three Personally Sponsored Qualified Ambassadors can be counted towards the 12 required Ambassadors.)
 - Scenario 1

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- Purchase a \$199 Welcome Pack between January 12th – March 12th
- Have 100PV between March 13th – April 11th
- Have an active 100PV or more Subscription in place by the end of the 30-days to be eligible for that period's bonus
- Scenario 2
 - Purchase a \$199 Welcome Pack between March 13th – April 11th
 - Have an active 100PV or more Subscription in place by the end of the 30-days to be eligible for that period's bonus.

Q4 If my 3rd Ambassador who qualified me for the first 30-day bonus cancels their account or is no longer qualified themselves during the second 30-day cycle, does that disqualify me for achieving the bonus in the second 30-days (60-days)?

A4 Yes. All participants will need to re-qualify with an active 100PV or more Subscription and have a minimum of 100PV in every 30-day cycle. A new Personally Sponsored Ambassador enrollment however can take the place of the Level 1 Ambassador that was not qualified.

Q5 Do all 30 new Ambassadors need to come from my Level 3 downline?

A5 No. Your minimum 30 new Ambassadors can come from your Levels 1-3 to qualify for the 90-day Fresh Start Program qualifications.

Q6 To qualify for the Fresh Start 60-day and/or 90-day bonuses, what is the required enrollment date for the sponsors on Level 2 and Level 3 Ambassadors need to be?

A6 To qualify for the Fresh Start 60-day and/or 90-day bonuses, the Sponsors for both Level 2 and Level 3 New Ambassadors must have a required enrollment date on or after January 1, 2019.

Example: if one of your New enrollments (counting for your Level 2) enrolled on or after January 1, 2019 and personally sponsors a New Ambassador on January 25, 2019 and they Personally Sponsor a New Ambassador (counting for your Level 3) who enrolled on February 1, 2019, both Level 2 and Level 3 Ambassadors would count towards the qualifications for the 60-day and/or 90-day bonus.

Q7 What if I had enrollments between January 1, 2019 through January 11, 2019, would their enrollments qualify for the 60-day and/or 90-day bonuses?

A7 Yes, as long as those enrollments occurred between January 1, 2019 through January 11, 2019, they would qualify for 60-day and/or 90-day bonus.

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Q8 If an Ambassador in my downline is not Commission Qualified, will I still be eligible to reach the next 30 day's Fresh Start qualifications?

A8 If someone on your downline is not Commission Qualified, you will still be eligible to reach the next 30-days of the Fresh Start Program as long as the qualifications are met.

For example: If an Ambassador enrolls 2 new Personally Sponsored Qualified Ambassador in the first 30 days of the Fresh Start Program, they will not be eligible for a \$100 Fresh Start bonus. However, the following 30 days, they have the opportunity to enroll their third Personally Sponsored Ambassador as well as their 9 Level 2 Ambassadors to achieve the (Super Silver) ³ Fresh Start Program bonus.

Q9 Are the Bonuses stackable, can I earn more than one bonus in a month?

A9 Yes, the bonuses are stackable, you can earn more than one bonus in your first 30-days of the program if you achieve the qualifications for the Fresh Start Program.

Q10 What tools are available for helping us achieve the Fresh Start Program?

A10 The following tools are available in your Back Office:

- 64 Contact Worksheet
- Me+3
- Fresh Start Program Training overview (pdf)

Q11 Will upgrades count towards the qualifications for Fresh Start Program?

A11 Yes, all upgrades will count in Levels 1-3.

Q12 Can I earn the Fresh Start Bonus more than once?

A12 No, this bonus can only be achieved once.

Q13 Does my monthly Subscription order PV count towards my qualifying 100PV?

A13 Yes. Your monthly Subscription must be turned on and have a minimum of 100PV which can count towards your qualifications.

Q14 If, within my first 30 days, I achieve all of the qualifications for the program (90-days), will I receive all three Fresh Start bonuses?

A14 Yes, you can achieve all Fresh Start Bonuses as long as you achieve the qualifications for all in the allotted time duration specified.

For example: If you are qualified with 200PV, have your 100PV Subscription in place and enroll three Personally Sponsored Qualified Ambassadors each with a \$199 Welcome Pack and 100PV Subscription in your first two weeks you can immediately start helping your next 9 Ambassadors to your team.

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Q15 What is the different between Fresh Start and Fast Start?

A15 Fresh Start Program is intended to provide a Fresh Start for existing Ambassadors to achieve those monthly goals that have not already been achieved. Giving them the opportunity to achieve those qualifications and earn a monetary reward that is paid out weekly. Fast Start Program is intended to incentivize new Ambassadors for achieving their monthly goals by providing a monetary reward that is paid out weekly.

Q16 Can I earn both the Fresh Start and the Fast Start bonuses?

A16 No. You are only eligible to earn either Fresh Start or Fast Start bonuses, not both.

Q17 If a return or refund occurs on my account or that of my downline, will that count towards the qualifications?

A17 Yes, refunds and returns will affect the Fresh Start qualifications and will be retracted for earning any of the bonus's that happen between January 12th – April 11th.

Q18 Will compression apply for this Incentive?

A18 No, compression will NOT apply to the Fresh Start and Fast Start Programs. The Programs are based on physical levels only. For additional information on compressions and qualified Ambassadors, please review the Plexus® Compensation Plan.

Q19 What is the definition of a Qualified Ambassador?

A19 An Ambassador who has 100 PV within the current month or purchases a Welcome Pack in their first 30 days of enrollment.

Q20 If I received an Ambassador through the Plexus Leads Program, will they apply towards my qualifications in the Fresh Start Program?

Q20 No. Any Ambassador Leads received as part of the Plexus Leads Program will not apply towards the qualifications in Fresh Start Program.

Q21 How will I know if I earned any of the Fresh Start Achievement Bonus (s)?

A21 A congratulatory email will be sent to all Ambassadors who earned the Fresh Start Achievement Bonus on a weekly basis following the week after achieving the Fresh Start Program qualifications in your weekly Commissions. This bonus is in addition to your Compensation Plan One-Time Achievement Bonus that will be paid out in your monthly Commissions.

Q22 Who do I contact if I have any questions about the incentive or my qualification level after the results have been posted?

A22 Request for exceptions must be received by August 31, 2019 to be considered. You can email ambincentives@plexusworldwide.com and someone from the home office team will get back to you.

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Rules and Regulations:

*The Fresh Start Program runs from Saturday, January 12, 2019 at 5:00 p.m. ET through Thursday, April 11, 2019 at 11:59 p.m. ET.

No adjustments will be made outside this Program dates. Fresh Start Program achievements will not coincide with your Rank achievements displayed in your VO. The Fresh Start Program runs on 30-day cycles and not monthly cycles. Fresh Start Bonuses will be paid out the following week after achieving the Fresh Start Program qualifications in your weekly Commissions. Any Ambassador Leads received as part of the Plexus Leads Program will not apply towards the qualifications in the Fresh Start Program.

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²If qualifications are achieved in the first 14 days of the Program, you will earn another \$100 **Enhanced Fresh Start Bonus**.

³*Super Silver is not an official Rank in the Plexus Compensation Plan.*

Any returns, refunds, and declined eCheck payments will count against the Ambassador qualifying for this incentive. All credit card payments for Customers and Ambassadors have to be in their own name and not that of the Sponsor or Upline. Anyone achieving the bonus that is non-compliant with the Plexus policies and procedures will not receive the bonus. Random audits are at the discretion of Plexus Worldwide and can be conducted at any time. If we find these Rules and Regulations have been violated, we will charge back any achieved bonuses.

αPlexus makes no guarantees on income. Your success depends on your effort, commitment, skill and leadership abilities. Please see the Plexus Annual Income Disclosure Statement. For more details on the Plexus Compensation Plan, please visit the Opportunity section of www.PlexusWorldwide.com.