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LEADERS RETREAT
CONTEST

Frequently Asked Questions Australia

Q What is the qualification period for the 2020 Leaders Retreat Contest?

A Contest period will run from 1 July 2020 at 12:00 a.m. USA ET through 31 October 2020 at 11:59 p.m. USA ET.

Q What's the location for the 2020 Leaders Retreat?

A Leaders Retreat location will be held in Phoenix, AZ in January 2021.

Personal Qualifications

Q Who can participate in the 2020 Leaders Retreat Contest?

A Any Ambassador in Good Standing can participate in 2020 Leaders Retreat Contest.

Q What personal qualifications need to be met in order to earn Contest Credits?

A Enrol 4 New Personally Sponsored Level 1 Ambassadors or Personally Sponsored Level 1 Customers during the Contest period. This can be a combination of Ambassadors and/or Customers and can happen at any time throughout the Contest period.

- Enrol New Personally Sponsored Ambassador with any Welcome Pack purchase within their first 30 days. Enrolment must be on or after 1 July 2020 (upgrades from Customer to Ambassador will count)
- Enrol New Preferred or Retail Customer with an initial 70.86 AUD or more order (upgrades from Retail Customer to Preferred Customer do not count)

Contest Participant must also be monthly Commission Qualified in each month of the Contest (July, August, September, October) and be in good standing.

Q Can Diamond re-entry accounts qualify on both accounts for Leaders Retreat?

A Yes. Both accounts can qualify and be eligible to earn prizes in the Leaders Retreat Contest. The 4 new, personally enrolled Ambassador/Customer qualification can be met by enrolments on either account. To qualify one account, 4 new qualified enrolments are needed. To qualify both accounts,

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8 new qualified enrollments are needed. These enrolments can be on one or both accounts to meet the enrolment Personal Qualification standards for the Contest. For example:

- Enrol 4 Level 1 qualified Ambassadors/Customers on each account
- Enrol 8 Level 1 qualified Ambassadors/Customers on one account (this can be original Diamond account or re-entry).
- Enrol a combination of 6 and 2 (or any combination to equal 8) Level 1 qualified Ambassadors/Customers on either account.

In addition to the personal enrolment qualification as described above, to be eligible for prizes, each account is required to reach 100PV (Commission Qualified) each month throughout the Contest. (and have the combination of 8 new Level 1 qualified Ambassadors or Customers between both accounts). Prizes will be awarded per individual account and based on the prize level achieved. If both accounts earn their way to Leaders Retreat, only 1 spot will be awarded to the Ambassador.

For example: Both accounts (Diamond and Re-entry) earned their way to Leaders Retreat. Diamond account reached **2,800 Credits** – 2,000.00 USD Nordstrom Shopping Spree + Reception and the Re-entry account reached **1,800 Credits** – Plexus Branded Luggage. Ambassador would receive the following for the activity earned on both accounts:

- 1 Spot to Leader Retreat
- 1,200 Credits – 200.00 USD Cash **X 2**
- 1,500 Credits – Private Reception – Not eligible for earning this prize twice
- 1,800 Credits – Plexus Branded Luggage **X 2**
- 2,000 Credits – VIP Gift Experience and Reception
- 2,200 Credits – 600.00 USD Flight Reimbursement plus Lunch Sat and Sun
- 2,800 Credits – 2,000.00 USD Nordstrom Shopping Spree + Reception

New Ambassador Enrolments

Q How do I earn Credits for new Ambassador Enrolments?

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A As an Ambassador you can earn Credits by personally sponsoring new Ambassadors on levels 1-4. To earn Credits, you must be a Qualified Ambassador (Commission Qualified) in the previous month or current, and your new Ambassador must Enrol within the qualification period and purchase a Welcome Pack.

Q Does my new Ambassador need to purchase a Welcome Pack in order for me to earn Leaders Retreat Credits?

A Yes. Your new Ambassador must purchase a Welcome Pack within 30 days upon Enrolment within the Contest period for you to earn Credits within the Contest period.

Q If I Enrol a new Customer during the Contest Period and they upgrade to an Ambassador during the Contest Period will I earn Credits for the Ambassador Upgrade?

A Upgrades from Customer to Ambassador will count during the Contest period, even if the Customer Enrolment date is prior to July 1. Upgrades from Retail Customer to Preferred Customer will not count during the Contest period.

Q Will Credits be removed if my new personally sponsored Ambassador returns their Welcome Pack and/or terminates their account?

A Yes. If your new Ambassador returns their Welcome Pack your dashboard will display as a “0” Credits earned for the new Enrolment.

Q How can I earn Retention Bonus Credits for new Ambassadors on my Level 1?

A You can earn 2 retention Credits by helping your new Ambassador you Enroled during the Contest period remain Commission Qualified after their Enrolment month during the Contest period.

New Customer Enrolments

Q If my new Customer submits 2 separate orders that equal to 70.86 AUD or more, will I earn Credits for my new Customer?

A No. New Customers must submit one initial order of 70.86 AUD or more.

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Q I have a Retail Customer who has an Enrolment date prior to July 1, 2020, and they have never placed an order before, can they submit their initial order now and count towards Leaders Retreat?

A No. New Customers must have an Enrolment date on or after 1 July 2020 and 70.86 AUD initial order during the Contest Period to qualify as a new Customer.

Q Do Customer upgrades count during the Contest?

A No, upgrades from Retail Customer to Preferred Customer do not count towards Contest Credits.

Q How can I earn Retention Bonus Credits for new Customers on my Level 1?

A You can earn 2 retention Credits by helping your new Customers you enrolled during the Contest period who continue to order 70.86 AUD or more month after month during the Contest period. These months do not need to be consecutive.

Team Development

Q How do I earn Credits for my Rank Advancements on my Level 1 - 3?

A As an Ambassador, you will have the opportunity to be rewarded for developing and growing your team! When you develop new Ambassadors to rank advance for the first time on your Level 1, 2 and 3, you will earn Credits for each new development during the Contest period. These Credits will reflect once commissions have been closed for the month for the new Rank Advancements.

Personal Rank Advancement

Q How do I earn Credits for Personal Rank Advancements?

A As an Ambassador, you can earn Credits when you personally Rank Advance for the first-time from Silver to Diamond. This is a one-time achievement bonus that you earn for each new Rank that you achieve during the Contest period!

Example: Rikki's Paid Rank as of July is Senior Gold Ambassador. She ranked-up to Senior Ruby Ambassador in August. Therefore, she earned 250 Credits for Ranking up to Ruby Ambassador and earned 300 Credits for Ranking up to Senior Ruby Ambassador as well in the month of August.

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Q Can I earn Credits when I achieve the Senior Silver requirements?

A Yes, during the Leaders Retreat Contest when you achieve Senior Silver requirements as part of the Senior Silver program you can earn Contest Credits. For more details on the Senior Silver, please visit the Plexus Help Center: <https://helpcenter.plexusworldwide.com/hc/en-us/articles/360043558252-Senior-Silver-2020-Program>

Personal Volume Achievement Per Month

Q Is there a credit limit for the Personal Volume Achievement Credits?

A Yes. Ambassadors can earn up to 125 Credits each month during the Contest period.

Q How much of my Personal Volume can I contribute each month for the Personal Achievement Credits for Leaders Retreat Contest?

A Ambassadors are able to contribute up to 1,000 PV per month from their personal purchased orders during the Contest period.

Activity and Dashboard

Q Where can I find the 2020 Leaders Retreat Dashboard?

A The Dashboard will be located in your Virtual Office. Log into your Virtual Office click on the “Incentives” section then select Leaders Retreat Contest.

Q When will the Leaders Retreat Contest Dashboard be live for Ambassadors to track their Credits?

A The Leaders Retreat Contest Dashboard will be live for Ambassadors to track their Credits on Wednesday, 1 July 2020.

Q How often does the Leaders Retreat Dashboard update?

A The Leaders Retreat Dashboard will update depending on the type of qualification you are earning Credits for. Please reference examples below:

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- **New Ambassadors** - New Ambassador Credits will update upon the purchase of a Welcome Pack. This may take up to 24 hours to reflect on your dashboard.
- **New Customers** - New Customer Credits will update upon submission of the 70.86 AUD initial order. This may take up to 24 hours to reflect on your dashboard.
- **Personal Volume Achievements** - Personal Volume Achievement Credits will update upon your purchases and your customer purchases reflecting each category. This may take up to 24 hours to reflect on your dashboard.
- **Developing Team & Personal Rank Achievements** - These Credits will update upon commission being closed the following month.

Q What are “Live Credits”?

A Live Credits are Credits that appear on your dashboard daily including the following categories: New and Upgraded Ambassador Enrolments, New Customer (Retail and Preferred) Enrolments and Personal Volume.

Q How are my Leaders Retreat Credits affected by returns?

A There are a couple of scenarios where your Credits could be affected by returns, please reference below:

- New Ambassadors – Your Credits may be affected in the instance of a New Ambassador who returns their Welcome Pack, Ambassador account is terminated and/or cancelled.
- Personal Volume – Your Credits may be affected if there’s a returned order from you and/or your Customer (Retail or Preferred) that was placed during the current month commission cycle.

Q Will my dashboard Contest Credits fluctuate throughout the Contest?

A Yes, please keep in mind that your Credits are not final until after commissions close and you receive a final email from the Plexus Recognition team by 27 November 2020.

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Prizes

Q Do I have to attend Leaders Retreat to receive my prize(s)?

A Yes, the Contest rules state that you must be registered and attend Leaders Retreat to receive your prize(s). Prizes will not be shipped or given as cash equivalents to those who do not attend.

Q If I qualify for Leaders Retreat and don't attend, can I get a cash payout instead?

A No, there will be no cash payouts for those who cannot attend Leaders Retreat.

Q How will I know what prize level I qualify for the 2020 Leaders Retreat Contest?

A You'll receive an email confirmation regarding your Credits and prize(s) earned with additional information regarding your achieved prize(s) on or after 27 November 2020 if you are one of the hardworking achievers!

Q Can I receive cash value for the shopping spree instead of a Nordstrom's Gift Card?

A Cash equivalent will not be available for this shopping spree. Please note that your gift card can be used online at Nordstrom.com if you do not use it during the shopping spree.

Q Who do I work with to book my flights and hotel if I earn the Shopping Spree?

A The Plexus Events team will reach out to you regarding your accommodations if you earned the Shopping Spree prize.

Q How will I receive my prize if it consists of cash?

A All cash amounts will be paid out by 2 December 2020. This amount will reflect in your Virtual Office as "Other Income" in the weekly commission's payout. In order to receive your prize, you must be present at Leaders Retreat.

Q Do I need to register to attend the 2020 Leaders Retreat event in Phoenix, AZ?

A Yes. Plexus will send you a registration email during the Contest period and you must register by a designated deadline (which will be shared in the email) that you need to register by to secure your spot. If you do not register in time, your spot may be forfeited.

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Q Can I bring a guest with me to Leaders Retreat?

A Yes, all qualifiers are allowed to bring one guest. A guest can include a family member, spouse, or friend. Bringing a Plexus Ambassador who has not earned Leaders Retreat is not permitted, with exception of a spouse who may be an Ambassador.

Q When will registration be made available to those who qualify for 2021 Leaders Retreat?

A All qualified earners will be notified no later than 27 November 2020. This includes notification for both qualified attendees and waitlisted Ambassadors. In order to receive any prizes and cash payouts, Ambassadors must register and attend 2021 Leaders Retreat. If an Ambassador unregisters from the event, they have forfeited all prizes.

Q Will there be a limit of earners that will be able to attend the Plexus® Phoenix 2021 Leaders Retreat?

A Yes. Space is limited and first qualified earners will be eligible to register and attend 2021 Leaders Retreat. Any additional earners that are waitlisted will be given a 500.00 USD cash bonus and paid out any earned cash prizes in place of attending.

Q If I earned Leaders Retreat but will be waitlisted, will I be eligible to earn my earned prizes?

A Absolutely! Ambassadors who earned Leaders Retreat and were placed on a waitlist will be eligible to receive all monetary prizes earned.

- 1,200 Credits – 200.00 USD Cash
- 1,500 Credits – Private Reception – *No Cash Payout for Reception
- 1,800 Credits – Plexus Branded Luggage
- 2,000 Credits – VIP Gift Experience *No Cash Payout for Reception
- 2,200 Credits – 600.00 USD Flight Reimbursement *No Cash Payout For Lunch
- 2,800 Credits – 2,000.00 USD Nordstrom Shopping Spree *No Cash Payout For Reception

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Q When will I get the 500.00 USD cash bonus and prizes if I am waitlisted?

A Waitlisted earners who qualify for the 500.00 USD cash bonus and other monetary prizes will receive their bonus/es by 18 December 2020.

Q What if I earned Leaders Retreat but do not want to attend? Can I willingly opt out from the event and receive cash in lieu of attending?

A Currently, Plexus is not offering cash value for any volunteered no-attendees. This also includes, one cannot offer their spot to another qualified Ambassador.

Q How will I know what Hotel I will be staying at during 2021 Leaders Retreat and how is this determined?

A Plexus will communicate hotel accommodations and placement at a downtown Phoenix hotel via email to qualified attendees. Hotel accommodations are assigned based on prize level earned.

Q What if I can't attend 2021 Leaders Retreat due to uncontrollable circumstances?

A If a qualified Ambassador cannot attend Leaders Retreat but wish to still be considered for earnings, this will be evaluated on a case to case basis and reviewed by Headquarters.