



United States FAQ's

Q1 What's the qualification period for the Plexus® LegaSea 2018 Leaders Retreat?

A1 The contest launched at our annual Plexus Convention, on June 9, 2018 and will run to Friday, August 31, 2018 at 11:59 p.m. ET. The contest credits will be retroactive back to Friday, June 1, 2018 at 12:00 a.m. ET.

Q2 When and where is the Plexus® LegaSea 2018 Leaders Retreat will be held?

A2 Leaders Retreat will be held on the Celebrity Equinox, as we cruise you from Miami, Florida on October 23, 2018 through October 26, 2018 to Key West & Nassau, Bahamas.

Q3 Who can participate in the 2018 Leaders Retreat?

A3 Ambassadors with a Highest Achieved Rank of Senior Ruby or below at the beginning of the contest period are eligible to participate in the 2018 Leaders Retreat.

Q4 Can I participate in Leaders Retreat and Emerald Extravaganza contest at the same time?

A4 No. Ambassadors will have the opportunity to participate in Leaders Retreat if they have a Highest Achieved Rank of Senior Ruby or below. Any Ambassador that Rank Advances to Emerald or above for the first time during the contest period, will then have the opportunity to participate and attend the 2018 Emerald Extravaganza Trip and qualify for prizes. Your already earned credits will then transfer to the Emerald Extravaganza Contest.

Ambassadors who qualify for Emerald Extravaganza will be ineligible to attend Leaders Retreat.

Q5 My Highest Achieved Rank is Emerald, Sapphire or Diamond and I didn't earn the 2018 Emerald Extravaganza trip, can I participate in the Leaders Retreat Contest?

A5 Yes. If you have not met the qualifications to earn the Emerald Extravaganza Trip, you will be eligible to participate in the Leaders Retreat Contest.

New Ambassador Enrollments

Q6 How do I earn credits for new Ambassador enrollments?

A6 As an Ambassador you can earn credits by sponsoring new Ambassadors on your levels 1-4. To earn credits, you must be Commission Qualified in the previous month or current, and your new Ambassador must enroll within the qualification period and purchase a Welcome Pack.

Q7 Does my new Ambassador need to purchase a Welcome Pack in order for me to earn Leaders Retreat contest credits?

A7 Yes. Your new Ambassador must purchase a Welcome Pack within 30 days upon enrollment for you to earn credits within the contest period.

Q8 If I enroll a new Customer (Retail or Preferred) during the contest period and they upgrade to an Ambassador during the contest period will I earn credits for the Ambassador upgrade?

A8 No. New Customers (Retail or Preferred) who upgrade to Ambassador during the contest period will only earn credits for the new Customer and not for the Ambassador upgrade.

Q9 Will credits be removed if my new personally sponsored Ambassador returns their Welcome Pack and/or terminates their account?

A9 Yes. If your new Ambassador returns their Welcome Pack and/or their account is terminated during the contest period, you will see a deduction on your Leaders Retreat dashboard.

Q10 How can I earn Retention Bonus credits for new Ambassadors on my Level 1?

A10 To earn Retention Bonus credits on new Ambassadors on your Level 1, every month following enrollment you will earn an additional 2 credits per month when your new Ambassador is Commission Qualified.

Q11 To earn Retention Bonus credits for new Level 1 Ambassadors, do they have to remain Commission Qualified for the remainder of the contest to earn credits?

A11 Months do not have to be consecutive to earn the Retention Bonus credits for new Ambassadors on your Level 1.

New Retail and Preferred Customer Enrollments

Q12 If my new Customer submits 2 separate orders that equal to 75 PV or more, will I earn credits for my new Customer?

A12 No. New Customers must submit first initial order of 75 PV or more.

Q13 To earn Retention Bonus credits for new Customers, do they have to submit a 75 PV order each month of the contest to earn credits?

A13 Months do not have to be consecutive to earn the retention bonus credits for Customers. Your Customers must submit a 75 PV order each month to earn retention credits.

Q14 If I enroll a new Retail Customer and they upgrade to a Preferred Customer in the same month, will I earn credits for Retail and Preferred?

A14 No. New Retail Customers who upgrade to Preferred Customer and/or Ambassador during the qualification period will only earn credits for the Retail Customer credit portion and not the Preferred/Ambassador credit portion.

Q15 I have a Retail Customer who has an enrollment date prior to June 2018, and they've never placed an order before, can they submit their initial order now and count towards Leaders Retreat?

A15 No. New Customers must have an enrollment date of June 2018 and on to qualify as a new Customer.

Q16 I have a Retail Customer who has an enrollment date prior to June 2018, and they upgraded to Ambassador during the Contest period, will I earn credits for the upgrade?

A16 Yes. Upgrades will count if you have an existing Customer who upgrades to Preferred and/or Ambassador during the contest period.

Personal Volume Achievements

Q17 Is there a credit limit for the Personal Volume Achievement credits?

A17 Yes. Ambassadors can only earn up to 300 credits each month during the qualification period.

Q18 How much of my Personal Volume can I contribute each month for the Personal Achievement credits for Leaders Retreat?

A18 You are only able to contribute up to 1,000 PV from your personal purchased orders.

Development Bonus for New Silvers

Q19 How do I earn credits for my new Silvers on my Level 1?

A19 As an Ambassador, you will have the opportunity to be rewarded for developing and growing your team! When you develop new Silvers on your Level 1, you will earn a 20 credit one-time bonus for each new Silver during the contest period.

Q20 How do I earn credits for my new Silvers on my Level 2 and 3?

A20 NEW this year, as an Ambassador, you will have the opportunity to be rewarded for developing and growing your team on Levels 2 and 3! When you develop a new Silver on your Level 2 you will earn 15 credits and when you develop a new Silver on your Level 3 you will earn 10 credits during the contest period.

Q21 Can I earn credits on my new Silvers on my Level 1 that retain their Silver Rank throughout the Contest period?

A21 Yes. For each new Silver on your Level 1 that you developed during the contest period, you will have the opportunity to earn retention credits per month if they maintain their Silver Rank Pay throughout the contest.

Personal Rank Advancement

Q22 How do I earn credits for Personal Rank Advancements?

A22 As an Ambassador, you can earn credits when you personally Rank Advance for the first time from Silver to Emerald.

Q23 How many times can I earn the Personal Rank Advancement credit bonus?

A23 Ambassadors are only eligible to earn a one-time Rank Advancement Bonus once per rank.

Leaders Retreat Prizes + Dashboard

Q24 Do I have to attend Leaders Retreat to receive my prize(s)?

A24 Yes, the contest rules state that you must be registered and attend 2018 Leaders Retreat to receive your prize(s).

Q25 How will I know what prize level I qualify for the 2018 Leaders Retreat Contest?

A25 You'll receive an email confirmation regarding your credits and prize(s) earned with additional information regarding your achieved prize on or after September 15, 2018 if you are one of the hardworking achievers!

Q26 How will I receive my prize if it consists of cash?

A26 All cash amounts will be paid out on or before October 19, 2018. This amount will reflect in your Virtual Office as "Other Income". In order to receive your prize, you must be present at Leaders Retreat.

Q27 Where can I find the 2018 Leaders Retreat Dashboard?

A27 The Dashboard will be located in your Virtual Office. Log into your Virtual Office, click on the "Incentives" section then select Leaders Retreat.

Q28 How often does the Leaders Retreat Dashboard update?

A28 The Leaders Retreat Dashboard will update depending on the type of qualification you are earning credits for. Please reference examples below:

- **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 completion of their 75 PV 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 Silvers & Personal Rank Achievements** - These credits will update upon commission being closed the following month.

Q29 How are my Leaders Retreat credits affected by returns?

A29 There are a couple of scenarios where your credits could be affected by returns, please reference below:

29 a. 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.

Example: Abby sponsored New Ambassador Julie during the first week of June. Julie decides to cancel her membership with Plexus 3 days later. Julie follows through with the Cancellation process. Abby will see her Leaders Retreat credits total decrease by 10 credits due to Julie's cancellation.

29 b. 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.

Example: Michelle's customer Carrie submits a 500 PV order on June 20, 2018. Carrie then decides she will need to return her order. Michelle's customer Carrie returns order on June 24, 2018. Michelle then will notice her 75 Leaders Retreat credits were removed from her Leaders Retreat Dashboard by the end of the month of June.

Leaders Retreat Cruise Details

Q30 Will there be a limit of earners that will be able to attend the Plexus® LegaSea Cruise 2018 Leaders Retreat?

A30 Yes. Space on the boat is limited to the first 1,200 earners who will be eligible to register and attend the LegaSea Cruise. Any additional earners after the first 1,200 will be given a \$500 cash bonus and paid out any earned cash prizes in lieu of attending. If you earn and are unable to attend Leaders Retreat, you will be eligible to receive the \$500 cash bonus plus any monetary prizes you have earned once approved by home office.

Q31 When will I get the \$500 cash bonus be paid out?

A31 Earners who qualify for the \$500 cash bonus, will receive their bonus by October 19, 2018.

Q32 Do I need a passport to attend Leaders Retreat?

A32 Yes, earners plus their guest are required to hold passports valid for at least 6 months after the final day of travel.

Q33 Can I bring a guest to Leaders Retreat?

A33 Yes. Ambassadors are allowed (1) guest. An infant, baby or child qualifies as your guest.

Q34 Are newborns or infants allowed on the LegaSea Cruise?

A34 Infants sailing on a cruise must be at least 6 months old as of their first day of the cruise.

Q35 I'm pregnant, am I allowed to attend the Plexus® LegaSea Cruise Leaders Retreat?

A35 Yes, if you are less than 24 weeks pregnant. Celebrity Cruises cannot accept guests who will have entered their 24th week of pregnancy by the beginning of, or at any time during the cruise.



Q36 I earned Leaders Retreat with my Re-Entry Account, can I attend Leaders Retreat?

A36 Unfortunately, you will not be able to attend Leaders Retreat but will have the opportunity to receive all monetary prizes earned with the 2018 Leaders Retreat Contest.

Q37 I earned Leaders Retreat but was not one of the first 1,200 earners and received the \$500 cash bonus payout. Am I eligible to earn my earned prizes?

A37 Absolutely! Ambassadors who earned the \$500 cash bonus, will be eligible to receive all monetary prizes earned.

Q38 My spouse earned Emerald Extravaganza and I'm going as their guest, can I still attend Leaders Retreat if I'm one of the first 1,200 earners?

A38 No. If you attend as a guest to Emerald Extravaganza, you will be unable to attend Leaders Retreat and or earn the \$500 cash bonus but will be eligible to obtain the monetary prizes earned with Leaders Retreat.

Q39 Who do I contact if I have any questions about the contest or my qualification level as the contest progresses?

A39 You can email contests@plexusworldwide.com and someone from the home office team will get back to you. to you.