



2021 Incentive 5 nights and 6 days AULANI Disney Resort and Spa

Key Dates

- **Qualification Period:** January 24, 2021 – December 31, 2021 (11 months and 1 week.)
- **Bonus Time:** January 1, 2021 – January 23, 2021
- **Baseline Period:** February 1, 2020 – December 31, 2020
- **Trip Dates:** TBD
- All New Associates and New Preferred Customers must be from Canada or the United States with “ship to” addresses in Canada or the United States in order to count toward this Incentive. Cross-country purchases beyond Canada and the US will not count toward this Incentive.

Qualification Summary

Listed below are the minimum requirements to earn the 2021 Incentive trip. Later in the document, you will learn more about additional ways to earn points.

- **Product Sales:** Sell products to New Associates and New Preferred Customers.
 - **Associates** must sell products to a minimum of Twenty-one (21) New Associates and New Preferred Customers. A minimum of ten (10) must be New Associates.
 - **Presidential Directors and higher** must sell products to a minimum of sixteen (16) New Associates and New Preferred Customers. A minimum of eight (8) must be New Associates.
 - **Points:** One (1) point will be awarded to the Enroller for each PV earned on products purchased by each New Associate and New Preferred Customer during the Qualification Period. (1 PV = 1 Incentive qualification point; 100 PV = 100 Incentive Qualification points). All New Preferred Customers and New Associates must have a ship to address in Canada or the US.
- **Growth Requirement Customer Point Volume (CPV):** Show CPV maintenance of 900 per month **or** minimum volume growth of 200 per month over your baseline CPV volume. See baseline dates above.

- **Leadership Level:** Maintain your highest leadership level 3 times (Leadership level is determined during the baseline period) see more details below.

Awards Based on Point volume as described above:

- 18,000 Points – Hotel package for two plus Mannatech sponsored meals and activities and includes transportation to and from the airport.
- 22,000 Points – Adds a \$500 travel allowance
- 27,000 Points – Adds a \$1000 travel allowance
- 32,000 Points – Adds a \$1500 travel allowance
- 37,000 Points – Adds a \$2000 travel allowance
- 42,000 Points – Adds a \$2500 travel allowance
- 50,000 Points – Adds \$3,200 in travel allowance or transfers and an additional room for two (2).

*Travel allowance may be used for additional rooms, additional guests, airfare, etc.

Additional Ways to Earn:

- **January Bonus:** Carry-over up to two New Associates and two New Preferred Customers and their volume from January 1 - January 23, 2021.
- **Leadership Rank Up Points:** Earn points for each Leadership level rank up during the Qualification Period. Learn more about the baseline Leadership level rank up in the document below.
- **New Associates/500 CPV:** In the first three (3) full months after their enrollment date, if a New Associate builds new CPV of 500 or more, the New Associate will receive 300 points toward the incentive. Additional points will be awarded each month 500 CPV or higher is maintained. See more information below.
 - **Enroller Bonus:** The enroller will earn an additional 200 points for the first month a New Associate achieves 500 CPV from New Preferred Customer product orders during the Qualification Period.
- **Existing Associates/500 CPV.** Existing Associates must increase their Baseline by 500 points to earn an additional 300 points in CPV Bonus points.
- **Team 4, 6, 8, 10, 12 and 14 Bonus:** Each month a New higher? Team level is attained for the first time, an additional 300 points will be rewarded to the Associate. For example: If an Associate reaches Team 6 (six) in January 2021 but reaches Team eight (8) in February an additional 300 points will be earned. The baseline for team attainment is December 2020.
- **Top Point Earners:** In addition, the top 3-point earners who exceed 42,000 points, will earn an upgraded room for the stay during the trip dates.

**2021 Incentive
5 nights and 6 days
AULANI Disney Resort and Spa
Official Qualification Criteria**

- 5 nights 6 days at the **AULANI Disney Resort and Spa**
- Transfers to and from the airport
- Sponsored Activities
- Welcome Reception and Dinner
- Farewell Reception and Dinner
- Recognition and Rewards for All
- Group Activity
- Hotel credit to help with expenses
- Additional Travel and Allowances may be earned
- Experiences to last a lifetime and much much more.

QUALIFICATIONS

Key dates and requirements:

- **Qualification Period:** January 24, 2021 – December 31, 2021 (11 months and 1 week.)
- **Bonus Time:** January 1, 2021 – January 23, 2021
- **Baseline Period:** February 1, 2020 – December 31, 2020
- **Trip Dates:** TBD
- All New Associates and New Preferred Customers must be from Canada or the United States with “ship to” addresses in Canada or the United States in order to count toward this Incentive. Cross-country purchases beyond Canada and the US will not count toward this Incentive

Listed below are the three (3) minimum requirements needed to earn the 2021 Incentive trip. Later in the document, you will learn more about additional ways to earn points toward qualification.

1. **GROWTH REQUIREMENT:** There are two ways to meet the growth requirement. If you have a new business or have less than 700 in CPV, option 1 may be the best method to achieve the growth requirement. If you already have a growing business and have 700 or more in CPV, option 2 may be your best method. Mannatech will track both for you.
 - a. **Option 1:** Associate must increase their CPV over their Baseline by 2,200 cumulative or an average of 200 per month during the Qualification Period. The Personal Point Volume (CPV) Baseline is determined by the average monthly CPV from February 1, 2020 – December 31, 2020.

For example: The average Baseline was 425 per month, so the cumulative Baseline is 4,675 for the Qualification Period of 11 months. The total cumulative CPV required to qualify for the trip will be $4,675 + 2200 = 6,875$.

The increased volume requirement could be one (1) New Preferred Customer per month with a \$200 order or two (2) customers with a \$100 order or three, etc. There is no maximum or minimum number of New Preferred Customers to meet the 200-point requirement.

- b. **Option 2:** Associates will be required to maintain a Personal Point Volume (CPV) of 900 average per month or a total cumulative CPV for the 11 months of the Qualification Period of 9900 or greater.

Reminder: For the purposes of the incentive, CPV = Customer orders minus personal orders.

2. LEADERSHIP MAINTENANCE REQUIREMENT:

- a. Leadership rank must be maintained three (3) of the eleven (11) months. Your Leadership rank cannot fall below the next level down in the last month of the incentive, December 2021. For example; If your Leadership Baseline rank is Silver Executive Director, you may not fall below an Executive Director in the last month of the incentive.
- b. For the purposes of this incentive Leadership level rank will be the highest level attained at least three (3) times during the Baseline Period.
- c. January 2021 Leadership level counts toward the incentive.
- d. New and current non-leader Associates must attain at least a Gold Associate level at least 1 time during the Qualification Period.
- e. Additional points may be earned for each level of Leadership rank up achieved for the first time during the Qualification Period as follows:
 - i. An additional 500 points per level for New Directors, Silver Directors and Gold Directors will be awarded.
 - ii. An additional 1000 points per level for New Presidential Director, Bronze Presidential Director, Silver Presidential Director and Gold Presidential Director will be awarded.
 - iii. New Platinum Presidential Directors and above will receive 2000 points and the opportunity to receive special incentive consideration as designated in (5f) below.
 - iv. If more than one (1) new level is achieved in a month, the highest Leadership Level will be awarded and the highest point level will be earned plus 50% of the stated points for the lower level.
 - 1. For example: If an Associate reaches Gold Director and Presidential level Leadership levels (2 levels) for the first time in March of 2021, the Associate would receive the full amount of the points for reaching the Presidential Level (higher point volume) of the two levels and 50% of the lower level points. In this case, it would be 1000 points for Presidential Director and 250 points for Gold Executive Director for a total of \$1250 points. In order to

receive additional Leadership level attainment points, this Associate would need to earn Bronze Presidential or Higher.

2. The maximum cumulative number of Leadership Rank up points for the purposes of this incentive is two-thousand (2000).

3. **NEW ORDER POINT REQUIREMENTS AND REWARDS:** In addition to #1 and #2 above, Associates will be required to meet the minimum point and new product order requirements by selling products to New Preferred Customers and New Associates as defined below.

- a. **Associates** who did not reach Presidential status 3 times during the Baseline Period must enroll and sell products to a minimum of twenty-one (21) new Associates and Preferred Customers. Ten (10) of the sales must be to New Associates, and the remaining eleven (11) can be either New Associates or New Preferred Customers.
- b. **Presidential Directors and higher** (Presidential Directors who reached Presidential Director at least three (3) times in the Baseline Period) must enroll, and have product sales, to a minimum of sixteen (16) New Associates or New Preferred Customers. Eight (8) of the sales, must be to New Associates, and the remaining eight (8) can be either New Associates or New Preferred Customers.
- c. New Associate Enrollments and New Preferred Customer Enrollments must take place during the Qualification Period (January 24, 2021 through December 31, 2021). However, please see(5a) below for January inclusions.
- d. An Associate enrollment registration (\$49.99) must be purchased by the enrollee to be considered a New Associate enrollment. However, the enrollment registration of \$49.99 does not count toward the required point volume.
- e. The New Associate enrollee must personally purchase a product order that is generated during the incentive Qualification period. In order for a product order to count in any given month, the order must be generated prior to or on the last day of the month. Note; we cannot guarantee that orders placed after 10 PM CST on the last day of the month will count towards that current month. Therefore, it is recommended that orders are generated before 10:00 pm Central Standard Time on the last day of the month.
- f. New Preferred Customer - A New Preferred Customer enrollee can only count toward the required twenty-one (21) new personal enrollments if the first product order is placed in the Qualification period.
- g. One (1) point will be awarded to the Enroller for each PV earned on products purchased by each New Associate and New Preferred Customer during the Qualification Period. (1 PV = 1 Incentive qualification point; 100 PV = 100 Incentive qualification points).
- h. Associates must meet or exceed the required points to earn the Incentive.
- i. New Preferred Customers (enrolled during the Qualification Period) that upgrade to an Associate during the Qualification Period will count toward the requirements of (3a). However, they will only count toward the New Associate requirements and will no longer count as a New Preferred Customer. The volume will remain with the converted Customer as per our Associate Policies and Procedures.
- j. If a New Preferred Customer enrolls prior to the Qualification Period and transitions to an Associate during the Qualification Period, the enrollment will count toward the

New Associate enrollment requirement and the volume will begin to accrue from that sign-up date on. Prior volume as a customer will not be recognized.

4. All 2021 Incentive Qualifiers will receive prizes that they have earned in the 2021 Incentive . Please see below, and note that earning options are not cumulative
 - 18,000 Points – Hotel package for two plus Mannatech sponsored meals and activities – includes transportation to and from the airport.
 - 22,000 Points – Adds a \$500 travel allowance
 - 27,000 Points – Adds a \$1000 travel allowance
 - 32,000 Points – Adds a \$1500 travel allowance
 - 37,000 Points – Adds a \$2000 travel allowance
 - 42,000 Points – Adds a \$2500 travel allowance
 - 50,000 Points – Adds \$3,200 in travel allowance or transfers and an additional room for two (2).

In addition, the top 3-point earners who exceed 42,000 points, will earn an upgraded suite for the stay during the trip dates.

*Travel allowance may be used for Additional rooms or travel for Each Qualifier.

5. **ADDITIONAL WAYS TO EARN POINTS: A maximum number of 2000 points may be earned though combined efforts described 5a, 5b, 5c, 5d and 5e.**
 - a. **January 2021 Associate Enrollment Points:** Up to two (2) New Associates and two (2) New Preferred Customers enrolled prior to January 24, 2020 and their volume will count toward the enrollment requirements and the new volume requirement during the Qualification Period if the enrollment and product order meet all the criteria specified above. If more than two (2) New Associates and two (2) New Preferred Customers were enrolled in January then the two (2) New Associates and New Preferred Customers with the highest volume will be included for each account number. **A maximum number of 2000 points may be earned though combined efforts described 5a, 5b, 5c, 5d and 5e.**
 - b. **CPV Bonus - New Associates**

A New Associate is defined as an Associate enrolled after January 23, 2021. In the first 3 full months after their enrollment date, a New Associate (see above) builds new CPV of 500 or more, the New Associate will receive 300 points toward the incentive. For example: If they enrolled in January 2021, they must have a 500 CPV balance no later than the end of April. **A maximum number of 2000 points may be earned though combined efforts described 5a, 5b, 5c, 5d and 5e.**

For each month that the New Associate consecutively maintains CPV of 500 or more they will receive an additional 300 points each month (Please note that personal orders by the New Associate do not count toward the new 500 CPV for incentive purposes. **A maximum number of 2000 points may be earned though combined efforts described 5a, 5b, 5c, 5d and 5e.**

For example:

New Associate (Jesse) enrolled January 27, 2021 (all CPV in this example is other than from the New Associate Jesse)

February CPV = / 0 points
March CPV = 550 / 300 points
April CPV = 600 / 300 points
May CPV = 400 / no points
June CPV = 600 / 300 points
July CPV = 600 / 300 points

The enroller will earn an additional 200 points for the first month a New Associate achieves 500 CPV from New Customer product orders during the Qualification Period. **A maximum number of 2000 points may be earned though combined efforts described 5a, 5b, 5c, 5d and 5e.**

c. CPV (Customer Point Volume) Bonus Existing Associates.

Existing Associates are Associates enrolled prior to January 24, 2021. Existing Associates must increase their Baseline by 500 points to earn the CPV Bonus as described above. Mannatech will use the average of the Baseline Period to calculate the starting point. **For each month they maintain the incremental CPV of 500 or more without a break, they will receive an additional 300 points up to maximum of 2000 points.** Personal orders of Existing Associates do not count toward the calculation of the increase of 500 CPV for incentive purposes – ***Only new customers enrolled in during the Qualification period will count. A maximum number of 2000 points may be earned though combined efforts described 5a, 5b, 5c, 5d and 5e.***

Example:

Existing Associate Harry
December 2020 CPV Baseline is 750
January 2021 CPV = 1000 / No points earned
February 2021 CPV = 1300 / 300 points earned
March 2021 CPV = 1000 / No points earned
April 2021 CPV = 1500 / 300 points earned
May 2021 CPV = 1300 / 300 points earned

- d. **Team 4, 6, 8, 10, 12, 14 and beyond earners:** Each month a New higher Team level is attained for the first time, an additional 300 points will be rewarded to the Associate. For example: If an Associate currently has Team 6 (six) in January 2021 but obtains Team 8 in February, an additional 300 points will be earned. The next level the Associate must earn is Team 10 to receive additional points according to this section.

Team Points will be calculated at the end of the Qualifying period. One (1) level will be rewarded each month. This level will now become the baseline for future points under this section.

For example: An Associate with a baseline of Team 4 earns both Team 6 and Team 8 in June 2021, the Associate would receive 300 points for achieving one (1) additional level (Team 8) and 50% of the lower level (Team 6) or 150 points for a total of 450 points. In this example, the Associates new baseline would be Team 8.

The baseline for Team level attainment is December of 2020 and will only include customers with ship to addresses in the United States or Canada. New Team levels will also only include customers from the United States or Canada. **A maximum number of 2000 points may be earned though combined efforts described 5a, 5b, 5c, 5d and 5e.**

PLATINUM PRESIDENTIAL DIRECTORS (PPD) or higher may qualify for the 27,000 point-level upgrades if they meet all qualifications of an 18,000-point earner.

- a. A PPD or higher must also maintain their Platinum Presidential Leadership level or higher three (3) months during the Qualification period.
- b. If the baseline leadership (as described under the leadership maintenance section) is lower than PPD, but they have previously reached Presidential Platinum Director, they must reach PPD and above 3 times during the qualification period.
- c. If an Associate reaches PPD for the first time during the promotion period, they would need to also reach PPD two 2 additional times in the promotion period to earn this upgrade.
- d. Platinum Presidential level is defined in in the Baseline Leadership level as described in (2b).

OFFICIAL RULES:

1. BY ENTERING THIS QUALIFICATION, PARTICIPANTS ACCEPT AND AGREE TO BE BOUND BY THESE OFFICIAL RULES. FURTHERMORE,

ANY VIOLATION OF THESE RULES BY THE PARTICIPANT MAY, AT MANNATECH'S SOLE DISCRETION, RESULT IN DISQUALIFICATION. ALL DECISIONS OF MANNATECH REGARDING THIS QUALIFICATION ARE FINAL AND BINDING IN ALL RESPECTS.

2. All commissions, bonuses and earnings are earned through the sale of Mannatech products. The examples set forth in this Qualification are for illustration purposes only.
3. Only Associates in Good Standing during the Qualification Period are eligible to earn the Incentive.
4. Qualification will not be considered from the result of an existing Associate sponsor transfer, override or country transfer.
5. Prior to the official notification of Qualification to Participants, all Qualification information provided by Mannatech is unofficial and subject to change and verification by Mannatech. If the Participant falls below the Qualification Criteria, the Incentive Package will not be awarded.
6. Mannatech assumes no responsibility for notifying Participants of any returns or cancellations within their organization that affect point totals.
7. We recommend (but do not require) that Participants keep track of their progress. Inquiries to research an account must be in writing and received by Mannatech's Incentives Department by January 15, 2022 to be considered for review. Any discrepancy received after this deadline will not be considered for approval.
8. All final rules and rule interpretations are solely at Mannatech's discretion.
9. Incentive Packages are not transferable and may not be given away or sold. Incentive Packages may not be transferred to another Mannatech Associate, family member, friend, etc. Only the names on the account are eligible to redeem the trip. In addition, if the Contest Qualifier chooses not to accept the Incentive Package earned, **no cash will be awarded** and the trip will be forfeited.
10. Travel Visas must be valid for the trip. Mannatech will not be responsible for any travel visas for any Contest Qualifiers and his/her guest(s).
11. Only one (1) Incentive Package may be earned per Mannatech SSN, SIN, EIN or CRUP. Upon sign-up, the SSN, SIN, EIN or CRUP will be tracked for duplication and authenticity at the time of sign-up and at the end of the trip Qualification.
12. All new Associate accounts used to earn the trip must have a unique SSN, SIN and EIN and the Associate must be new to Mannatech.
13. If a shared position qualifies for the Incentive Package, the joint owner of the position may be the guest. Each person listed on the account is not entitled to bring a guest. If one of the joint account owners chooses not to attend, a guest may be invited.
14. Mannatech, in its sole discretion, reserves the right to substitute the Incentive Package destination for one of equal or greater value for any individual Contest Qualifier or the entire group of Contest Qualifiers.
15. Contest Qualifiers will be notified on or before January 31, 2022 at the last known email address for those who have VALID email accounts on file with

- Mannatech. If the notifications returned as non-deliverable, the Incentive Package may be forfeited. The notifications will include a link to the registration website as well as instructions on how to complete the registration process.
16. Participants with excessive returns of products in their organization may be disqualified from the Qualification. In addition, if there are any excessive returns in the 12 months following the trip qualification that would have affected qualification, Mannatech has the right not to accept the returns and/or the Associate agrees to reimburse Mannatech for the cost of the trip or Incentive Package and any other recognition received by the Associate. Mannatech reserves the right, in its sole discretion, to determine what constitutes excessive returns.
 17. Participants must be 18 years of age or older at the start of the Qualification period to participate. If the Participant is under the age of 18 years old, a parent or legal guardian must also be named on the account. Online verification of age will be REQUIRED prior to completion of the registration. If it is found that the Contest Qualifier was not at least 18 years of age at the start of the Qualification Period, the Incentive Package WILL BE forfeited and may not be transferred to a legal guardian or parent.
 18. Participants must be a resident of the United States or Canada in order to participate and must be able to show proof, excluding residents of Quebec.
 19. An online Release of Liability must be accepted when registering in order for a trip reservation to be completed. The trip will not be awarded without acceptance of this release.
 20. All applicable taxes are the responsibility of the Contest Qualifier. The value of the package included in their 1099 and T4A will be approximately USD \$5,000 up to \$15,000 depending on the trip awarded.
 21. If the Contest Qualifier cancels after cash is awarded and hotel rooms are booked, the Contest Qualifier will be issued a 1099 or T4A for the expenses incurred regardless if the Incentive Package is actually taken. Not-for-profit or government agencies should consult a tax attorney prior to participation.
 22. By entering, Participants consent to the use of their name and likeness for publicity and qualification purposes by Mannatech without additional compensation, unless prohibited by law.
 23. Passports are required for ALL travelers regardless of age. There may be special restrictions for parents traveling with minor children. Please contact your local consulate for travel requirements outside of the United States or Canada.
 24. Participants' New Associate will be audited throughout the Qualification Period and will require a valid SSN, SIN or EIN to qualify.
 25. Any indication of manipulation regarding qualification criteria will disqualify any Participant attempting to benefit from the action. This includes sponsoring manipulation, adding members and or accounts of people that do not exist, buying in volume for qualification purposes may be subject to legal and compliance review. Mannatech, at its sole discretion, may disqualify any Participant from participating in the Qualification, refuse to reward points and or Incentive Packages and require the return of Incentive Packages if

Participant engages in any conduct Mannatech deems improper, unfair, or otherwise adverse to the operation of the Incentive or detrimental to other entrants. Such improper conduct includes but is not limited to, falsifying personal information before, during or after the Qualification Period and may be subject to legal and compliance review.

26. If a Contest Qualifier voluntarily or involuntarily terminates his or her distributorship under the terms of the Associate Agreement before the trip, he or she will forfeit the right to an Incentive Package and may be subject to legal and compliance review.
27. A cancellation will be treated as final and will not be reinstated.
28. A guest may not attend the trip without the qualifier.
29. Participants must refer to the Mannatech Compensation Plan in the Participants' market for more details.
30. Mannatech reserves the right to cancel or modify this Incentive program as determined by Mannatech at its sole discretion.
31. No purchase necessary.
32. Mannatech may cancel an event at any time based on circumstances beyond Mannatech's control if Mannatech deems it's in the best interest of the company and Associates and qualifiers.
33. Additional guest tickets, hotel fees, etc. not earned will be booked at the qualifiers expense and the qualifier will assume complete risk and responsibility for any cancellation fees and change fees for the qualifiers guest. For example: If the qualifier earns a trip for 2 people and they bring a 3rd guest, the qualifiers is solely responsible for the 3rd guest. Travel insurance is recommended when booking tickets.
34. Mannatech Qualifiers are responsible for any additional fees and expense for an additional guest. An additional guest is defined as over and above what the qualifier has earned. Travel insurance is recommended when booking tickets.

DEFINITIONS:

1. **Associate in Good Standing** - one who has (1) renewed his or her position as required by the Company within the Qualification period whichever or within one year as required and (2) has not received a final compliance sanction precluding the Associate from participating in events and/ or receiving recognition. A "Compliance Sanction" is considered final when (1) a ruling by the Compliance Committee is not appealed or (2) when an appealed compliance matter is decided by the Appeal Panel.
2. **Associate** - Any independent distributor who is eligible to participate in the Career and Compensation Plan and is governed by the Associate Policies and Procedures, Career and Compensation Plan and Associate Terms and Conditions as part of his or her agreement with Mannatech.
3. **New Customer** – A customer who bought Mannatech for the first time after January 23, 2021.
4. **New Associate** – An Associate who purchased products and enrolled as an Associate for the first time after January 23, 2021
5. **Associate Status** - There are two types of Associates:

- a. Active—any Associate who meets the minimum requirement for their rank within the Qualification period.
 - b. Inactive—an Associate who has not met the minimum leadership rank requirements for six (6) consecutive months.
- 6. **Contest Qualifiers** - A Qualified Associate who has met the minimum requirements of the Incentive.
- 7. **Downline Point Volume (DPV)** DPV consists of an Associate's Personal Point Volume (CPV) plus volume from their entire downline organization.
- 8. **Enroller** - The Associate who is listed on the Associate Application and Agreement as the Enroller. The Enroller and the Sponsor may be the same person, or the Enroller may place the new Associate under a different Sponsor in their organization.
- 9. **Leader** - Any Associate who has obtained the Leadership Rank of Executive or above.
- 10. **Leadership Rank** - Any Associate-recognized title or the highest title they have achieved. An Associate's leadership title may vary from month-to-month due to leadership qualification requirements.
- 11. **Point Volume (PV)** - Points assigned to every product for the purpose of bonus qualifications.
- 12. **Baseline** – For the purposes of this incentive, the Baseline equals the amount of volume or Leadership level you have either in your entire organization or your side legs in the US and Canada for the timeframe specified above.
- 13. **Customer Point Volume (CPV)** The volume earned on customer purchases needed to qualify for commissions during the Qualification period minus personal purchases. This term is only used for the purposes of this incentive.
- 14. **Side Leg Volume** includes all volume outside of the largest leg. For Baseline calculations, this generally includes all cumulative CPV, plus the cumulative DPV of all downline legs apart from the leg with the highest cumulative DPV during the baseline.