

Effective: March 1, 2022

For all details pertaining to the Loyalty Program, go to library.mannatech.com and search "Loyalty Program". This page includes PDFs to download and share.

1. What is the tiered Loyalty Program?

Let's say, for example, you place a \$100 **Monthly Subscription**:



2. What value do my Loyalty Points have and can I redeem them for money?

One Loyalty Point equals one U.S. dollar, however the Points are NOT redeemable for money and can only be used to order Mannatech products.

3. Do I pay shipping when I redeem my Loyalty Points for product?

Yes, on One Time Orders or when you add the product to a Subscription that is less than \$224.99.

4. Do I lose all my Loyalty Points if I miss a Monthly Subscription?

No. As long as you have had a Subscription for three consecutive months, you will keep any earned points from consecutive months, even if you miss a month. Only the point percentage resets. However, Loyalty Points do expire 1 year after the issue date.

5. Will my Loyalty Points from the three month vesting period double after the fourth month?

No. The Loyalty Program is tiered, which means you don't receive Points retroactively.

6. What happens if I edit or cancel an order, but create a new one in the same month? Will it still count as one of my consecutive orders (vesting)?

As long as a Subscription is generated every month, it counts. You can edit an order as much as you like. Should you not have a Subscription generate every month once that month has closed, you will then lose any unvested Loyalty Points you've accrued and will need to start fresh with your next Monthly Subscription.

7. Do all Subscriptions count toward the Loyalty Program?

Yes. Any Monthly Subscription will generate Loyalty Points, no matter the size of the order. However, some Promotional Product offerings accrue a maximum of 10% Loyalty Points when noted.

8. How do I enroll in the Loyalty Program? How do I know if I'm already a part of it?

All Associates and Preferred Customers are automatically opted into the Loyalty Program. Just log in to mannatech.com and set up your Monthly Subscription, or call us at 1-800-281-4469 (U.S.), or 1-866-717-2175 (CA) to start earning points now!

9. How do I redeem my Loyalty Points?

Loyalty Points can be redeemed by calling Customer Service. You can also redeem your Loyalty Points online at mannatech.com.

10. Do I have to use my vested Loyalty Points every three months, or can I save them and collect them for later?

It's up to you. You can use them after the initial three months, or you can save them for up to a year after they are redeemable, or anything in between.

11. How long are Loyalty Points valid?

Loyalty Points are valid for one year after they're fully vested, or redeemable. Any Loyalty Points not redeemed within a year of being vested would be forfeited. This is structured on a 12-month rolling cycle.

12. Can I apply my Loyalty Points toward my Monthly Subscription?

No. Loyalty Points must be applied only to separate One Time Orders when redeeming them. To save on shipping, you will be given the option to ship your product with your next Monthly Subscription, or you can choose to pay shipping on a separate One Time Order.

13. Can I credit my Loyalty Points toward a larger product purchase and pay the difference from another method of payment?

No. The free product must be within the dollar value of the Loyalty Points. For example, if you would like to get a free product that is \$50, but you only have 40 Loyalty Points, you aren't able to "pay" with your 40 Loyalty Points and then pay \$10 from another method of payment. You must either pick another product that costs \$40 or less, or earn more Loyalty Points to make up the difference and redeem your free product then.

14. If an Associate uses Loyalty Points towards an order, does it reduce the Point Volume (PV) of the order?

No. There is no Point Volume (PV) or Commissionable Volume (CV) awarded on redemption orders. Redemption orders in the Loyalty Program involve the Associate/Preferred Customers just receiving free product.

15. How will Associates and Preferred Customers be able to track how many Loyalty Points they've accrued?

Your Loyalty Points will be displayed on the first page when you log in to mannatech.com.

16. For those ordering from Canada, can they switch back and forth between a regular and a Not for Resale (NFR) Monthly Subscription? Are those considered consecutive orders?

Yes. When placing orders from Canada, you will be able to switch back and forth. As long as the Associates have three consecutive Subscription orders for their initial cycle on the account, they will receive their points toward the Loyalty Program.

17. What countries are participating in the Loyalty Program?

All existing Mannatech markets are participating in the Loyalty Program. There are minor differences in some regulatory related items that require slight adjustments.

Note: Amounts are in U.S. dollars.

The Loyalty Program Rules can be found at: library.mannatech.com/9015

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