

OPTAVIA® PROCEDURES - Singapore

<p>Enrolling as an Independent OPTAVIA Coach</p>	<p>You may enroll as an independent OPTAVIA Coach by completing the following steps:</p> <ol style="list-style-type: none">i. By agreeing to the terms and conditions of the Independent OPTAVIA Coach Agreement; andii. Purchasing an OPTAVIA Business Kit from the Company. Business Kits can be purchased via your OPTAVIA shopping cart or by calling the Coach Support Team. You are not required to purchase any other products or other materials to become a Coach with OPTAVIA. <p>If at the time of enrollment you do not agree to the terms and conditions of the Agreement, your sole recourse is to notify the Company and cancel your business. Failure to cancel within five (5) days of purchasing your OPTAVIA Business Kit constitutes your acceptance of the Agreement.</p>
<p>Enrolling as a Married Couple</p>	<p>Spouses that wish to start an Independent OPTAVIA Coach business together are required at the time of enrollment to:</p> <ol style="list-style-type: none">i. Agree to the terms and conditions of the Independent OPTAVIA Coach Agreement;ii. Submit one National Registration Identity Card (NRIC) Number for the account;iii. If the spouse Coaches wish to have communications from their business originating from both spouses, designate the Coach business as "Susan and Tom Smith" in the primary account holder position. If the Coaches wish for communications to come from one spouse only, Coaches will need to submit a Co-Applicant Account Add-On Form to add a Co-Applicant (in a secondary account holder position); Coaches will be required to designate only one spouse in the "primary" account holder position, for example, "Susan Smith" as the "primary" and Tom Smith as the "secondary/Co-Applicant." <p>If the spouse of an existing OPTAVIA Coach business later wishes to become an OPTAVIA Coach, he/she can be added to the Coach Account by:</p> <ol style="list-style-type: none">i. Agreeing to the terms and conditions of the Independent OPTAVIA Coach Agreement;ii. Updating the NRIC Number on the account, if necessary; andiii. Update the Coach business name in the primary account holder position (i.e., if Coach Susan's spouse is joining the business the Coach business name can be updated from "Susan Smith" to "Susan and Tom Smith") or submit a Co-Applicant Account Add-On Form as outlined under step iii.
<p>Renewing an OPTAVIA Coach Business</p>	<p>Coaches will periodically receive reminders from the Company to renew their business. Coaches may renew their businesses by placing an order for a Business Renewal via the OPTAVIA Shopping Cart or by contacting the Coach Support Team. The renewal fee is SD \$55.00 (inclusive of GST).</p>

<p>Reinstatement of an OPTAVIA Coach Business Within 30 Days of Conversion</p>	<p>Should an OPTAVIA Coach fail to timely renew his/her business, the business will convert to “Client” status. Once the business is converted, the Coach’s downline organization (including all personally sponsored Clients and Coaches) will automatically “roll-up” to the Coach’s Sponsor/Business Coach. Coaches that wish to reinstate their business are permitted to do so (at the discretion of the Company) subject to the following requirements:</p> <ul style="list-style-type: none"> i. Coaches that wish to reinstate their OPTAVIA Coach business within thirty (30) calendar days of conversion may do so by paying an administrative fee, in addition to the renewal fee. Personally sponsored Coaches and Clients will not be restored without written communication via letter, or e-mail (e-mail address must match what is on file with OPTAVIA) from the converted Coach’s Sponsor/Business Coach or from the Coach that rolled up. <p>Please note, the request to restore personally sponsored Coaches that rolled up must be received within thirty (30) calendar days of the Coach’s conversion, otherwise, Personally sponsored Coaches will not be restored to a reinstated Coach.</p> <p>OPTAVIA reserves the right to accept or decline a request for reinstatement of an OPTAVIA Coach business at its sole discretion.</p>
<p>Reinstatement of an OPTAVIA Coach Business More Than 30 Days After Conversion</p>	<p>Again, should an OPTAVIA Coach fail to timely renew his/her business, the business will convert to “Client” status. Once the business is converted, the Coach’s downline organization (including all personally sponsored Clients and Coaches) will automatically “roll-up” to the Coach’s Sponsor/Business Coach. Coaches that wish to reinstate their business are permitted to do so (at the discretion of the Company) within the following time-frames and subject to the following requirements:</p> <ul style="list-style-type: none"> i. Coaches that wish to reinstate their OPTAVIA Coach business more than thirty (30) calendar days from the date of conversion must purchase a new OPTAVIA Coach Business Kit under the same Sponsor/Business Coach. Personally sponsored Clients will not be restored without written communication via letter, or e-mail (e-mail address must match what is on file with OPTAVIA) from the converted Coach’s Sponsor/Business Coach. ii. Personally sponsored Coaches will not be restored to a reinstated Coach. <p>OPTAVIA reserves the right to accept or decline a request for reinstatement of an OPTAVIA Coach business at its sole discretion.</p>
<p>Enrolling as a Business Entity</p>	<p>If you wish to enroll your OPTAVIA Coach business as a Business Entity (corporation, partnership, limited liability company, trust, etc.), you are required to complete, sign and submit a Business Entity Addendum. A hard copy of the Business Entity Addendum, signed by all owners of the Business Entity, must also be submitted along with the electronic form.</p> <p>Please note, if changes are subsequently made to an existing Business Entity (such as changes in ownership, entity type, etc.), an amended Business Entity Addendum must be submitted. A hard copy of the amended Business Entity Addendum, signed by all owners of the Business Entity, must also be submitted along with the electronic form.</p>

Reporting Policy Violations	<p>If a Coach observes any Policy violations by other Coaches in the field, he/she shall provide written details of the incident (such as dates, number of occurrences and names of individuals involved, etc.) along with any supporting documentation (such as screen shots of the Policy violation, etc.) and provide same to the Company via the Policy Violation Form. While Coaches may include their contact information when submitting the Policy Violation Form, they are not required to do so.</p>
Returning Products, Business Kits, and Business Support Materials upon Cancellation or Termination of an OPTAVIA Coach Business	<p>Upon voluntary cancellation or termination of an independent OPTAVIA Coach business, the Coach may return his/her Business Kit and any Company-produced Business Support Materials that he or she personally purchased from OPTAVIA within twelve (12) months from the Coach’s date of purchase. Any Business Support Materials that are produced by a third party, i.e. non-Company produced, shall not be subject to this return Policy (please note, all products sold at www.OPTAVIAGEAR.com are produced by a third party).</p> <p>Upon the Company’s receipt of returned goods and/or Business Support Materials and confirmation that they are in currently marketable condition, the Coach will be reimbursed 90% of the net cost of the original purchase price(s). Shipping and handling charges will not be refunded. If the purchases were made through a credit card, the refund will be credited back to the same account. Goods are in “currently marketable condition” if they are unopened and unused and packaging and labeling has not been altered or damaged. Merchandise that is clearly identified at the time of sale as nonreturnable, closeout, discontinued, or as a seasonal item, is not in currently marketable condition. The merchandise must be returned within thirty (30) days from the date of the Coach’s cancellation/termination.</p> <p>Returns may be submitted by written request and must be accompanied by proof of payment, invoice, or packing slip and a Return Authorization Number.</p>
Order Returns & Refunds	<p>OPTAVIA’s Singapore Return Policy may be found at www.OPTAVIA.com/sg/return-policy.</p>

<p>Canceling an OPTAVIA Coach Business</p>	<p>An OPTAVIA Coach can cancel his/her business by:</p> <ul style="list-style-type: none"> i. Declining to renew his/her OPTAVIA business after twelve (12) months. Clients and personally sponsored Coaches will roll-up to the canceling Coach's Sponsor/ Business Coach; OR ii. Resigning in writing at any time, regardless of reason. Resignation must be submitted to the Company from the e-mail address that is on file with the Company to: renewals@OPTAVIA.com. Upon receipt of resignation from the Coach, the OPTAVIA Coach business will be cancelled, all commissions and bonuses will be forfeited and all Clients and personally sponsored Coaches will roll-up to the resigning Coach's Sponsor/Business Coach. <p>Please note, Coach commissions are calculated on a weekly and monthly basis in arrears to account for any adjustments to commissions that may be needed after the close of the week and/or month. Therefore, commissions are not finalized and payable to the Coach until several days after the close of the week and/or month, once the Company has completed the calculation of commissions.</p> <p>If a Coach resigns from his/her Coaching business, no further commissions will be paid to the Coach from the date the resignation is submitted to the Company, therefore, if the Coach resigns before the weekly or monthly commissions are finalized, the Coach will forfeit those unpaid commissions.</p> <p>The Company suggests that, before cancelling or resigning his/her business, that the Coach reach out to renewals@OPTAVIA.com to coordinate their resignation to ensure receipt of payment of any weekly or monthly bonuses that may not have been finalized.</p>
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<p>Appealing Disciplinary Sanctions</p>	<p>OPTAVIA has the right to impose any of the disciplinary sanctions outlined in the Policies. Should the Company elect to institute disciplinary sanctions against a Coach, the Coach has the ability to appeal the sanctions as follows:</p> <ul style="list-style-type: none"> i. The Coach will have twenty (20) days from the date of the Company's letter outlining the disciplinary sanctions, in which to submit an appeal. The Company must receive the Coach's written appeal correspondence within twenty (20) days of the date of the Company's letter. If the appeal is not received within the 20-day period, the disciplinary sanction(s) will automatically be deemed final; ii. If the Company receives a timely appeal of the disciplinary sanction(s), the Company's Policy Committee will review and reconsider the disciplinary sanction(s), consider any other appropriate action(s), and notify the Coach, the Coach's Sponsor and first qualified Executive Business Leader of its decision concerning the Appeal; iii. The Policy Committee's decision concerning the appeal will be final and subject to no further review. In the event a termination or suspension is not rescinded, the termination or suspension will be effective as of the date of the Company's original letter to the Coach.
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<p>Business Transfer (Sale of an OPTAVIA Coach Business)</p>	<p>To effect a transfer or sale of an OPTAVIA Coach business, the following must take place:</p> <ol style="list-style-type: none"> i. The Seller Coach (“Seller”) must submit a Business Transfer Request Form, this Form will also serve as notice to the Company of the Seller’s intention to transfer/sell the business; ii. Once the Company receives the Business Transfer Request Form from the Seller, the Company has the right of first refusal to purchase the business, at the same terms and conditions and sale price as that offered to other eligible purchasers. The Company shall have seven (7) business days from receipt of the Business Transfer Request Form within which to exercise its right of first refusal. If the Company exercises its right of first refusal, the purchased business will “compress” or “roll-up;” iii. If the Company declines to purchase the business within 7 days, the Seller may then offer to transfer/sell the business to other parties eligible to purchase; iv. The Seller must receive prior written authorization to transfer/sell the business before the Seller may proceed with the transaction; v. If the Company approves the transfer/sale and the purchasing Coach (“Purchaser”) is an existing OPTAVIA Coach, the transferred business will be operated by the Purchaser as a second business and remain in its current position in the line of sponsorship; vi. If the Company approves the transfer/sale and the Purchaser is an individual who is not a current OPTAVIA Coach, the Purchaser must submit a signed Independent OPTAVIA Coach Agreement to the Company; vii. If the business being transferred/sold is an entity (corporation, partnership, Limited Liability Company, trust, etc.), the Purchaser is required to complete, sign and submit an amended Business Entity Addendum. A hard copy of the amended Business Entity Addendum signed by all owners of the Business Entity must also be submitted along with the electronic form.
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<p>Business Transfer Upon Death</p>	<p>To effect the transfer of an independent OPTAVIA Coach business upon the death of a Coach, the successor to the OPTAVIA Coach business must provide the following to the Company:</p> <ol style="list-style-type: none"> i. A copy of the deceased Coach’s death certificate; ii. A certified copy of the will or other testamentary instrument establishing the successor’s right to the business; iii. If the successor to the OPTAVIA Coach business is not an existing Coach, the individual must submit a signed Independent OPTAVIA Coach Agreement to the Company. If the individual is an existing OPTAVIA Coach, the transferred business will be operated as a second business by the successor Coach and remain in its current position in the line of sponsorship; iv. If the business is an entity (corporation, partnership, limited liability company, trust, etc.), the successor to the OPTAVIA Coach business is also required to complete, sign and submit an amended Business Entity Addendum. A hard copy of the amended Business Entity Addendum signed by all owners of the Business Entity must also be submitted along with the electronic form. <p>All testamentary documentation must be provided to the OPTAVIA Compliance Department (sgcompliance@OPTAVIA.com).</p>
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<p>Business Transfer Upon Divorce</p>	<p>To effect the transfer of an OPTAVIA business upon the divorce of spouses running the business, the following must be provided to the Company:</p> <ul style="list-style-type: none"> i. A final divorce decree, court order or written agreement (signed by both spouses) concerning the disposition of the independent OPTAVIA Coach business. <p>Upon Company's receipt of the divorce decree, court order or written agreement concerning the disposition of the business, the business shall be transferred to the individual ordered by the court or as agreed to in writing by the parties.</p> <p>The Company reserves the right to verify all documentation provided by the Coaches concerning the disposition of the business. Please submit all divorce documentation to the OPTAVIA Compliance Department (sgcompliance@OPTAVIA.com).</p>
<p>Becoming a Sponsor</p>	<p>Sponsoring a new Coach is simple, please direct the individual to:</p> <ul style="list-style-type: none"> i. Visit your replicated OPTAVIA website to purchase an OPTAVIA Business Kit; OR ii. Call the Coach Support Team to purchase an OPTAVIA Business Kit. Be sure the individual has his/her credit card information, your name and your Coach ID number.
<p>Coach Sponsor Transfer Requests Within 30 Days of Enrollment</p>	<p>For Coach Sponsor Transfer requests submitted within 30 days of the Coach's enrollment:</p> <ul style="list-style-type: none"> i. The Coach must submit a Sponsor Transfer Request Form; ii. The Sponsor Transfer Request Form form must include an explanation for the change, along with the name and Coach Identification number of the requested Sponsor; iii. The Company will review; and iv. If approved (approval is at the Company's sole discretion), the Company will administratively move the Coach to the correct Sponsor.
<p>Client Transfers (Client-Initiated)</p>	<p>Client support is very important to OPTAVIA. Occasionally, a Client may request the support of a different Coach than the Coach who initially introduced him or her to OPTAVIA. Clients have the right to select the Coach that best meets his/her individual support needs. If a Client wishes to transfer to a new Coach:</p> <ul style="list-style-type: none"> i. The Client must submit a Client Transfer Request Form (Client-Initiated). <p>Transfers may take between 1 to 3 business days to process, and once approved, will be made effective the date the request was received by the Company.</p> <p>All volume that appeared prior to the date the Company receives the Request will not move with the Client, but remain with the previous Coach. Any orders placed after the transfer has been received and approved will be credited to the new Coach.</p>

<p>Client Transfers (Coach-Initiated)</p>	<p>A Coach may feel transferring a Client to a new Coach would best serve the needs of the Client (e.g. in the case of an inactive Client), if a Coach wishes to transfer the Client:</p> <ul style="list-style-type: none"> i. The Coach can submit a Client Transfer Request Form (Coach-initiated) on the Client's behalf. <p>Transfers may take between 1 to 3 business days to process, and once approved, will be made effective the date the request was received by the Company.</p> <p>All volume that appeared prior to the date the Company receives the Request will not move with the Client, but remain with the previous Coach. Any orders placed after the transfer has been received and approved will be credited to the new Coach.</p>
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<p>Bulk Client Transfers</p>	<p>Coaches requesting to transfer ten (10) or more personally sponsored/front-line entities (Clients, Leads, Inactives) to a new Coach must submit a Bulk Client Transfer Request Form. Due to the administrative effort involved, bulk transfers of Clients, Leads and Inactives require payment of an administrative fee, which are reflected below in Singapore Dollars, inclusive of GST:</p> <ul style="list-style-type: none"> i. S\$35.00* for 10-25 front-line entities (Clients, Leads, Inactives); ii. S\$70.00* for 26-50 front-line entities (Clients, Leads, Inactives); iii. S\$105.00* for 51-75 front-line entities (Clients, Leads, Inactives); iv. S\$140.00* for 76-100 front-line entities (Clients, Leads, Inactives); v. S\$345.00* for 101-250 front-line entities (Clients, Leads, Inactives); and vi. S\$690.00* for 251 + front-line entities (Clients, Leads, Inactives). <p>The administrative fees will be assessed based on the total number of Bulk Transfers requested within a commission week (Monday - Sunday). For example, if a Business Coach opts to give 5 front-line entities each to 10 downline Coaches, a S\$70 fee will be levied, since the total transfer of front-line entities equals 50.</p> <p>Please keep in mind that Clients always have the right to select their own Coach. No fee will be assessed for Client-initiated transfers.</p> <p>In addition, the Company has the right to review and approve all Bulk Transfers to ensure that they are in compliance with OPTAVIA Policies. Bulk transfers take between 1 to 3 business days to process and will not be considered until payment of the administrative fee is received. Please contact the Coach Support Team to submit your payment.</p> <p>Again, all volume that appeared prior to the date the Company receives the Request will not move with the Client, but remain with the previous Coach. Any orders placed after the transfer has been received and approved will be credited to the new Coach.</p> <p>*Administrative fees are approximate and subject to change.</p>
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<p>Coach-Created Business Support Materials</p>	<p>OPTAVIA has arranged for approved Business Support Materials to be available to Coaches for use in promoting the Company’s products and programs. These materials are available on OPTAVIA CONNECT.</p> <p>However, if Coaches have particular needs for OPTAVIA Business Support Materials that are not available through the Company, the Coach may create and submit certain Coach-Created Business Support Materials (such as flyers, pamphlets or banners) for the Company to review; Coaches are NOT permitted to create branded merchandise or apparel (such as hats, water bottles, t-shirts, etc.).</p> <p>Coaches shall submit a Business Support Materials Request Form along with a copy or mock-up of the proposed Materials for the Company to review.</p> <p>Please note, OPTAVIA is under no obligation to approve Coach-Created Business Support Materials submitted. In addition, to the extent that the Company approves any Coach-Created Business Support Materials, the Company reserves the right to rescind the approval of same at its sole discretion. Coaches waive any claim for damages or remuneration for any losses that they may incur resulting from or relating to the Company’s decision to rescind its prior approval.</p>
<p>Permitted Coach Advertising</p>	<p>Coaches are permitted to place certain advertisements pursuant to the OPTAVIA Policies, for instance, Coaches are permitted to advertise their services in Local Classified Publications, and Online Classifieds. However, these aforementioned advertisements must be reviewed by the Company before being placed by the Coach. The Coach should submit a Coach Advertising Request form in order to obtain approval.</p> <p>Please note, OPTAVIA is under no obligation to approve Coach Advertisements submitted. In addition, to the extent that the Company approves any Coach-Created Advertisements, the Company reserves the right to rescind the approval of same at its sole discretion. Coaches waive any claim for damages or remuneration for any losses that they may incur resulting from or relating to the Company’s decision to rescind its prior approval.</p>
<p>Field-Training Materials</p>	<p>Materials used to support and train a Coach’s personally sponsored Coaches or others in his/her downline organization are not required to be reviewed by the Company, so long as they are in compliance with OPTAVIA Policies.</p> <p>However, should a Coach have any doubt concerning whether or not Field Training Materials are in compliance with all relevant OPTAVIA Policies, the Coach should submit a Field Training Materials Approvals Request form.</p>
<p>Interaction with the Media</p>	<p>All media contacts, inquiries and/or opportunities should be immediately referred to the Company. If you are contacted by the Media, please submit a Public Relations Opportunity Form. Our Public Relations team will be in touch with you shortly thereafter.</p> <p>Please note, unless you receive approval from the Company, Coaches are not permitted to speak with the Media.</p>