



LifeMD Support Bonus FAQ

What is the LifeMD Support Bonus?

The LifeMD Support Bonus offers independent **OPTAVIA**® Coaches compensation for supporting Clients and Candidates interested in using weight loss medication through LifeMD. Supporting a Client who is using weight-loss medication requires extra time, knowledge and experience on the part of the Coach. The LifeMD Support Bonus is meant to compensate the Coach for the extra effort needed to provide continued support during the Client's weight loss journey to optimal health.

This Bonus is only available to a Coach if the Client is utilizing LifeMD's services. If a Client is using medication through a different provider or their doctor, the LifeMD Support Bonus is not paid to the Coach. In addition, for the Coach to receive the LifeMD Support Bonus, the Client must register with LifeMD using the Coach-provided link that will direct the Client to LifeMD's website.

Why is OPTAVIA paying the LifeMD Support Bonus?

OPTAVIA understands the time and effort it takes Coaches to build a relationship with Clients and to provide them the support they need to reach their weight loss goals. We are compensating you for the time you spend with Clients and Candidates, sharing your expertise about **OPTAVIA**'s Program and providing them the tools they need while on weight loss medication.

How much is the LifeMD Support Bonus?

OPTAVIA will be compensating the Coach in two ways.

1. A \$25 commission adjustment that is applied during the weekly commission runs.
2. A 60 PQV adjustment to the Client account that will flow up to the Coach and applied to the Monthly Bonus Period for rank calculations.

If an OPTAVIA Client creates an account with LifeMD and signs up for their 3-month subscription, how will the LifeMD Support Bonus be paid?

The Bonus and PQV is distributed over the life of the subscription. The Coach will get a Bonus and PQV adjustment each month that the Client's LifeMD subscription is active.

1. For example, if a Client commits to a 3-month LifeMD subscription on January 13th, a Coach would receive a \$25 commission adjustment and the Client would receive a 60 PQV adjustment that will flow up to their Coach for three months (January, February and March).

What happens if LifeMD doesn't approve a Client for one of the GLP-1 medications and issues a refund to the Client?

If a Client is refunded for their LifeMD subscription purchase, **OPTAVIA** will treat this as a return. If a Coach received a LifeMD Support Bonus and a PQV adjustment, **OPTAVIA** will reverse that transaction during the next weekly period. Any future commission or PQV adjustments will be voided.

When will OPTAVIA start paying the LifeMD Support Bonus, and how often will it be paid?

The LifeMD Support Bonus will begin in early January 2024 and be paid on a weekly cadence.

OPTAVIA will enter commission and PQV adjustments on Monday afternoons for the previous week. This will ensure Coaches are paid the LifeMD Support Bonus during the weekly commission run and that their FQV is updated on a weekly basis.

Will the LifeMD Support Bonus change in the near future?

Yes, the LifeMD Support Bonus will be updated in 2024. We will announce the change once it is formalized.

How will the LifeMD Support Bonus appear in CONNECT?

In CONNECT, a Coach will be able to see any LifeMD Support Bonus earnings where they would normally see a commission adjustment; in the "Your Performance" section under the "Engage" tab. You must select "Weekly Commissions". The PQV adjustment can be viewed on the Client's Account. For now, it will be a generic adjustment. **OPTAVIA** is working on providing a more detailed description soon.

If a Client signs up for one of LifeMD's subscriptions that does not include support for medical weight-loss, will the Coach still earn the LifeMD Support Bonus on that Client?

No. For a Coach to earn the LifeMD Support Bonus, the Client must sign up for a LifeMD subscription using a link provided by an **OPTAVIA** Coach. Those links will be available in early January 2024. Subscribing to any of LifeMD's plans without using an **OPTAVIA** Coach-provided link will remove any obligation and/or ability **OPTAVIA** has to pay the LifeMD Support Bonus.

If I have a Client who is currently using a GLP-1 medication through a provider other than LifeMD can I still earn the LifeMD Support Bonus on that Client?

No. Because of **OPTAVIA**'s exclusive collaboration with LifeMD, the LifeMD Support Bonus is only paid when a Client is an active subscriber with LifeMD. In addition, in order for the LifeMD Support Bonus to work properly, the Client must register with LifeMD using a Coach-provided link that will be available in early January 2024.

Please [click here](#) to view the Terms and Conditions of the LifeMD Support Bonus.