

Discover the Herbalife Opportunity

Book One

This book has been designed to guide you as you start your journey as an Independent Herbalife Nutrition Member; providing the information, training and support you need to reach your goals.



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Herbalife provides the Gold Standard in consumer protection.

As Herbalife continues to grow, we are proud to provide our customers and Members with the **Gold Standard** in consumer protection.

Gold Standard Guarantees:

- ✓ Low Start-Up Costs*
- ✓ Money-Back Guarantee
- ✓ Up-Front Business Opportunity Information
- ✓ Written Acknowledgement
- ✓ Strong Product and Business Opportunity Claim Guidelines

* It is important you integrate the Gold Standards into your business and in your customer interactions every day; to protect yourself and the Herbalife brand for the years to come.

Read more about how the Gold Standard Guarantees protect you and your customers at Herbalife.com.



OUR PRINCIPLES EXPRESSED

OUR WHY

Making the World Healthier and Happier

The purpose and unique value of our Company, our Distributors and our Employees, is to help people be Healthier and Happier through personalized nutrition and a proven business opportunity so that around the globe, every tomorrow is continually better.

OUR HOW

Through Purpose-Driven Distributors Who Are Our Difference

Beyond products that deliver on their promises, our customers receive irreplaceable Knowledge, Encouragement, Respect. Supportive Coaching, Care, Community. And amazing Opportunity. This is what our Distributors truly distribute. We are driven by their needs and energized by their passion.

OUR WHAT

To Create Inspiring Results for a Better Life

With effective products that taste great, Distributors who provide guidance along the journey, the support of an entire company full of enthusiastic Employees, and an encouraging community, we can give people around the world a simpler path to a Healthier, Happier life.

OUR VALUES

We Always Do What's Right

When we look in the mirror, we see integrity, honesty, humility and trust. We reflect the belief that ethical is never optional. And we honor and respect each other, our Distributors, our customers, and most importantly, ourselves.

We Work Together

We learn, we teach. We follow, we lead. We help one moment and accept help the next. We never stop collaborating, which makes us unstoppable. We have fun. We keep things simple. We celebrate the individual, and the team, in each of us.

We Build It Better

We're always looking up. Because that's where the opportunity is. To learn. To grow. To innovate. To excel and exceed. To be an agent of change in our communities. To turn an entrepreneurial spirit into daily inspiration as we make our customers' lives — and ours — Healthier and Happier.





Our Leadership

Stephen Conchie

**Senior Vice President
and Managing Director,
Asia Pacific**

Stephen Conchie is Senior Vice President and Managing Director of Asia Pacific, responsible for the Herbalife Nutrition business in Australia, Cambodia, Hong Kong, Indonesia, Japan, Korea, Macau, Malaysia, New Zealand, The Philippines, Singapore, Taiwan, Thailand and Vietnam.

Stephen joined Herbalife Nutrition in 2009 as regional head of Russian-speaking markets. In July 2012, the Baltics and Israel were added to his responsibilities. He oversees the development of regional strategy, marketing, sales, management of all aspects of day to day operations, including member services and sales centres, supply chain management, ethics and business compliance, human resources and information technology.

He is currently based in Singapore.

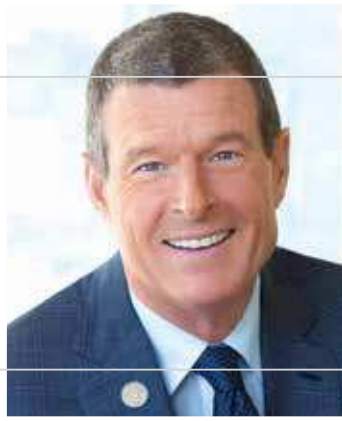


Since 1980, Herbalife has been changing people's lives.

SUGGESTED
RETAIL
SALES
10



1980 MARK HUGHES (1956 - 2000), COMPANY FOUNDER AND FIRST MEMBER, STARTS HERBALIFE.

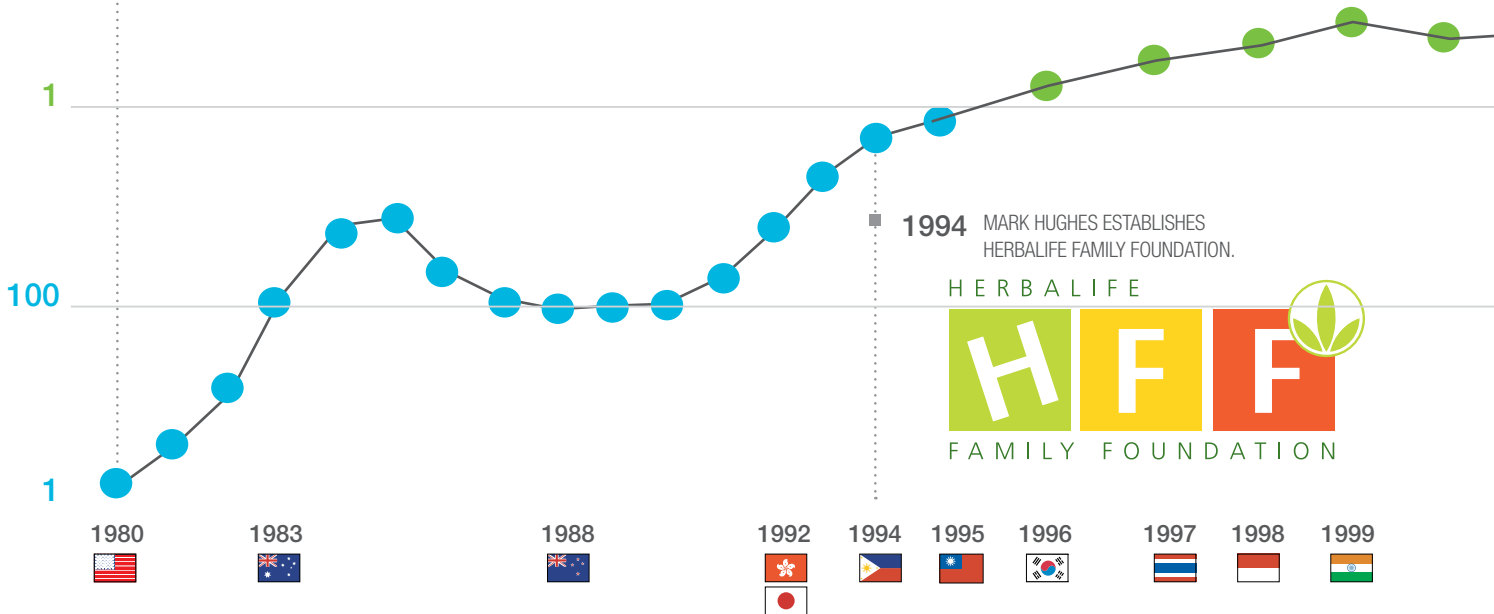


MICHAEL O. JOHNSON JOINS HERBALIFE AS CHIEF EXECUTIVE OFFICER.



2007

HERBALIFE BECOMES PRESENTING SPONSOR OF THE LOS ANGELES GALAXY FOOTBALL TEAM.



1994 MARK HUGHES ESTABLISHES HERBALIFE FAMILY FOUNDATION.



HERBALIFE24® SPORTS LINE LAUNCHES IN US. 2011



HERBALIFE PARTNERS WITH CRISTIANO RONALDO. 2013



2012-2014

HERBALIFE OPENS STATE OF THE ART INNOVATION AND MANUFACTURING FACILITIES IN CHANGSHA, CHINA AND WINSTON-SALEM, UNITED STATES.

2004

HERBALIFE IS TRADED ON THE NEW YORK STOCK EXCHANGE. (NYSE) UNDER SYMBOL "HLF."



FORMULA 1 FREE FROM LAUNCHES AND BEGINS TO PRODUCE POPULAR SEASONAL FLAVOURS FOR FORMULA 1 SHAKES 2010



HERBALIFE SKIN® LAUNCHES. 2014

HERBALIFE TIMELINE



* These products are not intended to diagnose, treat, cure or prevent any disease.

The Opportunity as a Herbalife Nutrition Member

- ✓ You've used the products and fallen in love with them.
- ✓ You're enjoying great results - you look and feel fantastic.
- ✓ You have transformed your lifestyle with more exercise and are part of a great community of like-minded people.

After experiencing your own transformation through living a healthy, active lifestyle with Herbalife Nutrition, it's no wonder you can see the potential of doing the same for others. How many people have been interested to hear how you achieved your body transformation? How many have asked you about Herbalife Nutrition? These people are your potential customers and they are open and attracted to you and what you've got to say.

Stop for a minute and think about how you got to where you are today:

- ✓ What were your lifestyle and habits like before Herbalife Nutrition?
- ✓ Who introduced you to the products?
- ✓ What was your product result?
- ✓ Who have you met along the way?
- ✓ What support has your Herbalife Nutrition Member provided you with so far?

Simply by answering these questions, sharing your success story and Herbalife Nutrition experience with others, will generate interest and it's so simple! There is nothing more powerful than a personal testimony. And this is one of the easiest ways to start your Herbalife Nutrition business.

Success with the Herbalife Nutrition opportunity is based on helping customers achieve their results. The process begins with you and your personal transformation. Your friends and family will naturally be curious about the changes you have experienced and want to learn more.

Herbalife Nutrition is a global company that's committed to helping people change their lives and live a healthy, active lifestyle. We're not a fad diet. Herbalife Nutrition is a lifestyle choice.

By committing to Herbalife Nutrition, you are committing to make a difference; both in your life and in the lives of others by promoting the benefits of a healthy, active lifestyle.

You don't need any previous sales experience. We will provide you with training and tools, plus with the support of your Sponsor and other Herbalife Nutrition Members, you'll be inspired by their stories and learn how it's done.



Reflecting on your Herbalife Nutrition journey so far will help you attract more customers. It's all about sharing your Herbalife Nutrition experience with others.

The key to your Herbalife success is the value that you, a Herbalife Nutrition Member, will bring.

As a Herbalife Nutrition Member, you have the ability to offer customers more than a way to just purchase products – you can offer them the added value of a relationship, education, personalised solutions and support to help them reach their goals.

Be in touch with every customer and get to know them: what their goals are, what they enjoy, what they find challenging, etc. People can't get quality advice from off-the-shelf nutrition products, so this is an opportunity for you to step in and offer them personalised service and support every day using Herbalife Nutrition published materials. By maintaining regular contact with your customers, you can track their progress and tailor their programme, should they need it.

Another key to success, and one of the best parts of being a Herbalife Nutrition customer and Member, is the social aspect. Herbalife Nutrition activities and events not only create a perfect environment to socialise with like-minded people, but they are a place to get together and recognise your customers' results. Research shows, by working in groups, people are more likely to reach their weight management goals.*

People like personal support, and with Herbalife Nutrition, you can help them stick to a healthy, active lifestyle and reach their goals.

Your success will depend on your level of commitment.

Decide where you want to take the Herbalife Nutrition opportunity and then tailor it to achieve your goals and fit around your lifestyle.

Identify your level of commitment, and you'll see your progress. Ask yourself:

- **Do you want to simply enjoy the products and continue your journey living a healthy, active life?**
- **Do you want to not only take care of yourself, but also support friends and family towards achieving a healthy, active life?**
- **Do you want to help as many people as possible with the Herbalife Nutrition opportunity on a part-time or even full-time basis?**

This book is your guide to maximising your Herbalife Nutrition experience.

Over time your needs or goals may change. So don't forget to regularly review how you're feeling and speak with your Sponsor and other Members - they have been there before and are a great source of knowledge.



Remember: The more you put in, the more you'll get out.

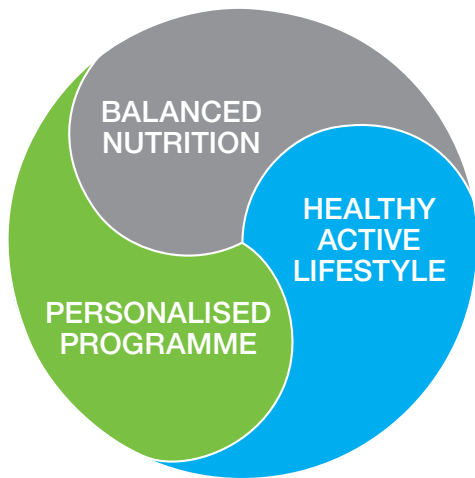


So let's get started.

*Huff, C (2004). Teaming up to drop pounds. American Psychological Association, 35(1), 56.

Herbalife Nutrition Philosophy

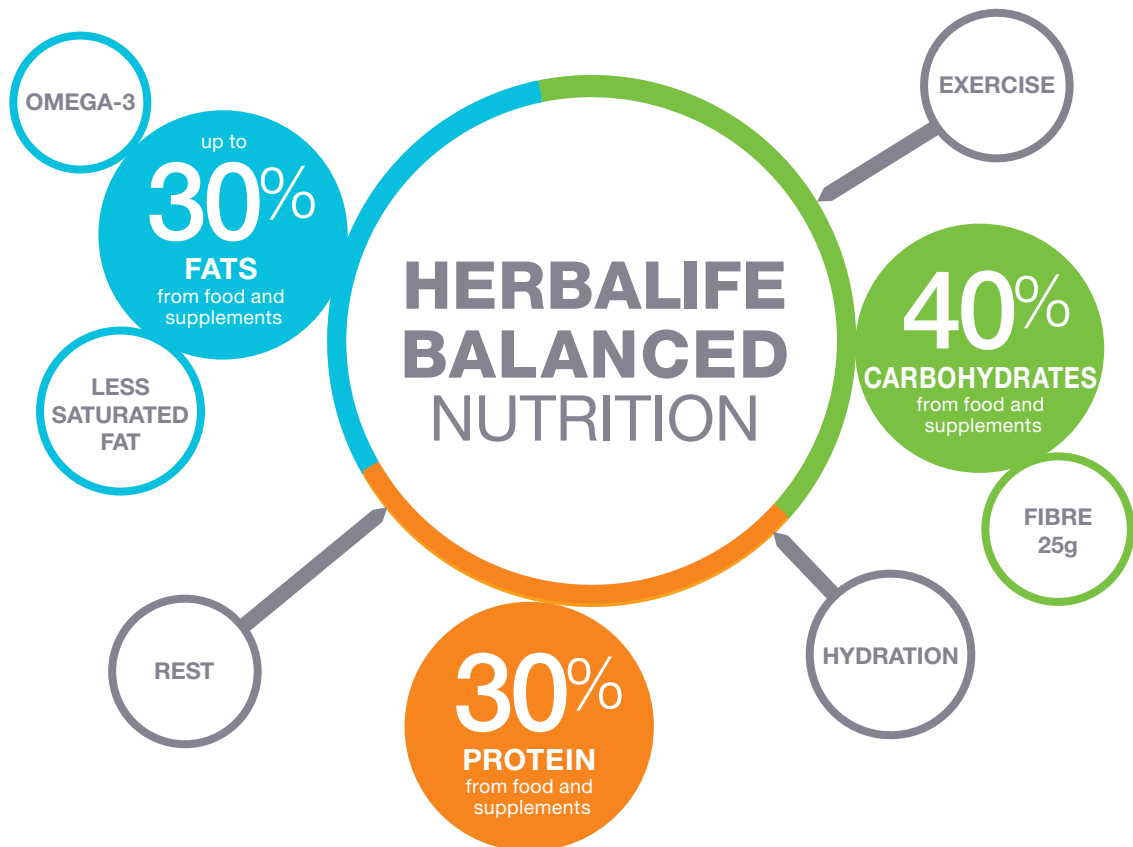
The **Herbalife Nutrition Philosophy** is based on balanced nutrition, leading a healthy, active life and following a personalised programme with the help of a Personal Wellness Coach, your Independent Herbalife Nutrition Member. This philosophy is helping to change the nutrition habits of the world, one person at a time.



Balanced nutrition is founded on consuming a healthy mix of protein, carbohydrates, beneficial fats and other nutrients, many of which can be found in science-based Herbalife Nutrition® products. A healthy, active life includes regular exercise, rest, hydration and a personalised programme with one-on-one and community support.

Herbalife Nutrition is not about removing a food group or drastically altering your calorie intake from one day to the next. Good nutrition is about getting the balance right. Your Herbalife Nutrition Wellness Coach will help you to understand the basics of what makes up a good diet and how science-based Herbalife Nutrition® products can provide an easy and effective way to help you reach your daily requirements.

We believe in supporting each other as we each strive towards our personal goals. As a Personal Wellness Coach, Herbalife Nutrition Members are on hand to guide and support their customers at every step. A Herbalife Nutrition Member selects a Personalised Programme to suit their customers' goals; they monitor results and celebrates the wins, whether they are big or small!



The unique value of a Herbalife Nutrition Member

One of the first ways to offer your customers added value is to make sure you are a product of the products and you've reached your personal best, so take the products every day. When you get your own product results and people see your body transformation, you will be able to talk to them from your personal experience – sharing with them the knowledge you've learnt along the way. When you speak from your own genuine experience and your customer can see your results first-hand, you are in a strong position.

The personal relationship with your customer and selling directly to them is the added value you, as a Herbalife Nutrition Member, can provide and is an advantage over the alternatives. A customer going into a supermarket and simply selecting a product off the shelf will not necessarily get the best results. Buying off the shelf can mean missing out on real insight or education on how the product works. This method of purchase also does not include the ongoing support, encouragement and guidance that can take place in direct selling.

That's why, as a Herbalife Nutrition Member, by focusing on adding value, customer support and first – class service, you can help your customers become happy, loyal and interested in Herbalife Nutrition.

There are some key ingredients that are involved to help your customers reach their personal best. Work with your customers to help them live out a healthy, active lifestyle with **healthy diet**, the **right exercise** programme and the **right products** for their needs. Being a **personal coach** to your customer also means motivating them, making adjustments to their programme as needed and keeping them on track to getting into the best shape of their lives. Don't forget that a key part is to make sure you help get them involved in **community** activities. Of course your customer also needs to be committed to putting in effort and maintain the right approach. With this formula, it's much more likely your customers will see the positive change they desire and achieve their goal.



* These products are not intended to diagnose, treat, cure or prevent any disease.

The Advantages of the Direct Selling Model

Direct Selling is a well established, personally rewarding and fulfilling method of building your business.

The industry is regulated by the Direct Selling Association to ensure highest level of business ethics and service to customers. Herbalife International Singapore Pte. Ltd. is proud to be a key member of the Direct Selling Association of Singapore (DSAS) since 2004, and attained the CaseTrust-DSAS Joint Accreditation for Direct Selling Businesses in 2015.

Instead of selling our products in shops, Herbalife Nutrition® products are sold to customers exclusively and directly through Herbalife Nutrition Members. This means we cut out the middle man.



Herbalife Nutrition is Committed to Industry Leadership

Herbalife Nutrition is affiliated with and plays an active role in a large number of its industry trade organizations, including the World Federation of Direct Selling Associations, the Direct Selling Association of Singapore, and more than 50 national Direct Selling Associations. It is a founding member and provides consistent leadership to the International Alliance of Dietary/Food Supplement Associations. It is also a member of national food/food supplement associations throughout Asia Pacific and the world. Herbalife participated in the creation of the ASEAN Alliance of Health Supplement Associations (AAHSA) and remains a principal supporter. AAHSA holds a seat at the table with ASEAN Member States in its product sector and is committed to supporting the creation of the ASEAN Economic Community (AEC) in 2015.



How to Find and Help Others Achieve Great Results



In this section, you'll learn some fundamental business concepts that help you find and help others achieve great results. This is an important key to your success in building and maintaining a flourishing and sustainable customer base.

New
Customer

Loyal
Customer

Member

The Customer Life Cycle

The Customer Life Cycle represents the typical journey of a person who engages with Herbalife Nutrition

It is likely that you have experienced this yourself too. Take some time to think about how you were introduced to Herbalife Nutrition, and how your journey naturally evolved; bringing you to where you are today.

Here is a typical journey:

A **Potential Customer** might typically get invited to a Herbalife Nutrition activity or Nutrition Club or Center by an existing Herbalife Nutrition Member, where they would likely get a Wellness Evaluation and body composition assessment. They would then be introduced to the products and with the help of their Herbalife Nutrition Member (Personal Wellness Coach), they learn about the Herbalife Nutrition Philosophy and embrace it.

Once a **Customer**, it doesn't take long to start seeing results if they take their Herbalife Nutrition® products, follow their programme, have a rewarding personal relationship with their Herbalife Nutrition Member (Personal Wellness Coach), education and are part of a community.

A customer soon turns into a **Loyal Customer** following great results accompanied by lots of compliments from friends and family! At this stage, the customer is keen to share their success with others and is likely to refer their friends and family to their Personal Wellness Coach, or even look into becoming a Herbalife Nutrition Member themselves.

Sharing the Herbalife Nutrition experience with others is the start of building a customer base. This is when Loyal Customers may decide to sign up as a Herbalife Nutrition **Member** and start earning a part-time income. It's when a Member reaches Supervisor level in the Herbalife Nutrition Sales & Marketing Plan that it's likely they have built a solid organisation of loyal customers and Members.

Running your own Herbalife Nutrition business is about following this approach for your own customers; you will attract the customers, and create loyalty by applying first class customer service. Building a flourishing customer base will result in better earning potential.



FIND AND HELP OTHERS REACH THEIR GOAL

USE, WEAR, TALK

Herbalife Nutrition Members have been using this simple and proven USE, WEAR, TALK concept for over 35 years and it is still one of the best ways to attract and engage a new customer.

The methods you'll use to retail Herbalife Nutrition® products work together and they begin with Use, Wear, Talk. It's incredibly simple and easy to get started:

Use the products every day as part of your healthy, active lifestyle and use them when you're out engaging with your community. People will notice when you use the products and live out the brand you represent. When you engage with Herbalife Nutrition by using the products and adopting a healthy active lifestyle, which includes being active and part of a community, you get results.

Wear the Herbalife Nutrition badges and branded clothing everywhere. This helps to create awareness for the brand and your business, and means people will begin to ask questions.

Talk to everyone you meet. Share your personal story and the results you've achieved through your healthy active lifestyle. Social media can be a great forum to start a conversation.

FACT

Use, Wear, Talk is the legacy business philosophy of Mark Hughes, Herbalife Nutrition Founder and First Member (1656 - 2000) who began using this concept in 1980 to promote Herbalife Nutrition and the Business Opportunity with great success.

USE

Use the products each day as part of your healthy, active lifestyle.



WEAR

Wear the brand wherever you go.



TALK

Talk to everyone you meet and share your story.



USE

When we talk about the 'Use' element of the Use, Wear, Talk concept, it's about more than just using the products. This part of the concept represents engaging in the entire healthy, active lifestyle philosophy.

By this, we mean using the products, exercising regularly and being part of a like-minded, supportive community. By adopting these practices, you're bound to get results and reach your personal best; your fitness goal.

After using the products to get a great result, people notice and you will be more effective at helping others achieve their fitness goal.

- People will be amazed by your personal body transformation and be excited to hear how you achieved it.
- You'll look and feel good, which will instill confidence in the products and your new lifestyle, and make it easier to recommend the healthy, active lifestyle philosophy.
- You'll become a 'product of the products'. People will notice the change in you and ask you how you did it.
- You'll speak with knowledge and confidence about the products and will be able to answer any questions or concerns.

10 Steps to reaching your personal best:

- | | | | |
|-------------------------------|-------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------------|
| 1 Know your nutrition |  | 6 Exercise |  |
| 2 Eat healthy |  | 7 Rest and recover |  |
| 3 The power of protein |  | 8 Support your nutrition |  |
| 4 Good fats |  | 9 Have the right attitude |  |
| 5 Hydrate for health |  | 10 Inspire others |  |

FIND AND HELP OTHERS REACH THEIR GOAL

Creating a powerful product story is key, and it will become one of your most influential sales tools – so it's important to get it right!

Add punch to your story by taking photos. Not only will they help capture your product result story and enable you to share how your healthy, active lifestyle and Herbalife Nutrition® products have changed your life, but they make great adverts for your business. Use the specially designed photo frame included in your Herbalife Member Pack.

FACT

Results are not restricted to just weight loss, you can use photos to illustrate changes in fitness, body composition and overall well-being.



How to create your product success story:

1. Describe what you used to do. For example, what were your eating and exercise habits before you discovered Herbalife Nutrition?
2. Talk about how you feel now and how your life has improved.
3. Always mention the improvements you've made to your eating habits and physical activity as well as what products you use.

Helpful pointers:

- Keep your story short and to the point.
- Let the audience feel your emotion.
- Include changes to your body composition, such as body fat percentage or lean muscle mass. These are a great way to show some positive results.
- Have a success story for each product category. This will really help you sell a wide range of products with confidence and ease!

"I've improved my energy levels and never felt better before"



I used to...

- Feel tired easily
- Crave for chocolate and coffee
- Have a weakness for good food and beer



Now I...

- Feel energetic everyday
- Gained a lot of confidence towards my body
- Have better skin complexion

Here's how I achieved my success:

- Eat moderately at every meal
- Had Herbalife Formula 1 Nutritional Shake Mix in the morning
- Swapped my snacks for a Formula 1 Nutritional Shake Mix throughout the day
- Drank 2-3 litres of water each day
- Include Herbalife Herbal Concentrate into my daily

Profile

Name: Jenny Tay
Country: Singapore

These results are not typical. Individual results will vary.

WEAR

Wear the brand and be the brand wherever you go

By wearing Herbalife Nutrition clothing, a badge and accessories you instantly embody the spirit of the brand. Wearing the Herbalife Nutrition brand is the easiest way to promote and advance your own business in your own community.

Action point: Order your badge and Herbalife Nutrition branded clothing and accessories today from sg.MyHerbalife.com, and start wearing the brand.



FACT

Badges are a great way to immediately engage someone without doing much at all. Wearing your badge will get you noticed. Tapping your badge and making eye contact will provoke a conversation.

**LOSE
WEIGHT NOW
ASK ME HOW!**

HERBALIFE
SKIN

FIND AND HELP OTHERS REACH THEIR GOAL

You will find that wearing the brand sparks interest.

Wearing the Herbalife Nutrition badges, branded clothing and accessories often attracts attention. This is an easy way to evoke someone's curiosity and naturally start a conversation.

If you catch someone looking at your badge, use this as your cue that they are curious or interested and to approach them. Don't wait for them to start a conversation or ask you a question.

Depending on the badge you are wearing and your audience, you should have three or four different responses ready.

Here are a few examples:

**“What do you drink in that shaker?
I always see you with it.”**

“I couldn't live without this – it helped me (give your personal result) and I have it everyday. Come to my club and I'll tell you more.”



**“What is Herbalife Nutrition all about?
I've seen it everywhere!”**

“Herbalife Nutrition is about helping people get into the best shape of their life! It's fantastic! Come along to my club – I'm running an introduction session this week.”



If you see someone looking at your badge:

“We help people make healthy changes to their lives and get in shape. Would you like a free Wellness Evaluation and body composition analysis?”



If you see someone looking at your badge:

“Herbalife Nutrition has totally transformed my life – it helped me (talk about your top result or change). Would you like to find out more?”



How can you help me lose weight?”

“We've sold 1.5 billion servings of Formula 1 meal replacement shakes* that has helped hundreds of people have good nutrition and reach their goal shape. Would you like to hear more about it?”



“Herbalife Nutrition does skin care products too?”

“Yes and it's an amazing range that's been clinically tested to provide results in just 7 days**. It really does work. Come around tomorrow and bring a friend. I'll give you a free facial and you'll see what I'm talking about.”



*Formula 1 Nutritional Shake Mix is available in different sizes. For example, in some markets, it comes in 750-gram (30 servings) canisters. The total number of servings sold in 2014 includes all servings from all package sizes.

**Results applicable to Line Minimising Serum, Replenishing Night Cream, Daily Glow Moisturiser, SPF30 Moisturiser, Hydrating Eye Cream and Firming Eye Gel.

TALK

When you talk to people, you are talking to potential customers and your goal should be to invite them to an activity.

The ultimate goal of talking to people is to get them interested so they're keen to know more and will accept your invitation to attend to an activity you're running. At your activity you can explain more fully what you can offer.

As a general rule of thumb, you have 15 seconds to engage your potential customer. Whether you already know them or not, there are two elements you should use as you engage with someone: qualify them and invite them.

1. Qualifying - this is reading your audience and determining what they are interested in and how you can help.

2. Inviting - this is inviting them to whatever you are doing, for example a Shake Party, Nutrition Club, Healthy Active Lifestyle Activity or Wellness Evaluation.

Start with those you know - your Circle of Influence.

Anyone and everyone you meet is a potential customer so it's important to talk to as many people as possible. However, when just getting started, the easiest people to talk to are the people you already know, like your friends, family and work colleagues. This is called your Circle of Influence.

Why? Because they know you, you already have a relationship developed and a level of trust and influence with them.

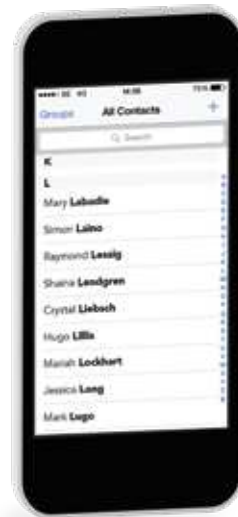
Approach these conversations as if you are inviting them to a party or a gathering. Just be relaxed! After all, it's easy to bring a friend into a nice social environment like a Nutrition Club, Healthy Active Lifestyle Activity or Shake Party.

So where do you start? One of the easiest ways to start talking is to reach out to contacts via phone, email or Facebook. Everyone you know is contactable at the click of a button and it's never been easier to get in touch with each other.

Some people may say no

As you speak with people, you'll find some are simply not interested. Don't spend longer than you need to with them, instead spend more time with your target market - those that are open and interested. You'll find the majority of people will fall into this group.

When people do say no to you, remember they are not rejecting you personally, they are simply not yet ready to take on a healthy, active lifestyle change.



TIP

Take their telephone number so you can send them a quick text a day before the event to remind them.

TIP

"Check out my Facebook page" is a simple and easy way to invite people to take a look at your business and what you get up to.

Customer Questions

There are a few common questions or challenges you may need to help your customers through. Here are some to watch out for:

1. Not eating a balanced, protein-rich meal after a workout

As people start working out, their appetite will naturally increase. If they are not careful or organised, they might increase their intake of convenience foods which are often high in simple carbohydrates and calories. So encourage them to have a protein-rich meal after their workout and have plenty of healthy snacks pre-prepared for times when they may get hungry. It's important that when they do want to eat, they have healthy, calorie-controlled options readily available. Fruit, vegetable sticks or Herbalife Nutrition protein-rich snacks are ideal for these times.

2. Skipping meals or not eating properly

Skipping meals starves the body of vital nutrients and can slow down metabolism. This can weaken the diet and may also lead to not following the product programme as directed.

It's important your customers eat a healthy well-balanced diet that includes a colourful mix of vegetables, complex carbohydrates and a lean protein option such as turkey, chicken, fish or tofu.

Hunger pangs or cravings may arise from skipping meals, not making shakes as directed on the label, eating inadequate amounts of protein or may be due to an insufficient fibre intake. Fibre can be added by fruit snacks and/or Herbalife Nutrition fibre products.

3. Not eating enough protein regularly

Getting an adequate protein intake is a key part of the Herbalife Nutrition programme and many people are surprised at just how much protein they need to eat! Help to educate them on the benefit of protein, and advise them how much protein they need each day (we recommend they have 1-2 g protein per kg body weight*). Protein needs to be consumed at every meal time, not just once or twice a day. Following the five small meal plan ensures they get protein at every meal, and is a useful way to help them record how much protein they have throughout the day.

4. Not eating enough carbohydrates

Customers may try to limit the amount of carbohydrates they consume in order to control their weight. However, carbohydrates are the body's main source of energy for daily physical and mental tasks, and if carbohydrates are removed from the diet, the body's metabolism can slow down.

It's essential that your customers are consuming the right type of carbohydrate. "Good" carbs are those that are the least processed – foods like whole fruits, vegetables, beans and whole grains.

Highly processed, refined "bad" carbs are foods like sugars, pastries, white pasta, and white flour breads, cereals and crackers which have little to offer the body beyond just extra calories.

5. Not hydrating properly

Drinking enough water is vital for health. It keeps the body temperature regulated, allows us to breathe, is essential in digestion and excretion and assists body movement, to name just a few. Drinking 8-10 glasses of water each day is recommended, but during exercise or when in hot environments, we need to drink more because we sweat more.

Have your customer keep track of their fluid intake each day; not only the quantity they drink, but also the type of fluid is important as it may be adding extra calories if they're not careful.

6. Not having a varied exercise programme

A poorly designed exercise programme doesn't encourage fat burning or lean muscle growth. For example, if your customer loves running and does the same 5 km run, 3x a week but doesn't include any strength or resistance training, their muscles will get accustomed to only being used for running and not grow in strength and lean muscle mass. The more lean muscle mass you have, the more calories you burn, even at rest.

TIP

Reward your customers with a small gift when they reach an important nutrition or wellness goal with the products. It's a gesture they will remember.

* Athletes or those who participate in regular intense exercise have a higher requirement of protein than those who do not.

Adding Value and Building Loyalty



Herbalife Nutrition has a range of Business Methods which are fun and effective; specifically designed to help you find and keep customers. One of the main goals of any Business Method or activity is to add value and help customers achieve results, which in turn will generate loyalty.

New
Customer

Loyal
Customer

Member

Build your Customer Flow in four steps

We've looked at the **Use, Wear, Talk** concept and how it can help you find customers. Now, let's see how this leads to the Business Methods and activities you will use to retail Herbalife® products to customers.

As you talk to people, the goal is to qualify them and invite them to find out more by attending your Business Method or activity.



Always ask for Referrals too. Customers who are happy with the products and your service will naturally recommend the products and the Herbalife brand to others. This enables you to tap into their network of friends and family; talk with them and the cycle starts again...

Business Methods are fun and effective activities specifically designed to help you find and keep customers.

Inviting your potential customer to your activities enables them to engage with other like-minded people, have a natural support network and shows them how you can add value to help them achieve their goals. On the following pages, you'll read about some tried and tested presentations and Business Methods which many Herbalife Nutrition Members find useful.

There are basic activities or intermediate activities. You don't need to do them all; simply choose those that suit you and your business goals.



Healthy Breakfast

What is it?

Healthy Breakfast is a great conversation starter, which allows you to have a short discussion with your potential customer by simply asking the question: What did you have for breakfast?

Healthy Breakfast is a presentation that you can use to educate potential customers on the importance of balanced nutrition and why having a healthy breakfast is so important for good health.

"What did you have for breakfast?" is a simple question which can help you quickly evaluate your potential customer's habits.

Answer 1. "I didn't have breakfast! I never have time."

Response: "Did you know that skipping breakfast can lead to unhealthy snacking mid morning? It may also lead to poor concentration and dips and spikes in your appetite throughout the day."

Answer 2. "I grabbed a muffin and a coffee from my local cafe on the way into work."

Response: "Did you know that a sugary, carb heavy breakfast can lead to spikes in your blood sugar levels throughout the day? A muffin and coffee also lacks the nutrients and energy that you need in the morning to properly fuel your body and mind."

How it can help you find new customers and add value:

Healthy Breakfast involves understanding the common consumer pitfalls of breakfast choices. The presentation highlights the importance of making the right choices, and how bad choices can have an impact on every day and long term nutrition.

Armed with this information, you can not only educate your potential customer, but also pitch the benefits of a Healthy Breakfast easily to your potential customers, with the knowledge and confidence that it will make a positive difference to their lives. Here are some key benefits that are highlighted in the presentation:

- Breakfast accelerates the body's metabolism.
- Breakfast sets the day's mood and helps to



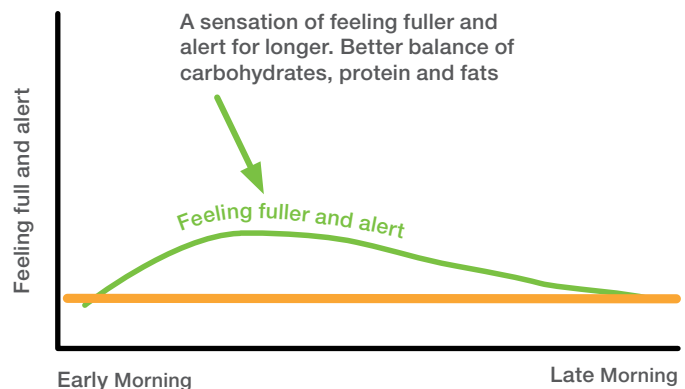
improve concentration.

- Eating a good breakfast may help you to manage your weight.
- A healthy breakfast supplies vital nutrients.
- Eating breakfast may help you stop reaching for unhealthy snacks mid-morning.

So what should a healthy breakfast provide?

A healthy breakfast with the right nutritional mix releases energy slowly and helps you control your weight by limiting your need for snacks. It also provides your body with key nutrients and energy without increasing blood sugar levels. Herbalife Nutrition offers a delicious, well balanced healthy breakfast that could change your eating habits and improve your nutrition.

How a balanced breakfast affects your feeling of fullness and alertness



The Herbalife Nutrition Healthy Breakfast is made up of:

Formula 1 Nutritional Shake Mix, Herbal Aloe Concentrated Aloe Vera, Herbal Concentrate, Formula 3 Personalized Protein Powder and Active Fibre Complex.



Disclaimer: These products are not intended to diagnose, treat, cure or prevent any disease.



⇒ **Start the conversation!** "What did you have for breakfast today?"

⇒ **Present the Healthy Breakfast concept, which will educate and inspire your potential customer. Use Healthy Breakfast materials including presentation and invitation cards**

Wellness Evaluation

A **Wellness Presentation** is ideal to use with potential (and new) customers before doing a Wellness Evaluation with them. It helps you further your relationship by presenting nutritional information that they may not have known before, and showing how you can help them reach their goals by combining good nutrition with a healthy, active lifestyle. You can download the Herbalife Nutrition Global Nutrition Philosophy presentation from sg.MyHerbalife.com, or speak with your Sponsor about the right presentation for your needs.

What is a Wellness Evaluation?

A **Wellness Evaluation** lets you fully assess your potential customer's nutritional profile and body composition, whilst also giving you valuable insight into their nutrition and lifestyle habits. From this information, you can identify areas of improvement and offer them a personalised Herbalife Nutrition solution; helping them to set their goals and offer the right support.

It's also a good idea to take potential and new customers through the Herbalife Nutrition Philosophy presentation.

Wellness Evaluations help you to:

- Generate customers by providing an engaging and interesting pitch – a 'hook'.
- Have a progressive and detailed conversation that helps you understand the real needs of your potential customer. This will help you develop a relationship and offer a programme that's tailored for them.
- Offer the potential customer useful wellness tips and present the Herbalife Nutrition product solution.
- Carry out a body composition assessment.
- Get referrals from your Wellness Evaluation customers.

⇒ *Presenting the Herbalife Nutrition Global Nutrition Philosophy is ideal to educate your potential customer and support your Wellness Evaluation.*

⇒ *Hook your potential customers with, "Have you ever wondered how you could improve your nutrition, and the benefits that brings?"*

⇒ *You can invite a potential customer to a Wellness Evaluation at any time, particularly if they are too busy to talk at your initial meeting*

⇒ *Many of the Business Methods offer great opportunities to invite potential customers to a follow-up Wellness Presentation and Evaluation, so remember, they don't have to be used in isolation!*

Basic Activity



FACT

You do not need to be a nutritionist or fitness instructor to carry out Wellness Evaluations. Anyone who is familiar with the tools can carry out Evaluations!



Shake Party

Basic
Activity

What is a Shake Party?

A Shake Party provides a more 'personal' location (usually at your new customer's home) to talk about good nutrition and exercise habits, conduct a Healthy Breakfast or Wellness Presentation along with free tastings of Formula 1 shakes. This is a great way to introduce and educate potential customers on the benefits of Formula 1, from how good it tastes to how quick and easy it is to make!

Due to the soft, non-sales setting, it becomes easier to generate referrals through your new customer's Circle of Influence.

How it can help you find new customers and add value:

- Help them understand the products in the comfort of their own home.
- Conduct a Healthy Breakfast or Wellness presentation, along with a short Wellness Evaluation, and invite them to book another appointment the following week to conduct a full Wellness Evaluation, including body composition measurements.



Have You Had Your
SHAKE
TODAY?

TIP

Remember to get referrals from your attendees!

➔ *Shake Parties are a great opportunity to talk about good nutrition and exercise habits, reinforcing the value and benefits of a healthy, active lifestyle.*

➔ *Ask your existing customers to get some of their friends together at their home where you can help them run a Shake Party with free samples and a chance to talk about good nutrition in a fun and relaxed atmosphere.*

➔ *Invite your potential customer to a follow-up Healthy Breakfast or Wellness Presentation and Wellness Evaluation, including body composition assessment.*



Spa Party

Basic
Activity

What is a Spa Party?

Like a Shake Party, a Spa Party is a great door opener, providing your new and existing customers with a free and valuable service, whilst being able to demonstrate Herbalife products in a casual setting.

How it can help you find new customers and add value:

- Offering a free facial is a great way to engage potential customers, existing customers, friends and family members to Herbalife skincare products.
- Once you possess a greater knowledge of skincare, nutrition and Herbalife, you can demonstrate this expertise regularly.
- Ask for referrals. Your guests will undoubtedly be impressed with your Party. Ask them for names of others who might appreciate the same free facial treatment.
- A Spa Party will help generate sales. Take advantage of your guests' immediate interest and recommend products.
- You can also invite your potential customers to take part in a Skin Wellness Evaluation. This will help you determine your potential customers' skin type and skin care requirements, which will help you tailor a skin care programme just for them.



HERBALIFE SKIN

TIP

Using the Herbalife Nutrition Skin Care tools and props will help you look and feel professional.



➔ *Spa Parties offer a great opportunity to talk about the benefits of good skin nutrition.*

➔ *You can invite your potential customers for a follow-up Skin Wellness Evaluation, or even conduct one during the Spa Party.*



Nutrition Club

What is a Nutrition Club?

Like Wellness Centres, Nutrition Clubs are a place where attendees can meet regularly with like-minded people and recognise one another's progress and nutrition results. It is also somewhere from which you can operate Business Methods and activities.

A Nutrition Club is somewhere you can inform your attendees about the importance of proper nutrition and exercise for optimum health.

Nutrition Clubs also allow you to introduce people to Herbalife products and build a customer base.

Please note that Potential Attendees and Attendees can only attend a Nutrition Club by personal invitation.



nutrition club

How it can help you find customers and add value:

Community Experience – Your potential attendees can familiarise themselves with Herbalife products in a social atmosphere, allowing you to create and foster the personal relationship that is the essence of direct selling.

A Natural Setting – The clubs are an informal, low pressure environment in which you can educate attendees about nutrition, talk about the products and present the business opportunity.

Retailing Opportunity – Many club attendees will buy products for personal consumption.



➔ *Nutrition Clubs are extremely effective way to add value and build rewarding relationships with your attendees. They are instrumental in cultivating attendees loyalty as they provide an invaluable support setting and a place to regularly meet, which in turn ensures you can effectively track your attendees' progress, recognise achievements and ultimately build a rewarding community with like-minded people.*

TIP

Remember to get referrals from your attendees!



Weight Loss Contest

What is a Weight Loss Contest?

It's a 4-week programme of wellness and nutrition education, which supports a group of participants with similar weight-loss goals. The group environment provides motivation and ensures a rewarding and enjoyable experience.

Participants pay a nominal fee to enter the Contest and 'Weight Loss Payouts' are paid from this fund to the top 3 participants who have lost the greatest percentage of his/her weight by the end of the Contest. Cash prizes can be replaced with other prizes or products depending on legal requirements in your country.

It is an excellent activity for building relationships with your participants and building a strong community at the same time. You will be amazed at what an effective support group it can become for attendees.

How it can help you find new customers and add value:

- It allows you the opportunity to gather a number of people together sharing a common goal. You can then discuss weekly nutritional topics which provide you with the opportunity to talk about related Herbalife Nutrition® products.
- Over the course of the Contest, participants will become familiar with the products and embrace the benefits, at the same time, fostering a relationship with you and Herbalife Nutrition.



- ➔ *Invite your potential customer to participate in a fun and rewarding Weight Loss Contest.*
- ➔ *Present the Herbalife Nutrition Global Nutrition Philosophy and Weight Loss Contest practices.*
- ➔ *Weight Loss Contest are an extremely effective way to add value and build a rewarding relationship with your customers. They are instrumental in cultivating customer loyalty as they provide an invaluable support setting and a place to regularly meet, which in turn ensures you can effectively track your customers' progress, recognise achievements and ultimately build a rewarding community with like-minded people.*

TIP

Activities like Weight Loss Contest are a great way of creating a community minded business.



Healthy Active Clubs

What is a Healthy Active Club?



Healthy Active Clubs (also called Fit Camps or Fit Challenges) are a concept which combines three components: good nutrition, physical exercise and socialisation.

They help retain customers for longer, as people enjoy doing activities with others who are like-minded in their community.

They are easy to integrate into your business or preferred Daily Method of Operation:

1. Choose an activity you enjoy and are passionate about.
2. Create a social event around it to make it easier for you to invite people.
3. Choose a convenient location appropriate to the activity and your group.
4. Keep activities simple and fun. Try to tailor them to people of varying fitness levels.
5. Be consistent. Stick to the same time and day every week, and don't be late!
6. Follow up with a recovery shake and short, informal mini HOM.
7. Share stories and testimonials, and hand out shake samples to new participants within the Club, your home or your office.
8. Keep on inviting new people every week and ask for referrals.

TIP

Remember to get referrals from your attendees!

➔ *Healthy Active Clubs provide a great opportunity to convey the benefits of good nutrition and exercise.*

➔ *Healthy Active Clubs are an extremely effective way to add value and build a rewarding relationship with your customers. They are instrumental in cultivating customer loyalty as they provide an invaluable support setting and a place to regularly meet, which in turn ensures you can effectively track your customers' progress, recognise achievements and ultimately build a rewarding community with like-minded people.*



How it can help you find new customers and add value:

- After your activity, you can invite participants to find out more about Herbalife Nutrition. It's a great opportunity to educate them on the importance of good nutrition and being active. It's also a great time for your current customers and Members to offer testimonials to new participants. Hearing about others' successful results and passion for Herbalife Nutrition and the products will inspire and encourage more of your potential customers to become customers.
- You can also conduct a Healthy Breakfast or Wellness presentation and short Wellness Evaluation after the activity which helps you to learn more about the habits and lifestyle of the participant. Then invite them back to a later appointment for a full Wellness Evaluation, including body composition measurements.
- An important tip is to ensure you try and get new people every week, whether it's through referrals, asking people in your Circle of Influence, or just getting out there and handing out correctly branded invites and flyers. The more new people you have, the more momentum you can create.



Customer Loyalty Program

What is a Customer Loyalty Program?

Herbalife Nutrition has a range of Business Methods which are fun and effective activities specifically designed to help you get customers and keep customers. One of the main goals of any Business Method or activity is to add value and help customers achieve product results, which in turn will cultivate loyalty.

- The program is open to participants/customers who have not signed up as a Herbalife Nutrition Member regardless of the Business Methods they participate in.
- Customers can accumulate points by visiting your office, participating in activities, and giving referrals.
- Points can be used to redeem gifts.

Objectives of the Program

- Strengthen customer participation and enhance their experience.
- Increase referrals and overall satisfaction.
- Set up goals for your customers.
- Encourage and recognize your customers.
- Turn loyal customers to Herbalife Nutrition Members who will use the products consistently, and eventually become business partners.

Goals of the Program

Participation of the customer in the Loyalty Program will create that first impression of Herbalife Nutrition. At this time, the customers need to be given enough care and attention so they experience good results and understand Herbalife Nutrition's culture, philosophy, and its products regardless of the business methods of the Member serving the customer. For you and your customer to see lasting results, they should be inducted into the Customer Loyalty Program for at least 6 months. In the first 6 months you will

- Ensure customers have product results.
- Build a close relationship with them.
- Help them develop a sense of belonging.
- Nurture them as your loyal customers.
- Find a potential business partner who will duplicate what you do.



In return, benefits of the Customer Loyalty Program include:

- Increase in customer activities
- Increase in the number of customers
- Boost in duplication
- Commitment from customers on their personal goals.
- Build long-term customers

Sign Up for Customer Loyalty Program







You can sign up for the Loyalty Program and request for a Customer Loyalty Program Starter Kit through sg.MyHerbalife.com to help you get started!



Customer Loyalty Program Point Accumulation

Point Accumulation Based On Activity

- Your customers can earn points by using the products, participating in different activities and giving referrals.
- Customers are given stickers according to the activities they participate in.

Point category	Point	Sticker	Activity
Visit Nutrition Club & use the product	10		Purchase multiple Club Visit Passes.
Participate in activities	20		Attend event/activities specified by your Coach/Supervisor
Testimonial	30		Submit your testimonial together with Before & After Photo to your Coach/Supervisor
Re-Purchase Products	30		Re-purchase of Herbalife Nutrition products at Retail or discounted price *Maximum of 30 points per day
Referral	50		Refer someone for Wellness Evaluation/Trial
Product Purchase	50		First purchase of Herbalife Nutrition Products at Retail Price

Customer Loyalty Point Category Breakdown

Customers receive rewards when they accumulate a certain amount of points. Once participants accumulate enough points, they can redeem gifts. The table provides examples of the gifts that participants can redeem.

Level	Points	Gift Value (USD)	Gift Options (Examples)
Level 1	200	2 USD	Herbalife24 Sports Water Bottle 
Level 2	400	3 USD	Sports Towel 
Level 3	600	5 USD	3 in 1 Shaker Bottle OR Herbalife24 Shoe Bag OR Herbalife SKIN Cosmetic Pouch 
Level 4	1000	10 USD	Herbalife24 T-Shirt OR Herbalife SKIN T-Shirt 
Level 5	2000	20 USD	Herbalife24 Portable Blender OR Herbalife SKIN Mini Bag 
Level 6	3000	30 USD	Herbalife Nutrition Sports Bag OR Herbalife24 Sports Bag 

Temporary Booths and Kiosks / Mini Roadshows

Intermediate Activity

What are Temporary Booths and Kiosks

Temporary Booths and kiosks¹ can be set up by you as a temporary stand at a mall or outlet to promote your business to those that pass by.

Temporary Booths and kiosks are effective as they are interactive, enabling you to talk about Herbalife Nutrition to a number of potential customers in a short period of time. You are not only helping others live a healthy active lifestyle, you are creating brand awareness and showcasing your business.

What are Mini Roadshows?

Mini roadshows are held by Nutrition Club operators, who set up temporary kiosks² to hand out tea samples and invite passers-by back to their Club. Mini roadshows should be set up near to your place of business (e.g. your Nutrition Club) so it is convenient for you to immediately invite interested leads for a follow-up free wellness evaluation.



TIP

Mini roadshows should be set-up close to the place of business. e.g. you could do a simple Road Show at your kid's Saturday football match!

➔ Use Temporary Booths and Kiosks / Mini Roadshows to talk to as many people as possible about Herbalife Nutrition in a short space of time.

➔ Invite your potential customers to a follow-up presentation and Wellness Evaluation, including body composition assessment.



¹Offering samples must be in compliance with the Law and the Rules.

²Product display and sales is strictly prohibited.

³Product sales is strictly prohibited.

Growing Your Business by Helping Others

Your customers' successes are the best way to grow your business. As you help more customers achieve results, you'll have more people who naturally want to share their success with others. Always ask your potential customers and new customers to 'bring a friend' or if you hand out invitation cards or feedback forms, leave a space for them to add the names of people they know who might be interested to hear more.

We've just looked at Business Methods which are a great way to grow your business. Customer Recognition Days are another good way to generate new business.

Customer Recognition Days

The idea is get all your customers together once a month to celebrate goals achieved, give away small prizes in recognition of your customers' progress and share success stories.

➔ *Customer Recognition Days are an extremely effective way to add value and build a rewarding relationship with your customers. They are instrumental in cultivating customer loyalty as they provide an invaluable support setting and a place to regularly meet, which in turn ensures you can effectively track your customers' progress, recognise achievements and ultimately build a rewarding community with like-minded people.*

You can easily ask your customers to bring along their friends/ family to share in their progress and successes. By doing this, you are opening yourself up to a whole new set of potential customers. Not only that, but these potential customers are much more likely to engage with you and show a real interest in your business and Herbalife products as they have seen for themselves the results that can be achieved, the support network on offer and the rewards that can be earned.

This becomes the perfect platform in which to conduct short Wellness Evaluations on your new potential customers, conduct a sampling activity so they can experience the delicious products for themselves and invite them back later for a full Wellness Evaluation.



Growing your loyal customer base

Loyal customers are one of your biggest assets. You should focus the majority of your time on your existing customers to turn them into loyal customers. Why? Because loyal customers:

- Provide you with regular customers.
- Help to generate referrals naturally.
- Become a walking 'billboard' to promote your business.

On the following pages, you will learn some great tips on how to turn customers into loyal customers. You will learn how to provide an exceptional customer experience, which will help you work towards building a sustainable customer base.

Let's take a closer look at how it works:

Your loyal customers are precious and you should spend more time on your current customer base than on trying to get new ones. Customers may forget about you if you don't stay top of mind and follow up with them.

It's the first class service and overall experience you give your customers that will make them fall in love with the products and the brand, and keep them coming back to you. Why? Because it's when they are using the products, following their programme correctly and living a healthy active lifestyle that they see results and move closer to their personal goal. When results show, you know something is working well, and you don't want to change what you're doing - right?

So when your customers reach key milestones along their journey, make sure you celebrate with them and encourage them. Some ways to do this include:

- Recognise them at the end of the group activity with a mini awards ceremony or 'person of the day'. Give them VIP treatment / entrance to events.
- Remember key personal events (e.g. send them a birthday card.)
- Make sure they're part of a community of other like-minded people.



Customer Support Helps Build Loyalty

It's important to have a structure in place to support and follow up with your customers. This not only helps them achieve their goals, but also cultivates a loyal customer base which in turn, helps you retain, customers and/or move to higher levels of the Sales & Marketing Plan.

Whether your customer purchases one product every two months or a full Herbalife programme every two weeks, every customer deserves great service. Treating them with respect and care is one of the best ways to:

- Help your customers achieve positive results.
- Continually strengthen your relationship.
- Encourage them to re-order products and become loyal customers.
- Make them want to recommend products to others.

Be sure to cover the following points as part of your customer support and follow up:

1. Educate your customers about good nutrition and what their body needs.
2. Ensure they don't skip meals.
3. Help them to eat enough protein for their body's needs and goals.
4. Talk to them about the benefits of healthy fats and ensure they are getting sufficient amounts each day.
5. Check they maintain adequate hydration levels.
6. Ensure they get regular physical activity that's right for them.
7. Make sure they rest and recover.
8. Inspire them to reach their goals.

The support and follow up you provide your customers should be tailored to them and their goals.

It's all about helping your customer to reach their personal goals.

And always strive to:

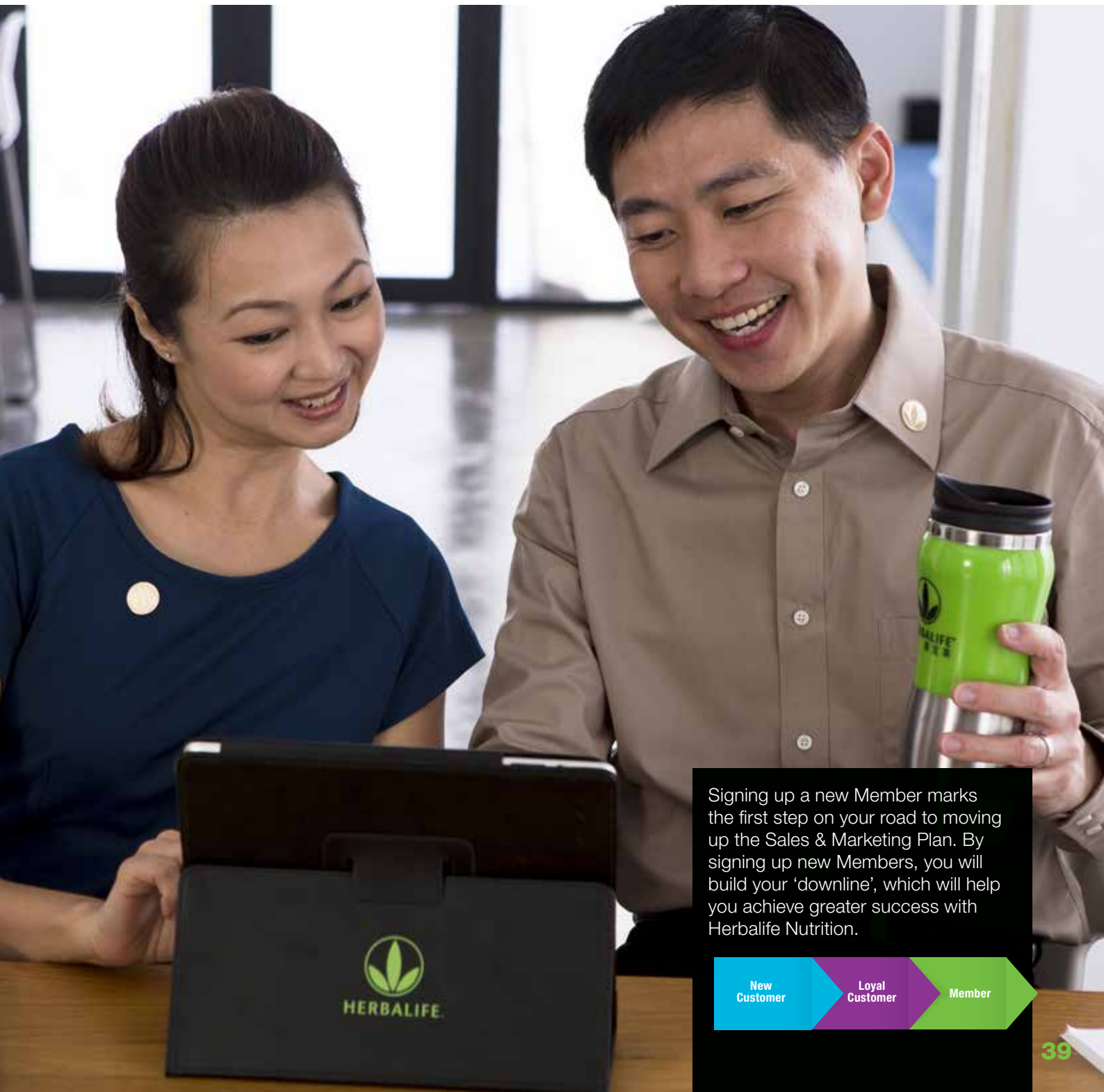
Listen and get to know your customers and create a customer community.

1. Learn about your customers so you can personalise the experience
2. Use their name and make them feel important.
3. Recognise their loyalty. Perhaps you may like to give them a small gift for their achievements.
4. Create a community of customers - it might be face to face at a customer evening, or an online community.



Remember: As a Herbalife Nutrition Member you are in the unique position to offer added value to your customers - something they wouldn't get with a normal product purchase in a shop.

Signing Up New Members



Signing up a new Member marks the first step on your road to moving up the Sales & Marketing Plan. By signing up new Members, you will build your 'downline', which will help you achieve greater success with Herbalife Nutrition.



Why do I need to sign up new Members?

Signing up a new Member marks the first step on your road to moving up the Sales & Marketing Plan. By signing up new Members, you will build a team (sometimes referred to as a 'downline'), which will help you achieve greater success with Herbalife.

It's through building your downline (that's a Member sponsored by you, as a Member yourself) you begin to see the full monetary rewards of your Herbalife Nutrition Membership as you earn additional profit, e.g. wholesale profits. Turn to page 47 to read about more ways to earn.

Loyal Customers often become Herbalife Nutrition Members

Your loyal customer base is the best place to begin building your downline. They have achieved results, love the products and the brand, and are familiar with how you operate your business by attending your Business Method activities. So it's a natural and simple transition to become a Member.

Talk to them about the benefits of being a Herbalife Nutrition Member, such as:

- Exclusive Membership pricing.
- Can deal directly with Herbalife Nutrition when purchasing their products or for any questions they may have.
- 24/7 access to sg.MyHerbalife.com where they can order products, access tools, training materials and manage their business.
- Access to Member events* and are the first to hear about new product launches and updates.

When they're ready to sign up, it's also a good idea to assess their motivation and goals:

- Do they want to sign up as a Herbalife Nutrition Member to take advantage of Member pricing benefits?
- Do they want to earn just enough to offset the cost of their product programme by referring four or five regular customers?
- Do they want to have a part-time income?
- Do they want to embrace the business full-time, create a large customer base, take advantage of additional discounts and move up the Sales & Marketing Plan with a view to earning a full-time income?

Once you have established your customer's 'Member' goals, you can then tailor your support accordingly. For example, if your customer just wants to sign up to receive Membership pricing benefits, you can help them through the sign-up process and simply be on hand to advise as and when necessary. They may decide to actively develop their Herbalife Nutrition business in the future, so it's always important to stay in touch.

If your Herbalife Nutrition Member wants to earn just enough to offset the cost of their programme by helping four or five regular customers (generating sales equivalent to 500VP), they will need training in order to achieve this. This is when you undertake the very important role of Sponsor and will need to nurture and support your new Member and give them all the tools and training support they need to reach their goals. Incentives also help loyal customers realise the benefits of becoming a Member.

FACT

It's not just loyal customers that can join as a Member...

The Herbalife Nutrition Opportunity is attractive to anyone!

* Qualifications may apply.

How do I sign up new Members?

There are two easy ways to sign up a new Member:

1. Online - this is the quickest and easiest way to sign up.

Click the 'Become a Member' link on the sg.MyHerbalife.com homepage and they can fill in the Membership Application and Agreement immediately. This will also trigger their Herbalife Nutrition Member Pack (HMP) to be sent to them, which includes all they need to know about the Herbalife Nutrition Opportunity.

Herbalife Nutrition Member Pack Online SKU #5619

2. Order a Herbalife Nutrition Member Pack

You can place an order for a HMP, so that when you have a customer ready to sign up, you'll have the HMP ready to give to them immediately. They just need to fill in the Member Application and Agreement form that's inside and post it back to Herbalife Nutrition for processing.

You may also fill in the Member Application and Agreement online upon receiving your HMP by clicking on the 'Become a Member' link on sg.MyHerbalife.com.

sg.MyHerbalife.com is accessible 24 hours a day, 7 days a week.

Herbalife Nutrition provides the Gold Standard in consumer protection.

Your customer will need to acknowledge the Gold Standards as they fill in their Member Application and Agreement. Now is also a good time to remind them of the low start-up cost and the money-back guarantee.

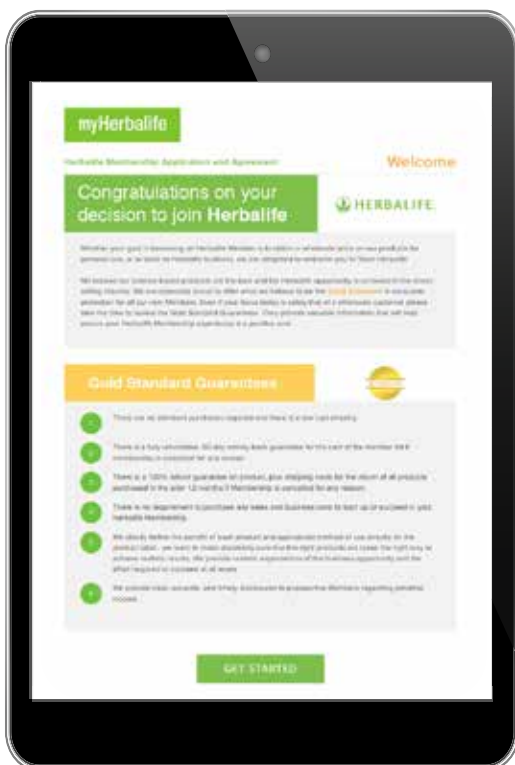


Low Start-Up Cost

There are no minimum purchases required and there is a low cost for the Herbalife Nutrition Member Pack. There is no requirement to purchase any sales and business tools to start up or succeed in your Herbalife Nutrition Membership.

Money-Back Guarantee

There is a fully refundable, 90-day money-back guarantee for the cost of the Herbalife Nutrition Member Pack if Membership is cancelled for any reason. There is a 100% refund guarantee on product, plus shipping costs for the return of all products purchased in the prior 12 months if Membership is cancelled for any reason.





Your role as a Sponsor

Your new Member will follow the example set by you and your upline leaders. Set the best example you can and watch your hard work and good efforts be duplicated!

Just like your customers, it's important to make yourself easily accessible to your new Members, especially in the first month. They are likely to have a lot of questions as they begin doing the business for themselves, so stay on hand to provide advice and assistance in the coming months.

1. Help your new Member reach their next goal

As your new Member achieves their fitness goal, it's time to set the next one with them. It might be entering a 5 km run event or improving their body fat percentage. Whatever it is, work with them to keep striving towards their next goal.

2. Help your new Members to set business goals

The first goal for a typical Member might be five new customers. When they have achieved this, they'll feel encouraged and look to set a slightly higher goal.

Help them to understand your local support network

Whether your new Member signed up to take advantage of Member pricing or to start their own business, be sure to talk to them about the education, training and support network that's available to them.

If they are keen to begin their business, talk to them about attending a Mega HOM or Nutrition Seminar in their area – these seminars are important to learn, network and socialise with other Members in their home city and area. Having a sense of belonging and being part of a community is intertwined with being a Member. Attending these monthly events will be invaluable to your new (and current) Members.

Nurturing your new Members

It's a great feeling when you sign up your first Member. You are beginning to engage more in the part-time side of the Herbalife Nutrition business opportunity. You are setting up your downline and, as soon as you reach Senior Consultant, you will start receiving not only discounts but also commissions* from the orders they take. The time that you spend nurturing each new Member becomes very important – as their success will become your success.

Helping your new Members get started

The basics

- Help them complete the Member Application and Agreement and make sure they send it off, along with the Gold Standard acknowledgement form.
- Show them how to fill in a Retail Order Form and other forms they will regularly use in their business.
- Make sure that they read the different books within the HMP – the Rules of Conduct are important for all new Members to ensure they operate their business ethically and within the rules of the company.
- Make sure they are on a suitable product programme and get them acquainted with the wider range of Herbalife Nutrition® products by taking them through the Product Brochure.
- Help them demonstrate the products at their Home Parties (e.g. Shake parties, Spa parties) to potential customers.
- Talk them through the first stages of the Sales & Marketing Plan and explain the benefits of becoming Senior Consultants, Success Builders and Supervisors.

- Hold group meetings regularly. They'll pick up tips from other Members in your organisation and it's good for them to see they are part of a wider team.
- Provide them with communication, training and motivation along with help for their presentations.

A few rules to remember

30 Day Money Back Guarantee:

If for any reason, a retail customer is not completely satisfied with any Herbalife Nutrition® product purchased from a Herbalife Nutrition Member, the customer may request a refund from the Member within 30 days from the date the customer receives the product. The Member must offer the customer a full credit toward the purchase of other Herbalife Nutrition® products or a full refund of the purchase price.

It's also a good idea to remind new Members that it's against the rules to sell Herbalife Nutrition® products via eBay or other similar auction websites. It's the personal, face-to-face contact that gives Members the advantage.

First Order Limitation:

The First Order Programme permits a Member to place their first product order up to 1,100 Volume Points (VP), and then up to 3999.99 VP within the next 10 days.

The Rule is in place to help new Members have product experience and begin retailing the products and to help discourage financial expenditures without the product experience.



*Certain documents (e.g. bank account details) need to be submitted in order to receive payment, and there is a threshold for earnings to be paid.

Tell, Show, Try, Do

Similar to how a child learns from a parent, Tell, Show, Try, Do is a great principle to follow to help get your new Members started and train them for success.

Tell your new Members about Use, Wear, Talk, the customer flow and how to conduct a Wellness presentation. Explain the process to them so they understand. Next...

Show them how to integrate these methods into their every day business activities, and invite them to your Business Method meetings so they can see how it's done. Then they...

Try it on their own, while you are still in the room. Help them choose the Business Method and activities that they naturally connect with and are interested in. Finally...

Do give them the confidence to do it by themselves. Use encouragement, support and your Herbalife Nutrition business knowledge to help take this next step.



Train your Members for success

Taking your Members through this principle, particularly in their first three months as a Member, will help them avoid making mistakes that you may have done, and will allow them to become familiar with retailing and taking care of their customers more quickly. Here's an example of how you could apply Tell, Show, Try, Do:

Tell

Tell your Member how to make invitations for a Wellness Evaluation and walk them through the process, from how to build their 15-second pitch and how to use their badge, to how to do a Wellness Evaluation and body composition analysis, and how to suggest the best product programme that fits the customer's needs. Advise on how to close the sale with the customer and most importantly, how to provide first-class customer service after the sale – with weekly follow-ups and a re-ordering schedule. This is the theory that they will soon put in practice.

Show

In the first month, your new Member will need help understanding how, in practice, the retailing cycle works. So, show your new Members how to do it – invite them to come along with you when you do your retailing and follow up, and let them watch for a day. They need to see you approaching someone you don't know and inviting them for a Wellness Evaluation. Ask them to take notes and make sure they are ready before they do it themselves. Do not rush this step, as it is critical to make your Member feel comfortable and confident.

Try

Let your new Member try it out on you first by doing a role play and then let them practice with their friends and family while you are on hand to see how they are performing. Be ready to provide them with feedback; it is perfectly normal for them to make mistakes.

Do

When you feel comfortable, let them do it by themselves without you by their side. Encourage them, rehearse with them, and believe in them. Sometimes it takes a couple of attempts for them to feel fully comfortable. Be readily available in case they need to talk, and make sure you listen and answer all their questions. If needed, practice with them a few more times. After a few attempts, most Members will become fully independent after their first customer order.

You will use the principle of Tell, Show, Try, Do more as you grow as a leader and mentor your new Members to master new skills such as their first Shake Party and their first public speaking sharing their own success story. Along the way, stay close to your downline Members. Remember everything that they learn comes from you, so the way they will work with their customers or Members will be the same as how you have been interacting with them.

Grow Smart, Grow Deep

Building a successful organisation is not as complicated or difficult as it may seem. Ultimately, you are developing an organisation of customers and Members.

To help you do this, there are four key points that will help you build your organisation the right way:

1. Developing Circles of Influence

Once you have three or four first line (your own) customers who have decided to sign up as a Member, you should focus on helping them develop their own Circle of Influence. Teach them to duplicate what you have done. For instance, teach them to host regular home parties (Shake Parties or Spa Parties) at their customer's house. Parties are one of the best ways to develop a Circle of Influence due to the personal and informal setting.

When your new Members do the same to their three or four first line customers, you will begin to develop a deep organisation based on a strong and solid base of customers.

2. Nurturing your new Members – This is vital to the success of your business. Follow the Tell, Show, Try, Do principle. It's important to hold their hand for the first few months, help them get four customers from their Circle of Influence, and reach Senior Consultant level. By reaching Senior Consultant level with your help and support, they can offset the cost of their programme plus build trust and confidence in you as their upline Sponsor.

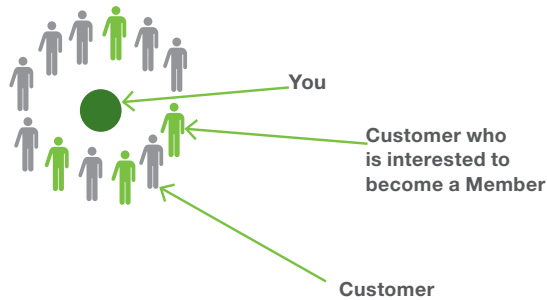
3. Recognising and promoting new Members - A key part of getting the best out of your new Members and keeping them motivated is to recognise their achievements and reward them at every step. As soon as your new Member has signed up their first customer, make them feel like a star. Once your new Member has reached Senior Consultant level, reward them with a certificate and applaud them on stage at one of your meetings or local events.

4. Focus most of your time on current Members - To achieve success, you should focus most of your time on developing your current Members. Help them grow, help them duplicate and help them succeed. By doing this, you will also see the rewards.

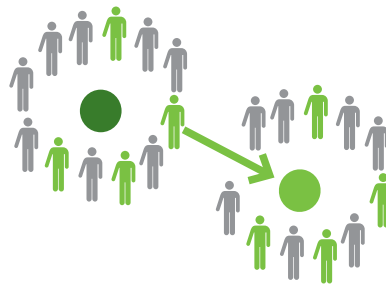


Remember,
your Circle of Influence is those people you already know, like your friends, family and work colleagues.

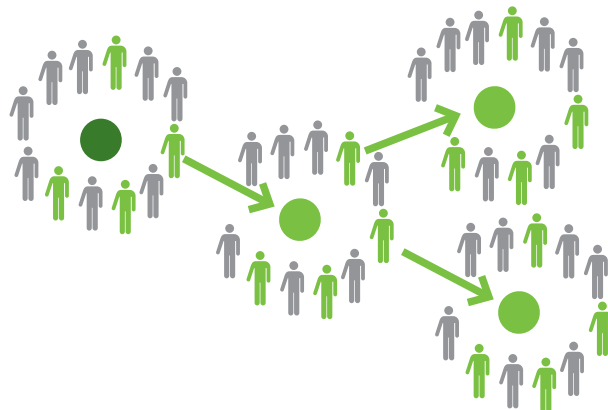
1. Your Circle of Influence will include some customers who are interested in becoming Members, and others who are happy to remain customers.



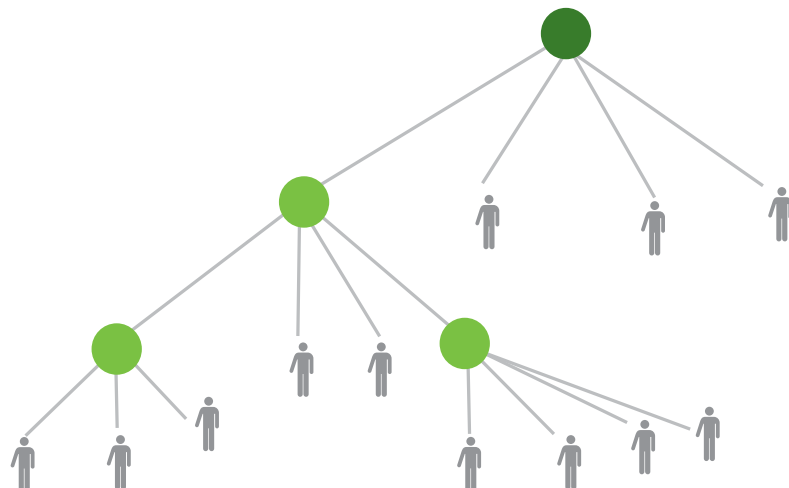
2. Help customers who are interested in becoming a Member to develop their own Circle of Influence.



3. Your first line Member could then help their first line customers to develop their own Circle of Influence.



4. By following the principles above and on the previous page, your organisation will eventually be made up of a deep customer base with customers from a variety of Business Methods.

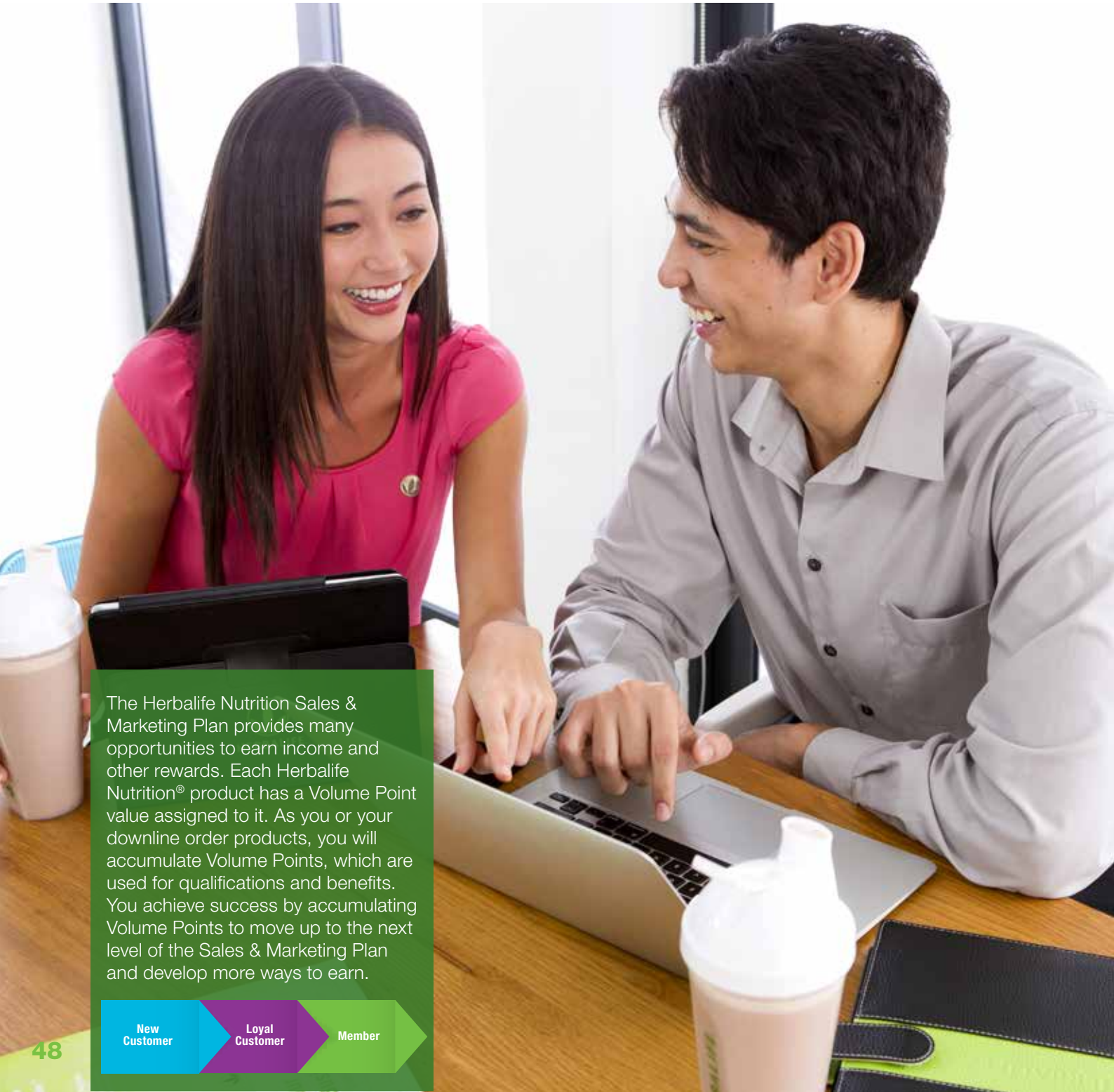


By running a variety of activities, you broaden your reach to different groups of people and thus help to expand your network of contacts and growth to your business.

KEY

- You
- Customer who has become a Member
- 👤 Customer who is interested to become a Member
- 👤 Customer who is not yet interested in becoming a Member

Understanding the Sales & Marketing Plan



The Herbalife Nutrition Sales & Marketing Plan provides many opportunities to earn income and other rewards. Each Herbalife Nutrition® product has a Volume Point value assigned to it. As you or your downline order products, you will accumulate Volume Points, which are used for qualifications and benefits. You achieve success by accumulating Volume Points to move up to the next level of the Sales & Marketing Plan and develop more ways to earn.

New
Customer

Loyal
Customer

Member

You may be surprised to learn that retail sales are not the only way to earn profit. There are other ways to increase your earnings, too...

WAYS OF EARNING



1. Profit on Retail explained:

As a Herbalife Member, you may purchase at Wholesale discount of 25% to 50%. As your Volume increases, this discount will increase up to a maximum of 50% when you qualify as a Supervisor. You earn an immediate Retail Profit of 25% to 50% when you sell these products to customers. The difference between the discounted product price paid by you and the retail price is your Retail Profit.

2. Profit on Wholesale explained: (Commissions)

In addition to Retail Profit, as a Herbalife Nutrition Member, you can also earn Wholesale Profit on the products purchased by your downline (Members who you have sponsored). Your Wholesale Profit, also called Commissions, is the difference between the discounted price you pay for products and the discounted price paid by your downline. You can start to qualify to earn Commissions when you achieve Senior Consultant.

3. Royalties explained:

When you are a Supervisor and have Fully Qualified or Qualifying Supervisors in your first three downline levels, you may then be able to earn Royalty Overrides of 1% to 5% of your Organisation Volume.

4. Bonus explained:

Once you have qualified as TAB Team, you may be eligible to receive a bonus of between 2% and 7% on your downline organisation Volume, provided you meet certain requirements.

A comprehensive guide on how to earn can be found within the Sales & Marketing Plan in the Herbalife Nutrition Member Pack and online at sg.MyHerbalife.com

TAB Team
 Top Achievers Business
 Team *This level and up*



Global Expansion Team (GET)

How you qualify
 1,000 Royalty Override Points in 3 consecutive months.

What you get
 50% Potential Retail Profit, 8-25% Wholesale Profit, up to 5% Royalty Overrides, plus 2% Production Bonus, qualify for special Vacation and Training Events.



GET 2,500

How you qualify
 2,500 Royalty Override Points in 3 consecutive months.

What you get
 50% Potential Retail Profit, 8-25% Wholesale Profit, up to 5% Royalty Overrides, plus 2% Production Bonus, qualify for special Vacation and Training Events.



Millionaire Team

How you qualify
 4,000 Royalty Override Points in 3 consecutive months.

What you get
 50% Potential Retail Profit, 8-25% Wholesale Profit, up to 5% Royalty Overrides, plus 2% or 4% Production Bonus, qualify for special Vacation and Training Events.



Millionaire Team 7,500

How you qualify
 7,500 Royalty Override Points in 3 consecutive months.

What you get
 50% Potential Retail Profit, 8-25% Wholesale Profit, up to 5% Royalty Overrides, plus 2% or 4% Production Bonus, qualify for special Vacation and Training Events.



President's Team

How you qualify
 10,000 Royalty Override Points in 3 consecutive months.

What you get
 50% Potential Retail Profit, 8-25% Wholesale Profit, up to 5% Royalty Overrides, plus 2% to 6% Production Bonus, qualify for special Vacation and Training Events.

Founder's Circle



Chairman's Club



For more details on Chairman's Club and Founder's Circle, please speak with your Sponsor or visit sg.MyHerbalife.com

Doing business with honesty and integrity

We know you're itching to get started and put everything you've learnt into practice, but before you do, it's important to familiarise yourself with some of the Rules of Conduct. At Herbalife Nutrition, we are proud to do business with honesty and integrity and it all starts with your commitment to take the high road in your business dealings.

The Rules of Conduct have been established for YOUR protection. They represent the code of ethics and standards by which all Herbalife Nutrition Members must operate.

Take some time to study the following rules and once finished, complete our quiz to see just how much you've learnt!

When making product claims, representations, and testimonials, you:

- ✓ • Must be lawful, truthful and not misleading.
- Must have a reasonable basis in fact and this must have been substantiated in writing in advance of publication or communication.
- Must be consistent with the claims and representations made in current Herbalife Nutrition marketing publications, and on current Herbalife Nutrition® product labels.
- Must by law, always include appropriate disclaimers.

When making weight management claims

The following claims may not be used within the Asia Pacific region:

- ✗ • Claims which suggest that health could be affected by not consuming Herbalife Nutrition® products.
- Claims which make reference to the rate or amount of weight loss.
- Claims which make reference to recommendations of doctors or other health professionals.

When making references to weight management, you must:

- ✓ • Relate to the Herbalife Nutrition weight management programme as part of a healthy active lifestyle and not direct any results to particular product.

All weight management representations, including testimonials, must be accompanied by the following disclaimer:

"These results are not typical. Individual results will vary. "



“Every day that you continue to build your business in the right way... every time you deliver a great Herbalife Nutrition experience... and with each and every long-term customer and Herbalife Nutrition Member you develop, you make Herbalife Nutrition stronger.”

Michael O. Johnson
Executive Chairman, Herbalife Nutrition

Good retailing practices

Herbalife Nutrition Members are committed to treating their customers ethically and fairly. When presenting Herbalife Nutrition® products to your customers:

- Tell customers who you are, and what products you are selling.
- Provide accurate and truthful information regarding the price, quality, performance, quantity and availability of the products/ services you are offering.
- Provide a clear and descriptive written receipt.
- Ensure you identify yourself as a Independent Herbalife Nutrition Member.
- Provide guidance regarding product usage prior to them purchasing Herbalife Nutrition® products.
- Explain the Herbalife Nutrition Gold Standard Guarantees.
- Explain the Herbalife Nutrition 30 day money-back guarantee, and how to cancel an order, should they choose to.
- Respect your customer's privacy by calling at times that suit their wishes.
- Respect your customer's right to end a sales call.
- Ensure products are stored in a cool dry place.
- Do not store the product in direct sunlight or leave the product in hot places, such as the boot of your car etc.
- Always ensure the products are delivered to customers in a timely manner and in good condition.

eBay and other online auction sites:

Offering Herbalife Nutrition Products for Auction

Auction sales and sales on auction sites weaken the personal relationships which Members must develop with their customers, as well as the Herbalife Nutrition brand and the image which Herbalife Nutrition wants to establish for its products. Therefore, Members may not (directly or indirectly through any intermediary or instrumentality) offer or facilitate the offering of Herbalife Nutrition® products for sale by soliciting or receiving open bids. This prohibition includes, but is not limited to, soliciting or receiving bids for Herbalife Nutrition® products on the Internet, through a commercial auction website, online auction marketplace, or otherwise. Furthermore, **commercial auction websites or online auction marketplaces, and any other sites determined by Herbalife Nutrition® to have an auction focus, are prohibited sales channels even when the proposed sales are at a fixed price.**

Retail Order Form:

Herbalife Nutrition Members are required by law to provide a Retail Order Form to their customer following a sale.

Retail Order Form is available for purchase through walk-in and call-in.

Retail Order Form SKU #N127

You can view the latest Rules of Conduct in full at sg.MyHerbalife.com

Ready to test your study skills? Take our quiz!

1. A Herbalife Nutrition Member must provide an official completed Retail Order Form to all retail customers when the sale is completed.

True

False

2. A Herbalife Nutrition Member must not make any verbal or written medical, therapeutic or curative claims about Herbalife Nutrition® products.

True

False

3. Herbalife Nutrition Members have to ensure that products are not stored in direct sunlight or in hot places.

True

False

4. Claims, representations and testimonials must be consistent with claims and representations made in current Herbalife Nutrition marketing publications, and on current Herbalife Nutrition® product labels.

True

False

5. A Herbalife Nutrition Member may have office signage on the exterior of their location, subject to limitations as to content.

True

False

6. Herbalife Nutrition® products have a 15-day money-back guarantee for the retail customer.

True

False

7. eBay and other similar auction sites are an acceptable and effective way of retailing Herbalife Nutrition® products.

True

False



How did you get on?

7 out of 7

Excellent work! Pat yourself on the back. Now you can confidently move to the next section of the book to learn more about each level of the Sales & Marketing Plan, and some of the great tools and resources available to help you build a successful and sustainable business with honesty and integrity. Make sure you refer to the full Rules of Conduct (found within the HMP and online at sg.MyHerbalife.com) or contact your local Member Business Practices & Compliance representative. Thank you for your support to protect the Herbalife Nutrition brand.

3-6 out of 7

Very good effort, however, you should probably make sure you're fully up to speed on the Rules of Conduct (found within the HMP and online at sg.MyHerbalife.com) before you embark on your Herbalife Nutrition business activities. Thank you for your support to protect the Herbalife Nutrition brand.

1-3 out of 7

Oops! You may have a little more learning to do before you move to the next section of the book. Make sure you're fully up to speed on the Rules of Conduct (found within the HMP and online at sg.MyHerbalife.com) before you embark on your Herbalife Nutrition business activities. Thank you for your support to protect the Herbalife Nutrition brand.

IMPORTANT! The rules shown in this section are merely excerpts, not a substitution for the rules in their entirety, so please be sure to familiarise yourself with all the important rules, guidelines and practices found in the Rules of Conduct.

The business rules are based on the following principles and standards:

1. Protecting Customers, Members and the Company
2. Business and Legal Requirements
3. Sound Business Practices
4. Advertising and Branding
5. Direct Selling and Protection of the Member/Customer Relationship
6. Multilevel Marketing and Protection of the Sponsor
7. Independent Business Owner Protection

Should you have any questions on any of the above, please don't hesitate to contact your local Member Business Practices & Compliance representative.

Thank you for helping us protecting the Herbalife Nutrition brand.

1. True, 2. True, 3. True, 4. True, 5. True, 6. False, 7. False.

Moving up the Sales & Marketing Plan

Achieving your first goal

As a brand new Herbalife Nutrition Member, although you may aspire to reach the level of Supervisor, and beyond, your first goal should be Senior Consultant. From day one, it's important you build your business on solid principles like looking after your customers and delivering first class service, retaining a strong customer base and regular product orders, and training your Members for success.

Take it step by step and set small but achievable goals. Your Sponsor should be the first person to speak to you about creating a plan to help you move to the next level.

A typical journey to Senior Consultant may involve:

- Attending your local support structure.
- Engaging in the social life at your Sponsor's office.
- Attending national and international Herbalife Nutrition events and taking your customers with you.
- Meeting regularly with your Sponsor or mentor to discuss your business metrics and adjust your approach as needed.



TIP

The people that you socialise with and talk to influence who you are and what you do, so it is a good idea to surround yourself with other positive, uplifting Herbalife Nutrition Members that may help you to grow and thrive. By regularly attending Herbalife Nutrition events and pushing yourself to talk to people you don't know, you will get increased confidence, which is really important because your business growth is very dependent on talking to people and making connections!

The three 'Pre-Supervisor' levels explained...

Senior Consultant

35 - 42% Product Discount
7% or 17% Profit on Wholesale

Who is a Senior Consultant?

A Senior Consultant is the first step up from joining as a Member and it's at this level that a Herbalife Nutrition Member starts building their own downlines and taking the first steps to developing their own organisation!

How to qualify and product discount:

- Achieve 500 Volume Points in 1 Volume month to qualify for 35% discount.
- or**
- Achieve 2000 Volume Points in 1 Volume month to qualify for 42% discount.
- Once you have achieved 2,000 Volume Points, you are eligible to place this order and all orders for the remainder of the Volume Month at a 42% discount. Minimum discount will then be 35% from the 1st of the next Volume month.

As a Senior Consultant, you are eligible to earn:

- 35% Profit on Retail when you sell to your customers
- Earn 7% or 17% Profit on Wholesale (Commissions).

You can earn Commissions on the products purchased by your downline Members. The amount you earn is the difference between your discount on the products and your downline's discount (e.g. a Senior Consultant is on a 35% discount and if you have a Member in your downline on a 25% discount, you'll earn 10% Wholesale Profit (Commission) on their product purchases).

How many customers do you need to reach this level?

As a guide, if you have four customers who each purchases x1 Formula 1 Nutritional Shake Mix, x1 Herbal Concentrate, x1 Herbal Aloe Concentrated Aloe Vera, x1 Active Fibre Complex Apple and x1 Personalized Protein Powder, along with your own personal products, you could achieve 500 VP and reach Senior Consultant in one month.

Accumulating Volume Points can either come from orders that you place directly with Herbalife Nutrition, which are referred to as your Personally Purchased Volume, or they can come from orders placed by your downline Members with Herbalife Nutrition; called Downline Volume. Both types of volume may be used to achieve Senior Consultant at 35% or 42% discount.



REMEMBER: Work with your Sponsor - Your sponsor is an experienced person who can help you to define and achieve your goals. The more often you are in touch with him/her, the less mistakes you will be making along the way and the faster you will be moving towards the goals you've set.

Success Builder

42% Product Discount
7% - 17% Profit on Wholesale

Who is a Success Builder?

A Success Builder is one step up from Senior Consultant. At this level, a Member is building upon the downlines they have created and really beginning to develop their organisation. Not only do they have their own direct downlines but their downlines may also be starting to build their own teams.

How to qualify and product discount:

- Your own Personally Purchased Volume order of 1,000 Volume Points or more entitles you to a 42% discount on this order and all orders for the remainder of the month.

Members (non-Supervisors) who do not achieve Success Builder are able to order at a 42% once they have accumulated 2,000 Volume Points in one month or have achieved the Qualified Producer level.

*The Success Builder level is a Personally Purchased Volume qualification; Downline Volume may not be used towards this discount opportunity.

As a Success Builder, you are eligible to earn:

- 35% - 42% Profit on Retail when you sell to your customers
- 7% - 17% Profit on Wholesale (Commissions).

You can earn Commissions on the products purchased by your downline Members. The amount you earn is the difference between your discount on the products and your downline's discount (e.g. a Success Builder is on a 42% discount and if you have a Member in your downline on 25% discount, you'll earn 17% Wholesale Profit (Commission) on their product purchases).



Qualified Producer

42% Product Discount

7% - 17% Profit on Wholesale

How to qualify and product discount:

- Accumulate 2,500 Volume Points in 1-3 months, of which 1,000 is Personally Purchased Volume and receive 42% discount on orders placed in the month following qualification.

You will automatically be updated to Qualified Producer on the 1st of the month following the month your qualification volume was achieved.

As a Qualified Producer, you are eligible to earn:

- 42% Profit on Retail when you sell to your customers
- 7% - 17% Profit on Wholesale (Commissions).

You can earn Commissions on the products purchased by your downline Members. The amount you earn is the difference between your discount on the products and your downline's discount (e.g. a Qualified Producer is on a 42% discount and if you have a Member in your downline on 35% discount, you'll earn 7% Wholesale Profit (Commission) on their product purchases).



Supervisor

50% Product Discount 8–25% Wholesale Profit Up to 5% Royalty Overrides

Plus access to special trainings, bonuses and the opportunity to qualify for promotions including vacations.



How to qualify and product discount:

- 4,000 VP in 1 month with at least 1,000 Unencumbered Volume,
- Or**
- 4,000 VP over 2 consecutive months with at least 1,000 Unencumbered Volume,
- Or**
- 4,000 VP in 3–12 months, with at least 2,000 PPV.

Once you have achieved the required Volume Points toward Supervisor qualification, you will be considered a Qualifying Supervisor until the 1st of the following month, when you will become a Fully Qualified Supervisor. As a Qualifying Supervisor, you are eligible for a temporary 50% discount for the remainder of the Volume Month in which your qualifying Volume Points were achieved.

As a Supervisor, you are eligible to earn:

- 50% Profit on Retail when you sell to your customers
- 8-25% Wholesale Profit (Commission)

You can earn Commissions on the products purchased by your downline Members. The amount you earn is the difference between your discount on the products and your downline's discount (e.g. you are on 50% discount and you have a Senior Consultant in your downline on 35% discount, you'll earn 15% Wholesale Profit (Commission) on their product purchases).

- Up to 5% Royalties

When you are a Supervisor and you have Fully Qualified or Qualifying Supervisors in your first three downline levels, you may qualify to earn Royalty Overrides of 1-5% on your Organisational Volume.



The benefits of Supervisor

Achieving Supervisor is a significant step in the Sales & Marketing Plan as you get maximum product discount, the opportunity to earn Royalties and attend special events and trainings.

As you begin to have long-term loyal customers and build your downline, you should set your sights on the Active Supervisor Promotion.

Active Supervisor Promotion

The Active Supervisor Promotion is a perfect way to build momentum in your organisation and help you achieve your business goals. It is also a great way to get recognised for your efforts, commitment and leadership skills.



How you qualify:

- Supervisors who achieve 2,500 Total Volume Points (TVP) in 3 consecutive months.

What you receive:

Receive an exclusive Active Supervisor pin and certificate, plus you will be on your way to building a strong and sustainable organisation. As you develop Active Supervisors in your own organisation, you will receive more recognition and promotional opportunities. Check out sg.MyHerbalife.com for more information.



Remember: All Supervisors must requalify their status annually between 1st February and 31st January to keep their 50% discount and eligibility for Royalty Override earnings. Find out more at sg.MyHerbalife.com or speak with your Sponsor.

Improve your profits with the discount scale

As you and your non-Supervisor Downline sell more Herbalife Nutrition® products, your Total Volume increases and you may reach the next level of Senior Consultant. As such, you become eligible to purchase products at a 35% or 42% discount off the Earn Base, giving you a greater profit margin.

Discount Scale

As a Member you may purchase at a 25% discount on all orders until you become eligible for a higher discount by achieving the Senior Consultant level. Thereafter, your discount on purchases will be determined by the Discount Scale as indicated below at no less than a 35% discount.

Volume Points accumulate either from orders placed by you directly with Herbalife Nutrition, which are referred to as Personally Purchased Volume, or from orders your downline Members place with Herbalife Nutrition, which are called Downline Volume. Both types of volume may be used to achieve Senior Consultant Level at a 35% or 42% discount.

LEVEL	Monthly Volume	Discount	Eligibility
Senior Consultant	Achieve 500 Volume Points	35%	All orders will be placed at 35% discount until you become eligible for a higher discount.
Senior Consultant	Achieve 2,000 Volume Points	42%	Once you have achieved 2,000 Volume Points, you are eligible to place this order and all orders for the remainder of the Volume Month at a 42% discount.
Success Builder	Minimum 1,000 Volume Points (One Order)	42%	Your own Personally Purchased Volume order of 1,000 Volume Points or more entitles you to a 42% discount on this order and all orders for the remainder of the month.
Qualified Producer	Accumulate 2,500 Volume Points within 1-3 months	42%	As a Qualified Producer you are entitled to a 42% Discount on every order. Volume can be achieved with PPV or utilizing up to 1,500 Downline Volume Points, with the remaining 1,000 as Personally Purchased Volume.
Qualifying Supervisor	<ul style="list-style-type: none"> Achieve 4,000 Volume Points in one volume month with a minimum 1,000 Volume Points Unencumbered OR <ul style="list-style-type: none"> Achieve 4,000 Volume Points over two consecutive months, with a minimum 1,000 Volume Points Unencumbered OR <ul style="list-style-type: none"> Volume Points Unencumbered or Accumulate 4,000 Volume Points within 12 months with a minimum of 3 months required 	Temporary 50%	Once Qualifying Volume Points are achieved additional orders are purchased at a Temporary 50% discount.
Supervisor	3 ways to qualify: See "Qualifying as a Supervisor" on Page 58 for details.	50%	As a Supervisor, you are entitled to a 50% discount on every order. (Must requalify annually).

Success Builder

As an Herbalife Nutrition Member, you have an opportunity to purchase a single order of 1,000 Volume Points directly from Herbalife Nutrition at a 42% discount. This qualifies you to become a Success Builder. As a Success Builder, you will be able to order at a 42% discount for the remainder of the Volume Month.

Members (non-Supervisors) who do not achieve Success Builder are able to order at a 42% once they have accumulated 2,000 Volume Points in one month or have achieved the Qualified Producer level.

- The Success Builder level is a Personally Purchased Volume qualification; Downline Volume may not be used towards this discount opportunity.

World Team

The first step to a leadership position...



Qualifying as World Team is an important step in your Herbalife Nutrition business and is your launch pad to move on to qualifying for the TAB Team.

How you qualify:

As a Fully Qualified or Qualifying Supervisor,

- Achieve 2,500 Total Volume Points, each Volume Month, for 4 consecutive months,

Or

- Achieve 10,000 Total Volume Points in one Volume Month after becoming a Qualifying Supervisor or a Fully Qualified Supervisor.

Or

- 500 Royalty Override Points in 1 Volume Month.

What you receive:

- 50% Retail Profit
- 8-25% Wholesale Profit
- up to 5% Royalty Overrides
- A World Team pack, containing a personalised World Team Certificate, World Team Pin and Herbalife Nutrition daily journal.

Active World Team

Promotional level



How you qualify:

In a consecutive 6-month period,

- Achieve 2,500 Total Volume Points (TVP) in four consecutive months,

and

- 10,000 TVP in one Volume Month

and

- 500 Royalty points in one Volume Month.

What you receive:

Receive an exclusive Active World Team pin and certificate, and first time non-TAB team qualifiers also receive a US\$500 Special Bonus (paid in local currency).



TAB Team (Top Achievers Business Team)

Supervisors have the opportunity to proceed to the higher scale of the Sales & Marketing Plan, called the Top Achievers Business (TAB) Team. TAB Team is made up of three levels:

- **Global Expansion Team (G.E.T)**
- **Millionaire Team**
- **President's Team**

What you receive:

As TAB Team, you are eligible to receive a 2% to 7% Production Bonus on your entire downline organisation's volume.

Vacation and training events

Reward, recognition and training are all central at Herbalife Nutrition. As TAB team, you can qualify to attend special Vacation and training events (when offered) which are both fun and informative and are held in beautiful locations around the world.

Annual bonuses

A bonus payment representing a percentage of Herbalife Nutrition's worldwide sales is distributed annually among Herbalife Nutrition's President's Team members in recognition of their outstanding performance in advancing sales of Herbalife Nutrition® products.

G.E.T. Team (Global Expansion Team)

How to qualify:

- Achieve 1,000 Royalty Points each month for 3 consecutive months



What you receive:

- A G.E.T. certificate and pin
- All the benefits of a Supervisor

Plus you become eligible to:

- Earn TAB Team Production Bonus on your qualification level.
- Qualify for Vacation and training events.
- Participate in special advanced trainings.
- Participate in special conference calls.

G.E.T. Team 2500

How to qualify:

- Achieve 2,500 Royalty Points in each of 3 consecutive months.



What you receive:

- A G.E.T. 2500 certificate and pin
- All the benefits of Global Expansion Team.

Millionaire Team

How to qualify:

- Achieve 4,000 Royalty Points each month for 3 consecutive months.



What you receive:

- A Millionaire Team certificate and pin.
- All the benefits of a Supervisor.

Plus you become eligible to:

- Earn TAB Team Production Bonus based on your qualification level.
- Qualify for Vacation and training events.
- Develop your teaching skills and assist with worldwide training events.
- Participate in special conference calls.



Millionaire Team 7,500

How to qualify:

- Achieve 7,500 Royalty Points each month for 3 consecutive months.



What you receive:

- A Millionaire Team 7,500 certificate and pin.
- All the benefits of a Millionaire Team.



Disclaimer: Income applicable to the individuals (or examples) depicted and not average.

President's Team

How to qualify:

- Achieve 10,000 Royalty Points in 3 consecutive months.



What you receive:

- Eligible to earn a 2% to 6% Production Bonus.
- A prestigious President's Team plaque and pin.
- All the benefits of a Supervisor.

Plus you become eligible to:

- Earn TAB Team Production Bonus based on your qualification level.
- Qualify for Vacation and training events.
- As a leader, assist with worldwide trainings.
- Participate in special conference calls.

For levels beyond President's Team and more details on the Herbalife Nutrition Sales & Marketing Plan, please visit sg.MyHerbalife.com.



Disclaimer: Income applicable to the individuals (or examples) depicted and not average.

As a Herbalife Nutrition Member, you have many opportunities to attend hugely beneficial, inspiring meetings and events that offer in-depth training as well as providing a valuable network support system.

These meetings are a great way to expand your Herbalife Nutrition knowledge and learn from the success of other Herbalife Nutrition Members.

Herbalife Nutrition Extravaganza

Every year, Members from around Asia Pacific gather together for a long weekend of inspiration, business and product training, recognition and a whole lot of fun. If there's one event in the year not to miss, this is it. Herbalife Nutrition Extravaganza is an ideal event to bring your new Members where we guarantee they (and you) will leave with extra energy and new ideas to take your business forward.



Vacations

Every year, you have the opportunity to qualify for a fantastic Herbalife Nutrition Vacation. You'll join your fellow Members from around the region for an exclusive break in a beautiful location where you can relax and have fun. Members always say it's their best holiday of the year!



Disclaimer: Income applicable to the individuals (or examples) depicted and not average.

Herbalife Nutrition is dedicated to providing you, our valued Members, with a whole host of tools and resources to help with every aspect of your Herbalife Nutrition business.

All the tools and resources can be found at **MyHerbalife.com** and are accessible 24 hours a day, 365 days a year.

The place to go for resources and marketing materials to brand and promote your business, as well as information to further develop your Herbalife Nutrition knowledge and business skills. You'll find:

- Everything you need to know about the products and how they can help you and your customers.
- In-depth information on each of the Business Methods and how they can help you grow your business.
- Business Essentials: Get the skills and knowledge to run a successful business.

BizWorks

BizWorks is your one-stop shop for keeping tabs on your business activity; see sales trends, track your downline activity, manage your time and schedule, communicate with your team and generate visual reports.

Plus BizWorks puts your business at your fingertips with its mobile app. Learn more and subscribe at:

m.MyHerbalife.com/bzw/

Resource Gallery

Browse and download FREE marketing materials, ranging from flyers, posters, halal certificates and business cards to training presentations, guidelines and logos. All designed to help you advance your business and keep it up-to-date and on brand. Visit:

sg.MyHerbalife.com/ed/en-sg/mediagallery







Social Media

Download a variety of social media marketing assets to use on your own page. You'll also find guidelines for best practices and helpful "Dos and Don'ts" so you can get the most out of using social media for your Herbalife Nutrition business.

Why not share posts, links and updates from the official Herbalife Nutrition social media pages? It's easy and will add value to your own site.

Follow us:

-  Facebook.com/HerbalifeSingaporeOfficial
-  YouTube.com/Herbalife
-  Twitter.com/Herbalife
-  Instagram.com/HerbalifeSGOfficial



Video Library

The Herbalife Nutrition video library contains a large range of videos spanning customer promotion product training, Business Method, 'how to', sponsorship and event videos plus much more! Browse all the channels at:

Video.Herbalife.com



Product Brochure

Always make sure you have the latest copy of the Product Brochure. It's ideal to give to new customers when they place their first product order, so they can see the entire product range.

SKU #7030



"We Make The World Healthier and Happier" Pitch Book

A summarized guide book on the company profile and products to help you through a smooth presentation to your customers and potential customers.



Keeping track of your customers

Ensure your customers get the full Herbalife Nutrition customer experience by using this profile to keep track of them. It's a simple form you can keep in a file or saved in a folder on your computer.

To help you establish a strong relationship with them, keep track of: details such as their occupation, Level 10 goal, lifestyle and diet habits, product needs, favourite products, best time to call, order history, etc.

Download the Customer Profile template from sg.MyHerbalife.com which can help you get started.

Remember: When you start your retail business with good customer care and follow up, you begin setting a foundation for long-term relationships with your customers. We've already learned that customers who are happy with their products and or/income results will continue to order products, tell their friends about the products and business opportunity, and show interest in selling the products themselves!

The image shows a "DAILY EATING HABITS" form with a grid for tracking meals and snacks. Below the grid are sections for "PERSONAL INFORMATION" and "HEIGHT & MEASUREMENTS".

TIP

When contacting a referral you should tell them who has referred them and briefly explain how Herbalife Nutrition has helped that person. Or if the referral is from a Shake Party attendee etc., explain how much they enjoyed the activity. You can then offer the referred person the opportunity to meet for a free Wellness Evaluation.

Measure your success

Keeping a record of your key metrics is an important part of having a healthy business. We have a selection of ready-made gauge forms on sg.MyHerbalife.com, which allow you to keep track of your business performance and cash flow on a daily basis and make any necessary changes to achieve your monthly goals.

By tracking your business and analysing what is, or isn't working, you can use this information to help you progress more quickly up the Sales & Marketing plan. If you aren't tracking your business it can be more difficult to know where you could be making improvements.

Get your whole organisation tracking their business, too.

Not only will it help them and their business performance, it will give you an idea of how your downline is performing and you can recognise their successes and make suggestions for improvements.

How can you track?

You can track business metrics in various ways:

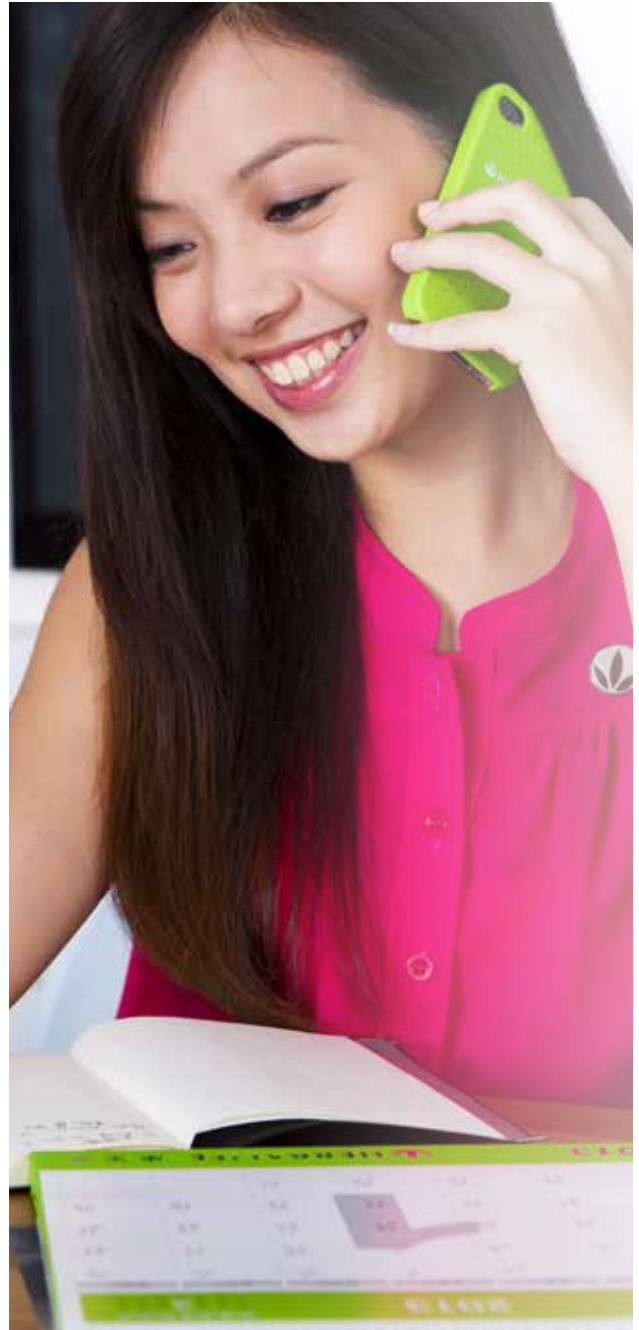
- On paper - Mark Hughes, Herbalife Nutrition Founder and First Member (1956-2000) did this. Download the gauge forms shown from sg.MyHerbalife.com
- You could use a chalkboard or a whiteboard
- On your mobile phone, computer, iPad/tablet
- Or try Google Docs. It doesn't matter how you track; as long as you do!

What should you track?

There are various measures you can track within your business, but you can start with these:

- Your Personal Volume
- Organisational Volume
- Number of people coming to events
- Number of customers & members ordering each month
- Daily Business Activities:
 - How many people you invited
 - How many attended
 - Number of Herbalife Nutrition Member Packs sold
 - How many turn into customers

Talk to your upline, your mentor, your Sponsor and track the same things.



TIPS

Try these tips to help you gauge with success:

- Download and use the gauge forms from sg.MyHerbalife.com
- Try them for a few months – do they make a difference to your productivity?
- Be disciplined and honest with yourself.
- Be consistent - fill them in every day, week or month as required.
- Adapt where you need – change things that are not working, make stronger what is working.
- Limiting yourself to a few key metrics will make it a lot easier to keep track of how your business is progressing.
- Track and manage your spending.

Running your own business will no doubt raise lots of questions! We have put together a selection of some of the most common questions asked by Herbalife Nutrition Members to help you find the answers you are looking for quickly.

EARNINGS

When and how will my earnings be paid?

Herbalife Nutrition will pay your earnings after completion of the current volume month. Your commission and Royalty Override earnings will be paid at the 15th and your Production bonus earnings at the 20th of the following month. In order to receive the earnings as fast and convenient as possible, you should provide Herbalife Nutrition with your bank information by submitting an Electronic Funds Transfer (EFT) and International Funds Transfer (IFT) form. If these services are available in your country you will receive your local and international earnings via bank transfer directly in your account. Should this service not be available you will receive your earnings via check payment.

How to get earnings?

For local earnings the Member would need to send the Bank Information form. The local Bank Information form can be found in MyHerbalife: "My Office" – Documents and Policies" - "Documents" – "Bank Information Form"

For International earnings, the Member can fill the form in MyHerbalife.com: "sg.MyHerbalife.com: "My Account" - "IFT Enrollment". Once this is done, there's no need to fill the IFT form and send it to Herbalife Nutrition.

In order to get Royalties and Production Bonus the 10 Customer Form needs to be filled for each month. If the 10 customer form is late and cannot be submitted in MyHerbalife.com anymore, the manual form needs to be filled and sent to Herbalife Nutrition.

This 10 Customer Form is found in MyHerbalife.com: "My Office" – "Documents and Policies" - "Documents" – "10 Customer Form". "10 Retail Customers and 70% Form"

Once I qualify for earnings, are there any special procedures to follow?

Yes and they are quite simple. In order to receive your earnings, you must strictly adhere to Herbalife Nutrition's 10 Retail Customers/ 70% Rule. This form must be completed and submitted to Herbalife Nutrition monthly. It can be submitted electronically on sg.MyHerbalife.com or directly to Herbalife Nutrition no later than the 5th of each month.

What documentation should I forward to receive my local earnings?

Now, all our payments are through wire transfer, we are not sending checks anymore, so you should send your Bank Information Form and the self-invoice authorization.

How can I get my earnings?

You should send your bank details and Bank Information Form to Herbalife Nutrition via email or mail.

LEGAL

Do I have to register my business with the authorities?

Herbalife Nutrition Members are independent business people. It is their duty to check if their business has to be registered with the local authorities, to adhere to local law and to pay all taxes in regards to their Herbalife Nutrition business. Please refer to the Rules of Conduct. You can also download this information on MyHerbalife.com / My Office / Documents and Policies / Policies

Why do Members have to register fiscally in order to have earnings from Herbalife Nutrition?

This is the local law requirement.

What is the age requirement for becoming a Member?

An Applicant must be at least 18 years of age to become an Herbalife Nutrition Member and to conduct business in Singapore. Minimum age requirements vary from country to country. For age requirements in other countries, contact Member Services.

ORDERING

Can I order products from another country and have it shipped to me?

The Herbalife Nutrition® products are developed and produced for each country according to the local law. As stated in the Herbalife Nutrition Export Rules you may order products in a reasonable amount in another country for personal consumption or for sharing with immediate family members if you pick them up personally and do not resell them. For more information please read the Herbalife Nutrition Export Rules which can be downloaded on sg.MyHerbalife.com in the section My Office / Documents and Policies / Policies.

Can orders be changed?

Unfortunately, no changes can be made once an order is paid and printed in the warehouse. Our ordering process is computerised, so once you complete your order it cannot be adjusted or altered in any way. Therefore, no matter what method you choose to place your order, it is important that you prepare your order in advance to ensure accurate and speedy processing.

Why can I not pay for my order from the account of my friends/relative?

Members need to place order him/herself and also pay for his/her order by him/herself. Payment from another Member or partner account cannot be accepted.

I am trying to pay my order online with my credit card, but it gives me the error message.

Most likely it will help to go to the page that shows all saved card information, and delete all the cards you have there if they are old. If there are any cards there you are still using, please make sure that you give the cards different names (cardholders name always yours, name must be different).

How do I place an order?

Non-Supervisor Members may only purchase Herbalife Nutrition® products directly from Herbalife Nutrition, from their Sponsor, or their first upline Fully Qualified Supervisor. Note: only orders placed with the Company count towards qualification to become Qualified Producer or Supervisor. When you become a Supervisor you must purchase directly from Herbalife Nutrition. It's important for you to have certain information prepared prior to placing an order directly with Herbalife Nutrition. You may place orders with Herbalife Nutrition by telephone, mail or via online ordering system on sg.MyHerbalife.com

PAYMENTS AND REFUNDS

30 days money back

The customers can cancel the orders within 30 days and get full refund. The 30 Days starts when the customer receives the products.

As a Member, you will refund the money to your customer and send Herbalife Nutrition the following:

1. Customer Request For Refund Form (found on sg.MyHerbalife.com "My Office" – "Documents and Policies" - "Documents" - "Customer Refund Form")
2. Receipt
3. The unused portion of the product, or the original product labels, or the empty product containers.

Please send the above to the following address:

Herbalife International Singapore Pte Ltd | 111 Somerset Road, #07-02/03 TripleOne Somerset Singapore 238164

Herbalife Nutrition do not refund the postal fees.

Once we have received the above we will contact you for collection.

Please have a look at the Customer Refund Policy in the Rules of Conduct and the Satisfaction Guarantee for more details.

Can I receive a refund of Herbalife Nutrition Member Pack purchase?

Yes. You have the right to a full refund of the purchase price you paid, if you choose to cancel your Membership with Herbalife Nutrition within 90 days of acceptance of your application.

What is the Annual Membership Services Fee?

Herbalife Nutrition agrees to provide computer processing service for Members for which an Annual Membership Services Fee ("Fee") is due. Such computer services are limited to maintaining discount rates, lineage records and qualification status.

The responsibility lies with the Member to assure this Fee is paid each year on the anniversary of his/her original application.

Please refer to the current price list for the Fee amount.

Why do I have to pay an Annual Membership Services Fee? I was deleted due to nonrenewal but would like to pay my past due Fee(s) what status and discount will I be eligible for?

Herbalife Nutrition agrees to provide computer processing services for Members for which an Annual Membership Services Fee ("Fee") is due. Such computer services are limited to maintaining discount rates, lineage records and qualification status. Upon receiving payment of your past due Annual Processing fees, you will be reinstated at your previous discount at the time of deletion if you were a Member at 25% or Senior Consultant at 35%. If you were a Success Builder or a Qualified Producer qualification requires that you remain current with your fee.

If you need further assistance or clarifications please feel free to contact our Member Services Department at +65 6416 8448.

PRODUCTS

[How can I get more info about Products Details and Contents?](#)

You can find more info in Product Catalogue (SKU #7030) and sg.MyHerbalife.com

[Why do you use sucralose in your products?](#)

We use sweeteners such as sucralose in some of our Formula 1 flavours, to ensure they taste great and to keep the calories low.

[Why do you use artificial colors, flavors, parabens, carrageenan and guar gum?](#)

Certain natural flavours and colours are not as stable as artificial flavours and colours. Therefore it is often necessary to use artificial flavours and colours to maintain the physical quality and stability of our products. All of the colours and flavouring ingredients used in our products are fully compliant with the relevant legislation and considered safe as used in our products.

[Can children use Herbalife Nutrition® products?](#)

Herbalife Nutrition® products are designed for adults and not recommended for those under the age of 18.

[How many shakes can I consume per day?](#)

To control your weight you can consume up to 2 shakes per day, as breakfast and lunch, along with a balanced dinner, following a regular exercise and a healthy and active lifestyle.

You can replace one meal per day with a shake if you want to manage your weight.

[Can I add fruits or other ingredients to F1 Shake?](#)

General information regarding the products can be found in the current Product Catalogue. In order to get detailed information on the ingredients of the products please check the label of the product box or container. All ingredients and nutrition facts are listed on it.

[Can I have my shake prepared with water instead of milk?](#)

Formula 1 Nutritional Shake Mix shakes are formulated as meal replacements which are prepared using semi-skimmed milk, not water.

VOLUME POINTS

[What are Volume Points?](#)

Each Herbalife Nutrition® product has a Volume-Point value assigned to it that is equal in all countries. As you order products, you accumulate credit for the amount of Volume Points that are applicable to the products ordered. These accumulated Volume Points become your sales production and are used for the purpose of qualifications and benefits.

Personally Purchased Volume Points (PPV): Volume purchased directly from Herbalife Nutrition using your ID number.

Personal Volume Points (PV): As a Supervisor (FQS), Personal Volume is based on your own Volume orders plus that of your downline Members (who order directly from Herbalife Nutrition between 25%-42% discount).

Group Volume Points (GV): As a Supervisor, group volume is the volume purchased by your Qualifying Supervisor with Temporary 50% discount.

Total Volume Points (TV): Total Volume is the combined total of a Supervisor's Personal Volume and Group Volume.

Downline Volume Points (DLV): As a non-Supervisor, Downline Volume is based on volume which is placed by your downline Members directly from Herbalife Nutrition who are ordering between 25%-42% discount.

[What is the difference between Earn Base and Volume Points?](#)

Earn Base is assigned to each product to calculate earnings. Volume Points are assigned to each product for the purpose of qualification and to determine the Members level in the Sales & Marketing Plan.

[I have just placed an order of 600 VP this month, and now I want to place another one for 400 VP to get a total of 1000 VP, with this last order, I am eligible to get a 42% of discount. Am I right?](#)

No, to get the 42% you should place one order of a minimum of 1000 VP, or accumulate 2000 VP or more in a month. Once you have accumulated 2000 VP, you are eligible to place orders at a 42% of discount for this month.

Active Supervisor: A Fully Qualified Supervisor who has met all the requirements for either a 5-Stone Active Supervisor pin or 10-Stone Active Supervisor pin, within a consecutive three month period. First-time qualifiers receive an exclusive Herbalife Nutrition Active Supervisor pin and a Certificate of Achievement in recognition of their efforts.

BizWorks: A powerful online business toolset designed by Members for Members to help them grow and organise their business online, so they can make the most of their time offline. BizWorks is powered by sg.MyHerbalife.com, and accessible through sg.MyHerbalife.com 24 hours a day, seven days a week and is available on mobile.

Business Methods: Daily Member activities that drive their business in retailing, recruiting and retention.

Casa Herbalife Programme: HFF's flagship Casa Herbalife program was introduced in 2005 to support existing charitable organisations that are changing children's lives. The programme, named after the Brazilian orphanage Mark Hughes, Herbalife Nutrition Founder and First Member, (1956 - 2000) and HFF built in 1998, has spread across the globe, helping to provide proper nutrition to children in more than 90 locations on six continents. For the latest information, check the Press Room on Herbalife.com.sg or visit HerbalifeFamilyFoundation.org.

Circle of Influence: People you already know such as family members, friends and work colleagues who you could contact as prospective customers.

Commission: The difference between the discounted price paid by the Sponsor and the price paid by the downline Members. It is also known as Wholesale Profit.

Customer: Anyone who is not an Independent Herbalife Nutrition Member and purchases Herbalife Nutrition® products at retail price.

Downline: All Members personally sponsored by you as well as all other persons sponsored by them.

Earn Base Value: The value assigned to a product, in local currency, on which discounts and earnings are calculated.

First-Level Member: All Members you personally sponsor are considered your First Level.

Fully Qualified Supervisor: A Member who has met all the requirements for Supervisor qualification and is now entitled to all Supervisor privileges.

Gold Standard Guarantees: Herbalife Nutrition guarantees which go above and beyond industry standard consumer protections. Read them in full at Herbalife.com.sg or on the Member Application and Agreement form.

HBN – Herbalife Nutrition Broadband Network (also known as the Video Library): The in-house Herbalife Nutrition video production and online distribution unit.

Herbalife Family Foundation (HFF): Established in 1994 by Mark Hughes, Herbalife Nutrition Founder and First Member (1956-2000), HFF is a nonprofit organisation dedicated to improving the lives of children by helping charitable organisations provide healthy nutrition to children in need. Additionally, HFF often supports relief efforts in response to catastrophic natural disasters around the world. In 2005, HFF was proud to introduce the Casa Herbalife Programme. Today, HFF supports over 120 Casa Herbalife programmes in more than 50 countries and serves over 100,000 children daily. HFF is supported by Independent Herbalife Nutrition Members, their friends and families and Herbalife Nutrition employees.

HFF Humanitarian Award: Established in 2007, the HFF Humanitarian Award recognises Independent Herbalife Nutrition Members who exemplify the Foundation's mission and, through their outstanding involvement and dedication, have made a significant contribution to changing lives through community service. The honouree is announced at the Herbalife Nutrition Honours event.

HMP: Herbalife Nutrition Member Pack.

Independent Herbalife Nutrition Member: Anyone who purchases an official Herbalife Nutrition Member Pack (HMP) and submits to Herbalife Nutrition a valid and complete Membership Application which has been accepted by Herbalife Nutrition.

L.A. Live: The location of the Herbalife Nutrition principal executive offices in downtown Los Angeles.

Level 10: Reaching your personal best - whatever that is for you.

Lineage: All Members who are part of one organisation as a result of sponsoring or being sponsored.

Nutrition Club: A supportive community setting for people who wish to focus on good nutrition through the consumption of Herbalife Nutrition® products.

Production Bonus: A bonus of 2% to 7% earned on your entire downline organisation's activity paid to eligible TAB Team.

Profit, Retail: The difference between the discounted product price paid by a Member and the retail price paid by a customer.

Profit, Wholesale: The difference between the discounted price paid by the Sponsor and the price paid by the downline Member. Also known as Commission.

Qualifying Month: The month in which a Member meets the requirements for a specific qualification.

Royalty Override: A monthly payment ranging from 1% to 5% made to Fully Qualified Supervisors on the sales activity of their three levels of active downline Supervisors.

Royalty Points: Used for qualification purposes, this is the sum of a Supervisor's Organisational Volume times their royalty earnings percentage.

Sales & Marketing Plan (also known as the Marketing Plan):

The compensation and advancement structure for Herbalife Nutrition Members.

Sponsor: A Member who brings another individual into Herbalife Nutrition.

Upline Organisation: Your Sponsor and their Sponsor and their Sponsor's Sponsor, and so on.

Volume, Encumbered: Volume being used by your downline for Supervisor qualification purposes.

Volume, Personally Purchased: The volume from orders purchased directly from Herbalife Nutrition using your Herbalife Nutrition Identification Number.

Volume, Unencumbered: Volume not being used by your downline for Supervisor qualification purposes.

Volume Point: A point value assigned to each Herbalife product that is equal in all countries.

Introduction

The following pages contain samples of forms which you may be required to use to communicate with Herbalife Nutrition as you conduct your business. They are included to help you become familiar with them and to assist you in completing them. Please review them and become familiar with their use.

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Herbalife Nutrition guarantees the quality of any product which carries the Herbalife Nutrition name and certifies that the products manufactured for it meet high standards of freshness and purity for customer use.

We are confident that our consumers will find our products satisfactory in every way. However, if for any reason, a retail customer is not completely satisfied with any Herbalife Nutrition® product purchased from an Herbalife Nutrition Member, the customer may request a refund from the Member within 30 days from the date the customer receives the product. The customer will be instructed to return the unused portion of the product, or the original product labels, or the empty product containers, along with a copy of the retail receipt/copy of the Retail Order Form, to the Member from whom the customer purchased the product. The Member must offer the customer a full credit toward the purchase of other Herbalife Nutrition® products or a full refund of the purchase price.

Similarly, subject to certain conditions, Members who purchase a product for their own consumption and who are not satisfied with the product, may return it within 30 days (from the date they received the product) in exchange for other product. To initiate the exchange, contact the Member Services Department at (65) 6416 8448.

Member Must Honor Guarantee

Herbalife Nutrition's Satisfaction Guarantee is limited only by the terms of certain specific warranties attached to or packaged with certain products and does not apply to any product intentionally damaged or misused. If the retail customer is not satisfied, the Member must honor the product guarantee quickly and courteously, according to the instructions that follow.

A Member is required to fully complete and provide an official Herbalife Nutrition Retail Order Form with each retail sale made. It is important for the customer to know how to reach the Member for more products, questions, etc. The Member must maintain a copy of the Retail Order Form for their records so they can properly follow up with their customer.

If, however, a customer requests a refund, then the Member must complete a Request for Refund Form, a copy of which is included in the "Sample Forms" section of this book. The Member is to calculate the amount of the customer's refund or credit due, have the customer sign the Refund Form, and immediately pay the refund to the customer or apply their credit to other products.

The Member may then submit the Request for Refund Form, a copy of the customer's original Retail Order Form, along with the unused portion of the product, or the original product labels, or the empty product containers to Herbalife Nutrition within 30 days of making the refund to the customer. Herbalife Nutrition will exchange the returned product with the identical replacement product for the Member as soon as all the required documentation has been received. In the case of a Member returning product, there may be additional inquiry to ensure that the reason for the return is the Member's dissatisfaction as a consumer of the products returned

Congratulations on your decision to join Herbalife!



Whether your goal in becoming an Independent Herbalife Member is to obtain a wholesale price on our products for personal use, or to build an Herbalife business, we are delighted to welcome you to Herbalife.

We believe our science-based products are the best and the Herbalife business opportunity is unrivalled in the direct-selling industry. We are especially proud to offer what we believe to be the **Gold Standard** in consumer protection for all our new Members. Even if your focus today is solely that of a wholesale customer please take the time to review the Gold Standard Guarantees. They provide valuable information that will help ensure your Herbalife Membership experience is a positive one!

Gold Standard Guarantees



- 1** There are no minimum purchases required and start-up costs are low.
- 2** There is a fully refundable, 90-day money-back guarantee for the cost of the Herbalife Member Pack if Membership is cancelled for any reason.
- 3** There is a 100% refund guarantee on product, plus shipping costs for the return of all products purchased in the prior 12 months if Membership is cancelled for any reason.
- 4** There is no requirement to purchase any sales and business tools to start up or succeed in your Herbalife Membership.
- 5** We clearly define the benefit of each product and appropriate method of use directly on the product label – we want to make absolutely sure that the right products are taken the right way to achieve realistic results. We provide realistic expectations of the business opportunity and the effort required to succeed at all levels.
- 6** We provide clear, accurate, and timely disclosures to prospective Members regarding potential income.

Registration Card	Registration Card
_____ is an authorized Independent Herbalife Member	_____ is an authorized Independent Herbalife Member
ID No: _____	ID No: _____
HERBALIFE <small>Independent Herbalife Member</small>	HERBALIFE <small>Independent Herbalife Member</small>
Application Date _____ Mo. / Day / Year	Application Date _____ Mo. / Day / Year

GOLD STANDARD GUARANTEES

IDENTIFICATION NUMBER

S7110002

The number above will be my Herbalife ID Number once this Application is accepted

Herbalife takes pride in the policies we have in place to protect all of our Members. Please review the Gold Standard Guarantees and check each box to acknowledge that you have read and understood each item.

1 There are no minimum purchases required and start-up costs are low.

The only required purchase to become an Herbalife Member or engage in the Herbalife business is the Herbalife Member Pack. No product purchases are required. If I choose to purchase products, I understand my purchases should not exceed my own needs or amounts I am confident I can resell in a reasonable amount of time.

➤ I have read and understood this message

2 There is a fully refundable, 90-day money-back guarantee for the cost of the Herbalife Member Pack, if Membership is cancelled for any reason.

If I choose to cancel my Membership within 90 days I have the right to a full refund of the purchase price of the Herbalife Member Pack.

➤ I have read and understood this message

3 There is a 100% refund guarantee on product, plus shipping cost for the return of all products purchased in the prior 12 months if Membership is canceled for any reason.

If my Membership is canceled for any reason, I may return to the company unused and resalable products or sales materials that I purchased within the last 12 months for a full refund of the purchase price. Simply follow the directions in the "Sample Forms" section of Book 1 of the Member Pack or online at sg.MyHerbalife.com.

➤ I have read and understood this message

4 There is no requirement to purchase any sales and business tools to start up or succeed in your Herbalife Membership.

I am not required to purchase any business tools, and can use the promotional literature and sales tools that Herbalife makes available for free or at minimal cost. Prior to opening a Nutrition Club, including any Club with fitness activities; I must be a Member for at least 90 days and complete the Company's mandatory Nutrition Club Registration process and any training required at that time.

➤ I have read and understood this message

5 We clearly define the benefit of each product and appropriate method of use directly on the product label – we want to make absolutely sure that the right products are taken the right way to achieve realistic results. We provide realistic expectations of the business opportunity and the effort required to succeed at all levels.

We clearly define the benefit of each product and appropriate method of use directly on the product label or in the Herbalife Product Catalogue – we want to make absolutely sure that the right products are taken the right way and that Members have the correct information to talk about the products to their customers. Similarly, we provide accurate information about the financial results that Herbalife Members have achieved so that it may be shared with those being introduced to the Herbalife business opportunity. Any claims I make about Herbalife's® products or about the Herbalife business opportunity must be lawful, true, not misleading, substantiated in writing in advance and consistent with claims made in the current materials published by Herbalife. I may not make any written, therapeutic or curative claims about Herbalife® products (whether or not they are about my own personal experience), except those stated in materials published by Herbalife, or use the name of the Health Sciences Authority (HSA) or any other regulatory agency when representing Herbalife® products.

➤ I have read and understood this message

6 We provide clear, accurate, and timely disclosures to prospective Members regarding potential income.

People join the Herbalife Team for many reasons. Many simply want to purchase Herbalife® products at wholesale prices. Others want to build a business of their own. If my goal is to build an Herbalife business, I understand that it takes hard work and dedication to make it successful. I understand that the Statement of Average Gross Compensation that follows is available on sg.MyHerbalife.com, and is the only authorized information about the financial results that Herbalife Members have achieved. I confirm I am not relying on any other information.

To see all of your rights and obligations as an Herbalife Member, please review Herbalife's Rules of Conduct in your Member Pack or visit sg.MyHerbalife.com.

➤ I have read and understood this message

I hereby acknowledge that I understand the Herbalife Gold Standard Guarantees.

Applicant's Signature: _____

_____/_____/_____
Month Day Year

STATEMENT OF AVERAGE GROSS COMPENSATION PAID BY HERBALIFE TO SINGAPORE MEMBERS IN 2015

People become Herbalife Members for a number of reasons. A substantial majority (73%)¹ join us primarily to receive a discounted price on products they and their families enjoy. Others wish to earn part-time money, wanting to give direct sales a try. They are encouraged by Herbalife's minimal start-up cost (an Herbalife Member Pack at (SGD) 43.88,² plus applicable sales tax and shipping charge) and money-back guarantee.³ There is no need to purchase large amounts of inventory or to purchase other materials. In fact, Herbalife's corporate policy discourages the purchase of sales aids, especially in the first few months of a Membership.

If you are someone who seeks to build a part-time or full-time income, we want you to have realistic expectations of the possible income you can earn. The Herbalife earnings opportunity is something like a gym membership: results vary with the time, energy and dedication you put into it. Anyone considering the Herbalife opportunity needs to understand the realities of direct selling. It is hard work. There is no shortcut to riches, no guarantee of success. However, for those who devote the time and energy to develop a stable base of customers and then mentor and train others to do the same, the opportunity for personal growth and an attractive part-time or full-time income exists.

PROFIT ON YOUR OWN SALES: One element of the income a Member can earn is the profit, after expenses, from the resale of Herbalife® products. Members decide for themselves the way they do the business, the number of days and hours they work, the expenses they incur and the prices they charge.

MULTILEVEL COMPENSATION: Some Members (18.3%) sponsor others to become Herbalife Members. In that way, they may seek to build and maintain their own downline sales organizations. They are not paid anything for sponsoring new Members. They are paid solely based on product sales to their downline Members for their own consumption or to sell to others. This multilevel compensation opportunity is detailed in Herbalife's Sales & Marketing Plan, which is available online at hrbl.me/enSN-SMP.

For the 10.1% of Herbalife Members who are Sales Leaders* with a downline, the average compensation received from the Company in 2015 was (SGD) 7,073. These amounts are before expenses incurred in the operation or promotion of their business.

In the chart below, we summarize the economic benefits available to Herbalife Members in 2015. For 8,263 Members (88%), the economic benefits resulted exclusively from a discounted price on products they purchased for personal and family use or for resale to others, neither of which took the form of a payment from the Company.

The multilevel compensation paid to Members summarized below does not include expenses incurred by a Member in the operation or promotion of his or her business, which can vary widely and might include advertising or promotional expenses, product samples, training, rent, travel, telephone and internet costs, and miscellaneous expenses. The compensation summarized below is not necessarily representative of the compensation, if any, that any particular Member will receive. These figures should not be considered as guarantees or projections of your actual compensation or profits. Success with Herbalife results only from successful product sales efforts, which require hard work, diligence and leadership. Your success will depend upon how effectively you exercise these qualities.

Single-Level Members (No Downline)							
Economic Opportunity	Members*		The economic rewards for single-level Members are the wholesale pricing received on products for consumption by the Member and his or her family as well as the opportunity to retail product to non-Members. Neither of these rewards are payments made by the company and therefore are excluded from this chart.				
	Number	%					
<ul style="list-style-type: none"> Wholesale price on product purchases Retail profit on sales to non-Members 	7,682	81.7%					
Non-Sales Leaders With a Downline							
Economic Opportunity	Members*		In addition to the economic rewards of the single-level Members above, which are not included in this chart, certain non-Sales Leaders with a downline may be eligible for payments from Herbalife for wholesale commissions on downline product purchases made directly with Herbalife. 292 of the 506 eligible Members earned such payments in 2015. The average total payments to the 292 Members was (SGD)115.				
	Number	%					
<ul style="list-style-type: none"> Wholesale price on product purchases Retail profit on sales to non-Members Wholesale profit on purchases by a downline Member 	768	8.2%					
Sales Leaders With a Downline							
Economic Opportunity	Members*		All Sales Leaders with a Downline				This chart includes all Commissions, Royalties and Bonuses paid by Herbalife. It does not include amounts earned by Members on their sales of Herbalife® products directly to others.
	Number	%	Average Payments from Herbalife (SGD)	Number of Members	% of Total Grouping	Average Gross Payments (SGD)	
<ul style="list-style-type: none"> Wholesale price on product purchases Retail profit on sales to non-Members Wholesale profit on purchases by a downline Member Multilevel compensation on downline sales <ul style="list-style-type: none"> Royalties Bonuses 	952	10.1%	>50,000	34	3.6%	126,944	
			25,001-50,000	20	2.1%	35,001	
			10,001-25,000	45	4.7%	15,118	
			5,001-10,000	56	5.9%	7,099	
			1,001-5,000	212	22.3%	2,156	
			1-1,000	480	50.4%	380	
0	105	11.0%	0				
Total	952	100.0%	7,073				

*548 of the 7,682 single-level Members are Sales Leaders without a downline.

During 2015, no Singaporean Members joined the level of President's Team.

¹ 73%, based on a survey of former U.S. Members by Lieberman Research Worldwide, Inc. ("LRW") in January 2013, with a margin of error of +/- 3.7%.

² Prices quoted are for Singapore as of December 2015, and are subject to change. For current prices, see business.herbalife.com.sg.

³ If requested within 90 days for the return of the HMP and one year for the return of resalable inventory, upon leaving the business.

⁴ Sales Leaders are Members who achieved the level of Supervisor or higher. See details on Herbalife's Sales & Marketing Plan at hrbl.me/enSN-SMP. 55.6% of Sales Leaders as of February 1, 2015, requalified by January 31, 2016 (including 31% of first time Sales Leaders).



HERBALIFE INTERNATIONAL SINGAPORE PTE LTD
111 Somerset Road
#07-02/03 TripleOne Somerset
Singapore 238164

Member Services Hotline: (65) 6416-8448
Fax: (65) 6416 8458

IDENTIFICATION NUMBER S7110002 The number above will be my Herbalife ID Number once this Application is accepted

HERBALIFE MEMBERSHIP APPLICATION AND AGREEMENT

This Application must be completed accurately and in its entirety in order to be considered by Herbalife International Singapore Pte Ltd

APPLICANT INFORMATION

<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name (Given Name)	First Name (Surname)	Middle Initial

Residential Address

<input type="text"/>	<input type="text"/>
City	Postal Code

<input type="text"/> - <input type="text"/>	<input type="text"/> - <input type="text"/>	<input type="text"/> M <input type="text"/> F
Country Code	Day Phone	Country Code Mobile Phone Gender

What is your preferred language for certain communications when available? English Chinese

Email Address (If applicable) *Your email address must be unique and not shared by another Member.*

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth (month - spelled out)	(Day)	(Year)	(Age)	Applicant's NRIC/FIN No. (attach copy)*	Spouse's NRIC No.

*A photocopy of NRIC is required for purchase of products. Name on your NRIC must match the name stated on this application.

<input type="text"/>	<input type="text"/>
Spouse's Last/Family Name	First Name

Spouse's name is for recognition purposes only and is not an indication of ownership or entitlement.

SPONSOR'S INFORMATION
Sponsor's Name (print)
Phone
<input type="text"/> - <input type="text"/> - <input type="text"/>
Sponsor's Herbalife ID Number

SUPERVISOR'S INFORMATION
Supervisor's Name (print)
Phone
<input type="text"/> - <input type="text"/> - <input type="text"/>
Supervisor's Herbalife ID Number

A MEMBERSHIP

1. Becoming a Member: I hereby apply to be a Member of Herbalife on the terms and conditions set forth below, the terms in the Personal Data Notice & Consent including those relating to the processing of my personal data and in the "Materials" (as defined below). I will become a Member only when this Application is accepted by Herbalife in its sole and absolute discretion by entering my Membership into its records at Herbalife's Office in Singapore. Until then, I am granted a limited, revocable license to buy and, if I choose, to resell Herbalife® products.

2. Prior Membership or Participation: I acknowledge that the Rules of Conduct require a one-year period of inactivity following: a) non-payment of the Annual Services Fee or b) resignation of any prior Membership or Distributorship, and I represent and warrant to Herbalife that such time has passed.

If my spouse or I previously owned or assisted in the operation of an Herbalife Membership or Distributorship, I will complete the following information which I represent and warrant is true:

Membership ID: _____ Name: _____

Application Date: ____/____/____. Date of last activity in connection with that Membership ____/____/____.
Month Day Year Month Day Year

A MEMBERSHIP (CONTINUED)**3. Herbalife Member Pack:** I have purchased and received a new, previously unopened Herbalife "Member Pack".

The only required purchase to become an Herbalife Member or engage in the Herbalife business is the Herbalife Member Pack. The Herbalife Member Pack includes the Terms and Conditions of Doing the Herbalife Business, the Statement of Average Gross Compensation Paid by Herbalife, and Book 4 which includes the Sales & Marketing Plan and the Rules of Conduct ("Rules"), as well as the Policy Statement on Expenditures by New Members, the Corporate Policy Statement on Sales Aids and Business Tools and other documents. (These are referred to collectively as the "Materials" and by this reference are incorporated in this Agreement). This Agreement constitutes the entire agreement between Herbalife and me. The Materials, which may be modified from time to time by Herbalife in its sole and absolute discretion are effective upon publication, and may be obtained in their current form on sg.MyHerbalife.com.

4. Term: The term of this Agreement will be annual, renewable from year to year thereafter, subject to requirements including an Annual Services Fee (which Herbalife may determine from time to time in its discretion). I may cancel or terminate my Membership by notifying Herbalife in writing that I wish to do so. Herbalife may cancel or terminate my Membership if it determines that I or persons participating in my Herbalife Membership have violated this Agreement or if I fail to pay the Annual Services Fee.**5. Refunds:**

a. Member Pack Refund: I shall have the right to a full refund of the purchase price I paid for the Member Pack, if I choose to cancel my Membership with Herbalife within 90 days of acceptance of this Application, as provided in the Rules – Resigning Within 90 Days.

b. Satisfaction Guarantee: If I am not completely satisfied with any Herbalife® product purchased at any time for my own consumption (whether directly from Herbalife or from an Herbalife Member) I may return it to the Company within 30 days of purchase in exchange for other products, as provided in the Rules - Satisfaction Guarantee.

c. Refund for Inventory: Following the cancellation (by me or by Herbalife) of my Membership, I shall have the right to resell to Herbalife and a refund of the price I paid for unused and resalable products or sales materials returned and which I purchased from Herbalife directly within the last 12 months, as provided in the Rules - Inventory Repurchase.

d. How to Obtain a Refund: To obtain a refund or exchange as provided in a, b or c above, I may follow the directions provided in the "Sample Forms" section of Book 4 contained in the Member Pack and available at sg.MyHerbalife.com, or by contacting Herbalife® at (65) 6416 8448.

6. Transfers: My Membership or any interest in my Membership may only be assigned or transferred as provided in the Rules and only with the prior written consent of Herbalife, given or withheld by Herbalife in its sole and absolute discretion. Herbalife may assign this Agreement without my consent.**B THE HERBALIFE BUSINESS OPPORTUNITY**

1. Diligent Inquiry: If I wish to consider engaging in an Herbalife business, by selling Herbalife® products or sponsoring other Members to do so, I agree as an essential part of that consideration, to carefully review the Materials contained in the Member Pack and those then available on sg.MyHerbalife.com. Herbalife encourages careful prior review so I will be informed about the potential risks, benefits and rules applicable to Members engaged in business activities.

2. Compensation I Might Receive or Income that I Might Earn: The Compensation Statement (contained in the Member Pack and available on sg.MyHerbalife.com) is the only authorized presentation of the matters it sets forth. I hereby represent, warrant and agree that I am not relying upon and that I will not rely upon any other written or oral information or representations about the financial results I might achieve.

3. Promote the Sale of Products: If I choose to engage in the Herbalife Business, I will promote the sale of Herbalife® products to consumers in a manner that enhances the reputation of Herbalife. My success will only come from product sales to my customers for their consumption and to my downline for their consumption and resale to others.

4. Product and Other Purchases: I am not required to purchase products or maintain an inventory to succeed or advance as an Herbalife Member. I may not purchase product primarily to qualify to earn compensation, as opposed to purchases which I freely choose to make for my own consumption and amounts I consider reasonable to service my customers. I am also not required to purchase sales aids or attend meetings or events.

5. Building a Sales Organization: I am aware that I will earn no compensation or other economic benefit for recruiting other Members. If I choose to sponsor others as Herbalife Members in order to build and maintain a downline sales organization, my earnings will be based on product sales to my customers for their consumption and to my downline for their consumption and resale to others. This multilevel compensation opportunity is detailed in Herbalife's Sales & Marketing Plan, which is available to all Members online at sg.MyHerbalife.com.

I hereby acknowledge that I have reviewed and understand this Herbalife Membership Application and Agreement, the Personal Data Notice & Consent, including all of the documents defined herein as "Materials," which are incorporated herein, and that I agree to be bound by all of them. I acknowledge and agree that my personal data may be processed by Herbalife pursuant to the terms set out in the abovementioned documents.

Applicant's Signature: _____

_____/_____/_____
Month Day Year

C MISCELLANEOUS LEGAL PROVISIONS

- 1. Damages:** Neither Herbalife nor I shall be liable for any incidental or consequential damages caused by breach, termination or suspension of this Agreement, whether or not the possibility of such damages is known by either party, and no punitive or exemplary damages shall be awarded against either of us in any dispute against the other except as explicitly required by the law.
- 2. Waiver and Delay:** Herbalife may address Rules violations or other breach of this Agreement with any Member in its sole and absolute discretion. No failure, refusal or neglect of Herbalife to exercise any right, power or option under any agreement with any Member, shall constitute a waiver of the provisions or a waiver by Herbalife of its rights at any time under this Agreement.
- 3. Severability:** If any one or more of the provisions contained herein shall for any reason be found by a court of competent jurisdiction to be invalid, illegal or unenforceable in any respect, such invalid, illegal or unenforceable provisions shall be ineffective, but shall not in any way invalidate or otherwise affect any other provision.
- 4. Private Statute of Limitations:** Despite any law or equitable doctrine or authority to the contrary, any claim, whether brought by Herbalife or by me, shall be brought within one (1) year from the date the person or entity asserting the claim first knew, or through the exercise of reasonable diligence should have known or suspected, the facts which underlie the claim.
- 5. Choice of Law and Forum:** This Agreement, and any dispute arising from the relationship between the parties to this Agreement, shall be resolved exclusively in a judicial proceeding in the court located in the Republic of Singapore governed by the domestic law of the Republic of Singapore without the application of conflict of law principles.
- 6. Indemnification:** I will indemnify, defend and hold harmless Herbalife from any cost or liability relating to or arising from my breach of this Agreement or the conduct of my Herbalife business. Herbalife may offset reasonable amounts against amounts which would otherwise be due to me to cover such indemnity.
- 7. Binding Terms:** This Agreement shall be binding upon and inure to the benefit of the parties, their heirs and permitted successors in interest.

ADDITIONAL TERMS AND CONDITIONS OF DOING THE HERBALIFE BUSINESS

I agree that if I chose to conduct the Herbalife business in any respect:

A Independent Contractor

Self-employed: I will be a self-employed independent contractor, (determining my own schedule and objectives, responsible for my own expenses and any applicable taxes - including self-employment taxes), not an employee, agent, franchisee, securities holder, joint venturer, fiduciary or beneficiary of Herbalife or any other Member. I will not be treated as an employee with respect to such services for tax purposes, nor will I be treated as an employee for any other purpose. As an independent contractor, I agree that I shall have no rights or benefits that an employee of Herbalife may have nor will I make any claim to the contrary.

B Important Corporate Statements

The Corporate Statements referenced below, and other important policies are contained in the Materials and are also available online at sg.MyHerbalife.com or from Herbalife Member Services and are hereby incorporated by this reference. I agree to carefully review those Statements prior to any decision or action to engage in the Herbalife business, including but not limited to reselling Herbalife® products, sponsoring other Members or both.

Compensation Statement: The Compensation Statement is the only authorized presentation of the matters it sets forth. I hereby represent, warrant and agree that I am not relying and will not rely in the future upon any other written or oral information or representations about the financial results I might achieve.

Expenditures and Business Methods: The [Policy Statement on Expenditures by New Members](#) and the [Corporate Policy Statement on Sales Aids and Business Tools](#) set forth Herbalife's positions and recommendations with respect to the matters they cover.

C Purchases

- 1. The Only Required Purchase:** The only required purchase to become, succeed, or advance as an Herbalife Member is the Herbalife Member Pack.
- 2. Product Purchases:** All product purchases are optional, as are the purchase of any sales aids. I may not purchase product primarily to qualify to earn compensation, as opposed to purchases for my own consumption and amounts I consider reasonable to service my customers.
- 3. Sales Aids:** Herbalife does not endorse or recommend sales aids produced or sold by others and shall have no responsibility if I decide to purchase them. I may not buy, nor may I, directly or indirectly, sell, promote, recommend, refer, facilitate or take any action which Herbalife might deem to encourage or promote the purchase, use or sale by another Member of leads, leads-related advertising, advertising slots or decision packs.

D Further Agreements (CONTINUED)

- 1. Sales of Herbalife® Products:** I will promote the sale of Herbalife® products in a manner that enhances the reputation of Herbalife. My success will only come from sales of Herbalife® products by me and those I have sponsored, directly or indirectly, for consumption and resale.
- 2. Illegal Practices:** I will not engage in any deceptive, unfair or illegal practices, and I will comply with applicable law. I will comply with Herbalife's Rules of Conduct published in the countries in which I conduct any aspect of the Herbalife business.
- 3. Obligations of Sponsorship:** If I sponsor others to become Members, I will do so in an ethical and lawful manner, and in compliance with this Agreement and applicable law. Thereafter, I will use best efforts to train, assist and support those I sponsor to do the same, and I will communicate and lead by example.
- 4. Representations:** I will make no representations about Herbalife's® products or business opportunity except in compliance with Herbalife's Rules and applicable law.
- 5. Conduct:** Herbalife is a family-oriented business that expects its Members to conduct themselves with the highest ethics and integrity. I agree to do so. I represent and warrant that I have not been convicted of a crime involving dishonesty, moral turpitude, or violence to others.
- 6. Non-Solicitation of Other Members While I am an Herbalife Member:** During the term of my Membership, neither I nor my spouse will, directly or indirectly (through or by means of any person, entity or artifice), solicit, promote, sponsor or recruit any Herbalife Member or any customer of Herbalife of whom my spouse or I became aware in the course of the Herbalife Membership, to join, promote, sell or purchase products of, or participate (as a salesperson or otherwise) in any multilevel marketing or direct sales company and neither of us will encourage anyone to do what I have agreed we will not do.
- 7. Intellectual Property and Confidential Information:**
 - a.** From time to time, I may receive personally identifiable information ("PII"), from Herbalife relating to my downline. I may not use this PII for any other purpose than to develop my Herbalife business relationship with my downline, unless I have received consent from the downline Member to use the PII for other purposes. I will abide by applicable data protection laws at all times, including international data transfer restrictions. I shall be responsible for the use that I make of the PII of my downline once Herbalife has transmitted it to me. I shall also hold the PII I receive from Herbalife on my downline Members at all times in strict confidence.
 - b.** I am hereby granted during the term of my Membership, a limited, revocable license to use Herbalife's trade name, logo, trademarks and certain intellectual property only if and to the extent expressly permitted under the terms of the Agreement or by Herbalife in writing.
 - c.** During the term of a Membership and thereafter for so long as they have economic value, my spouse and I will hold in confidence and trust for the exclusive benefit of Herbalife any trade secrets, formulas, business plans, or confidential or proprietary business information (including, without limitation, genealogies and other compilations of identifying and other data relating to other Members or customers), and any other information of commercial value relating to other Members or customers, provided by Herbalife or that I or we developed or obtained while a Member, and neither I nor my spouse will use them, directly or indirectly, for any purpose other than the conduct of the Herbalife Membership.
 - d.** I authorize Herbalife to videotape and photograph me and I grant Herbalife a license to use my name, photograph, video images, personal story and information I provide to Herbalife, and likeness in Herbalife related promotional materials. I hereby waive all claims for payment for such use.



RETAIL ORDER FORM

DATE _____

MEMBER

NAME _____ PHONE (____) _____
 ADDRESS _____ POSTAL CODE _____

CUSTOMER

NAME _____ PHONE (____) _____
 ADDRESS _____ POSTAL CODE _____

QUANTITY	DESCRIPTION OF GOODS	RETAIL UNIT PRICE	TOTAL PRICE
COMMENTS:		SUBTOTAL	
		TOTAL	

PLEASE ARRANGE TO GIVE A FREE HOME DEMONSTRATION

NAME _____ PHONE (____) _____
 ADDRESS _____ POSTAL CODE _____
 NAME _____ PHONE (____) _____
 ADDRESS _____ POSTAL CODE _____

CUSTOMER'S SIGNATURE

I understand that this order may be considered as an invitation to call upon me from time to time, with the understanding that I will be under no obligation to buy.

NOTICE OF CANCELLATION (ENTER DATE OF TRANSACTION)

Date _____, Year _____

You may CANCEL this transaction, without any penalty or obligation, within SEVEN BUSINESS DAYS from the above date of purchase, you are still protected by the HERBALIFE REFUND POLICY (as set forth behind).

To cancel this transaction, mail or deliver a signed copy of this Cancellation Notice or any other written notice, or send a telegram to:

HERBALIFE MEMBER _____

MEMBER ADDRESS _____

NOT LATER THAN MIDNIGHT OF _____
(date: 7 days after date of transaction) DAY MONTH YEAR

I HEREBY CANCEL THIS TRANSACTION:

DATE _____ BUYER'S SIGNATURE _____



HERBALIFE INTERNATIONAL SINGAPORE PTE LTD
 111 Somerset Road
 #07-02/03 Triple One Somerset
 Singapore 238164
 Member Services Hotline 会员服务热线: (65) 6416-8448
 Fax 传真: (65) 6416-8458

BANK INFORMATION FORM

银行资料表格

If you wish to provide or change previously provided bank account information, the following procedures must be followed:

- Complete this form.
 - Mail or fax this form using the information above.
 - Attach copy of bank statement or deposit slip showing bank information.
- All changes will be effective immediately upon completion of the processing of this form by Herbalife. Please consult Herbalife Rules of Conduct for complete information on necessary documents required to receive Singapore earnings.

若您要提供银行户头资料, 或更换之前所提供的银行户头资料, 请遵照以下程序办理:

- 填写这份表格。
- 将此表格邮寄或传真至以上地址。
- 附上银行结单或存款单副本, 以显示相关的银行资料。

当Herbalife 将这份表格完全处理后, 所有的更改将立即生效。若需了解有关获得新加坡收入的完整详情, 请查阅 Herbalife 新加坡创业指南。

Personal Information 个人资料

Last/Family Name

姓氏

First Name

名字

Country

国家

Day Phone

日间联络电话

Mobile Phone

手机号码

Herbalife ID. No.

Herbalife 会员编号

NRIC

身份证号码

Singapore Bank Account Information 新加坡银行户头资料

Please check the box that applies

请在适合的选项打勾

I have not previously supplied this information to HERBALIFE INTERNATIONAL SINGAPORE PTE LTD
 我之前不曾提供银行户头资料给 HERBALIFE INTERNATIONAL SINGAPORE PTE LTD

I would like to change the information which I previously supplied to HERBALIFE INTERNATIONAL SINGAPORE PTE LTD
 我需修改之前所提供给 HERBALIFE INTERNATIONAL SINGAPORE PTE LTD 的银行户头资料。

Please deposit my future Singapore Herbalife earnings (if any) to the Singapore bank account I have listed below. (Please note: account name must match your name as it appears on our members records.)

请将我日后所获取的新加坡Herbalife收入(若有)存入我在下列注明的新加坡银行户头。(请注意: 户头姓名必须与您在会员记录中的姓名吻合。)

Bank Name

银行名称

Bank ID number

银行代号

Branch

分行

Account Number

户头号码

Your Signature 您的签名: _____

_____, Day, Month 日, 月 Year 年


HERBALIFE®

HERBALIFE INTERNATIONAL SINGAPORE PTE LTD
111 Somerset Road
#07-02/03 TripleOne Somerset
Singapore 238164
Member Services Hotline 会员服务热线 : (65) 6416-8448
Fax 传真: (65) 6416-8458

CUSTOMER REQUEST FOR REFUND FORM 客户要求退款表格

Date 日期 : _____

CUSTOMER INFORMATION 客户资料 :
Name 姓名 : _____
Address 地址 : _____
City 城市 : _____
Country 国家 : _____
Postal Code 邮区编号 : _____ Phone 电话 : (____) _____

SHIP TO 递送至 :
Name 姓名 : _____
Address 地址 : _____
City 城市 : _____
Country 国家 : _____
Postal Code 邮区编号 : _____ Phone 电话 : (____) _____

REFUND INFORMATION 退款资料 :
I request refund for purchase price of 我要求以 _____
in the amount of 的购买价格进行退还的金额是 \$ _____
For the following reasons 原因是 : _____

Refund acknowledged in the amount of: \$ _____
所确认的退款金额是

MEMBER INFORMATION 会员资料
Name 姓名 : _____
Herbalife ID Number: _____
Herbalife 会员编号
I herewith return the unused portion (<input type="checkbox"/> 3/4 <input type="checkbox"/> 1/2 <input type="checkbox"/> 1/4) of the product along with my receipt/copy of the retail order form to the Member for return to the Company as required under the 30-Day Money-Back Guarantee after trying the product for: <input type="checkbox"/> 1 week or less; <input type="checkbox"/> 2 weeks; <input type="checkbox"/> 3 weeks; <input type="checkbox"/> 4 weeks. 在30天试用期的退款保证下, 我在此将产品的未用部分 (<input type="checkbox"/> 3/4 <input type="checkbox"/> 1/2 <input type="checkbox"/> 1/4) 以及收据 / 零售订购单之副本退还给会员, 以便退还给公司, 我已试用产品: <input type="checkbox"/> 一星期或以内; <input type="checkbox"/> 两星期; <input type="checkbox"/> 三星期; <input type="checkbox"/> 四星期; Customer Signature 客户签名 : _____

THIS FORM IS NOT VALID WITHOUT A COPY OF THE RETAIL ORDER FORM / INVOICE. 若没有附上零售订购单 / 发票副本则此表格将被视为无效。

This form will help us find out what we can do as a company to further help our customers, our company growth, and most of all you, the Member, to better service your customers in the field and to build a bigger and better repeat business for your future.
 这份表格能够让我们更了解如何从一家公司的角度来进一步协助我们的客户, 并让本公司茁壮成长。最重要的是, 身为会员的您也将能够从中受惠, 为客户提供更优质的服务, 以建立一个更为庞大而口碑极佳的事业。

TO HERBALIFE 至 HERBALIFE
I certify that I have refunded the above stated amount to customer. Unused portion of the product: <input type="checkbox"/> 3/4 <input type="checkbox"/> 1/2 <input type="checkbox"/> 1/4 and customer's copy of retail sale/copy or retail order form, is hereby returned for replacement in kind. 我在此证明, 我已将上列所述的金额退还给客户。产品的未用部分 <input type="checkbox"/> 3/4 <input type="checkbox"/> 1/2 <input type="checkbox"/> 1/4 以及客户的零售副本 / 零售订购单副本已在此退回, 以换取同样的产品。 Member Signature 会员签名 _____ Date 日期: _____

NOTICE TO MEMBER 对至会员的有关通知

This form must be completely and accurately filled out and signed, to be returned in duplicate, together with the unused portion of the product, along with customer's receipt/copy retail order form, to the warehouse within thirty days following refund to customer.
 请填写表格, 并附上正确完整的资料与签名, 然后将表格的副本连同产品未用部分以及客户的收据 / 零售订购单副本, 在退款给客户后的三十天内退还给运输部。

DISTRIBUTION CENTRE RECEIPT 会员中心收据

Unused portion of product and customer's retail receipt/copy of retail order form have been received by the distribution centre within thirty days following refund to customer and product has been replaced in kind.
 在会员退款给客户后的三十天内, 会员中心已改取产品未用部分以及客户的零售收据 / 零售订购单副本, 并以同样的产品进行替换。

DESCRIPTION OF PRODUCT 产品内容

SHIPPED BY 递送单位

PICK-UP 取货

Warehouse Clerk 运输部书记 : _____

Date 日期 : _____

30-DAY MONEY-BACK GUARANTEE 30天试用期的退款保证



HERBALIFE INTERNATIONAL SINGAPORE PTE LTD
 111 Somerset Road
 #07-02/03 TripleOne Somerset
 Member Services Hotline: (65) 6416-8448
 Fax: (65) 6416-8458

**EARNINGS CERTIFICATION FORM
 ROYALTY OVERRIDE/PRODUCTION BONUS and
 10 RETAIL CUSTOMERS/70% RULE DOCUMENTATION**

This form must be completed and submitted to Herbalife monthly to comply with the 10 Retail Customers and 70% Rules. Listed below are several methods the Form can be submitted to Herbalife. No matter which method is chosen, **the form must be received by Herbalife no later than the fifth of each month** for the prior month's activity. (Note: Mail must be postmarked no later than the last day of the month).

METHODS TO SUBMIT THE FORM:

1. Download the form: MyHerbalife.com → [MyOffice](#) → [Member Documents](#)
2. Submit the form electronically: MyHerbalife.com → [My Accounts & Reports](#) → [Submit 10 Customers Form](#)
3. Mail or Fax using the information above.

In addition to all the existing Royalty Override requirements, you must also comply in a timely manner with the 10 RETAIL CUSTOMERS and 70% RULES in order to receive your Royalty Override/Production Bonus payments.

The 10 RETAIL CUSTOMERS RULE means that you must make not less than one sale at retail to each of 10 customers during a given month.

Other activities that can count towards this requirement are

A sale to a first line Member with up to 200 personally purchased Volume Points (and no downline Members) which may be counted as a sale to one (1) retail customer; and

** A Nutrition Club attendee who consumed products during ten (10) visits to a Nutrition Club within one Volume month, which may be counted by the Nutrition Club operator as a sale to one (1) retail customer.*

The 70% RULE means that at least 70% of the total value of products you purchase each month must be sold or consumed, each month. Sales may be to retail customers, or wholesale to downline Members. For the purpose of this rule, consumption means product consumed at Nutrition Club.

EACH OF THESE REQUIREMENTS MUST BE MET OR ROYALTY OVERRIDE/ PRODUCTION BONUS EARNINGS WILL NOT BE PAID

I certify that during the month of _____, in the year of _____ I have fulfilled the requirements outlined in the box above.

And will, upon request (for verification purposes) furnish to Herbalife the following information concerning such customers: names, addresses, phone numbers, email addresses and copies of retail receipts (and/or in the case of Nutrition Club activities, a log of attendee visits inclusive of attendee names, dates of visits, contact information). I agree to maintain all such records for a period of two (2) years.

My total personal retail sales for the month total: \$ _____

Please Print Name: _____ Herbalife ID Number: _____

Signed: _____ Date: _____



HERBALIFE®

HERBALIFE INTERNATIONAL SINGAPORE PTE LTD

111 Somerset Road
#07-02/03 TripleOne Somerset
会员服务热线: (65) 6416-8448
传真: (65) 6416-8458

收如凭证表 佣金抽成/绩优红利及 十位零售顾客/70%零售规则文件表格

此表格必须逐月填写以符合十位零售顾客与70%销售规则之规定，并可通过下列任一方式提交至Herbalife公司。无论以哪种方式提交，**Herbalife公司必须在每月五日之前收到有关上一个月活动的表格**（注意：邮寄方式须于每月底前寄出）。

表格提交方式：

1. 下在表格：MyHerbalife.com → [MyOffice \(我的办公室\)](#) → [Member Documents \(会员文件\)](#)
2. 网络提交：MyHerbalife.com → [My Accounts & Reports \(我的账户及报表\)](#) → [Submit 10 Customers Form \(提交十位零售顾客证表\)](#)
3. 邮寄或传真（使用上述信息）。

除符合现有佣金抽成之相关规定外，您也必须同时遵守现行的十位零售顾客与70%销售规则，方可取得佣金抽成/绩优红利。

十位零售顾客规则是指您每月在零售业务方面必须销售至少一件产品给十位顾客中的每一个人。

其他符合规定的活动还包括：

销售给该月份拥有不超过200点个人购货点数的第一代下线会员（且当月份无下线组织），则可视为对一（1）位零售顾客的一次销售活动；及

* 营养俱乐部会员于该月份内到访俱乐部十（10）次且期间有消费产品，则可被营养俱乐部业者视为对一（1）位零售顾客的一次销售活动。

70%销售规则是指会员必须每月销售或消费至少70%的当月进货总价值。销售包含销售给零售顾客或批发给下线会员，消费包含营养俱乐部之产品使用。

您必须符合上述各项规定，方可领取当月份的佣金抽成/绩优红利

我确定，我在_____年_____月已达成上述规则之要求，

并且将按要求把有关该等顾客之下列资料提供给Herbalife公司（以供审核）：姓名、地址、电话号码、电子邮件地址及零售收据复印件（和/或营养俱乐部会员消费、到访记录，包括会员的姓名、到访日期及联络资料）。我同意将相关记录保留两（2）年。

我的当月份个人零售总金额为：S\$ _____

工整填写的姓名：_____ Herbalife 会员编号：_____

签名：_____ 日期：_____



Return to:
 Email:
 MemberServices_Singapore@herbalife.com
 Fax: (65) 6416 8458

Non-Resident Declaration Form / 非本国会员产品订购声明书 (Singapore / 新加坡)

I, _____ (Name) _____ (HRBL ID No.) am an
Independent
Member of Herbalife and by my signature below, I hereby agree and declare as follows:
 (为Herbalife独立会员, 将会阅读下列声明, 在此声明并签署同意以下列之事项):

- I may only purchase a “reasonable amount of product” for the purpose of my own personal consumption or gift, not for resale, in the Republic of Singapore.
 我将订购“合理的产品数量”为个人使用或是赠送他人之用途, 而非用于转售目的。
- “A reasonable amount of product” means an up to two months’ supply for myself (or a month supply for myself and spouse) of a reasonable assortment of products, not to exceed 1000 volume points in total in any volume month.
 “合理数量”之定义为产品仅够本人使用至多两个月(或本人与配偶共同使用一个月)的分量, 且购货点数于任一单月皆不得超过1000点。
- My purchase is NOT for the purposes of creating retail / business / recruitment opportunities in the Republic of Singapore.
 本人之订购并非以在新加坡创造零售/业务/招募等事业机会为目的。
- The purchased products will not be entitled to Herbalife’s “30 Days Customer Money Back Guarantee”.
 本人于新加坡订购之产品将不具有“30天满意保证”之权利。
- I shall be solely responsible for the consequences of any local law violation and shall indemnify the Company for any adverse consequences.
 本人若有违犯当地法令规定事项, 将自行承担所衍生之责任; 若有任何损害Herbalife公司之权益者, 亦将负责赔偿责任。
- I agree to follow all of the preceding points in this Declaration, and acknowledge that non-compliance may affect the status of my membership, including but not limited to the suspension of all my Member Rights and Privileges.
 本人同意遵守本声明书所述之各事项; 同时了解若有违反规定, 本人之会员权将受到相关惩罚, 范围包含但不限于会员权之暂停及终止。
- I also agree to follow all other rules set forth in Herbalife’s Rules of Conduct and Member Policies as well as Herbalife International’s Export Policy.
 本人也同意遵守“规范及会员政策”及“Herbalife国际出口政策”。
- I understand that this declaration is binding as long as my Membership is valid with Herbalife.
 本人了解这份声明书将与我的会员权同样具有合法效力。
- Herbalife reserves the right in its sole and absolute discretion to act against practices which it believes to be violation of this Declaration or which appear to be so.
 Herbalife持有绝对权利对可能已违反本声明书行为之会员, 予以制止及惩罚。

Name / 身份登记姓名

Signature / 签名

Date / 日期

Repurchase of Inventory

The opportunity to be an Herbalife Nutrition Member is entirely voluntary. A resigning Member may return unused products or sales materials, which are unopened and in resalable condition, for repurchase by Herbalife Nutrition if the products were purchased within the last 12 months and the resigning Member provides proof of purchase. Reimbursement to the Member will be issued for the Member's original net cost for the returned product. Although shipping and handling paid on the original order will not be reimbursed.

Herbalife Nutrition will deduct the amount of Royalty Overrides, Commissions, Production Bonuses and any other earnings or benefits paid on the returned products from the respective earners, and adjust qualifications as necessary.

How to Initiate a Repurchase of Inventory

- Under Rule 9-D "Inventory Repurchase" of the Rules of Conduct, as amended from time to time, a Member may have the right to have Herbalife Nutrition repurchase resalable inventory, under certain terms and conditions.
- To initiate a repurchase of inventory the first step is to complete the required forms for the Repurchase of Inventory that follow.
- The forms may be mailed, emailed or faxed to:

Mailing Address

Herbalife International Singapore Pte. Ltd.
Attention: Member Services Department
111 Somerset Road
#11-39
TripleOne Somerset
Singapore 238164

Email Address

MemberServices_Singapore@Herbalife.com

Fax Number

(65) 6416 8458

- The forms must be accompanied by or preceded by a signed resignation letter, or instead of the resignation letter, the completed and signed Inventory Repurchase Request Form will be accepted by Herbalife Nutrition as your resignation letter.

Inventory Repurchase Request Form

(This form is required.)

This form must be signed, dated, and returned to Herbalife Nutrition to initiate your request.

To process your request, please provide Herbalife Nutrition with the details requested, if you have not already done so.

- I hereby permanently resign my Herbalife Nutrition Membership.
- I understand that only unopened and resalable products or sales materials which were purchased within the last 12 months* are eligible for resale to Herbalife Nutrition, and are in all other respects in accordance with Rule 2.5.3 "Inventory Repurchase" of the Herbalife Nutrition Rules of Conduct.
- I understand my reimbursement will be issued for the full amount I paid for the original net cost I paid for the products. I understand that reimbursement will not include the shipping and handling fees paid on the original order.
- I understand that I will be refunded via cheque only.
- I understand that Herbalife Nutrition reserves the right to determine which products and quantities fall within the limits of Herbalife Nutrition's repurchase of inventory policy. I will return only items that are unopened and in resalable condition, that were purchased within the last 12 months, and which comply with Rule 2.5.3. I understand that Herbalife Nutrition will have no responsibility for items returned that fall outside Rule 2.5.3 and the guidelines provided, and that Herbalife Nutrition will not pay for or assume responsibility for returning items that are not repurchased.
- I have included a complete inventory list of the items I would like repurchased. The items which I seek to return were purchased within the last 12 months
- I have included proof of purchase for this merchandise.
- I understand that if within 90 days after the acceptance of my Application in Herbalife Nutrition's records, I decide not to continue as a Member, I also may return the official Herbalife Nutrition Member Pack (HMP) whether or not in resalable condition.

By my signature, I acknowledge and agree to the above.

(Name - Please Print)

(Herbalife Nutrition Identification Number)

(Signature)

(Date)



REPURCHASE SURVEY

Name: _____

ID#: _____

Date: _____

We recently received your request to repurchase some Herbalife products. We are very interested in making every Member's experience positive and successful, and would like to know what led to your decision to leave your Herbalife business.

Could you please take a moment to provide your honest opinions? Your input is very valuable and will assist us in serving our Members better.

1. What are the top 3 reasons in your decision to resign your Herbalife Membership?

- Didn't achieve my health or weight-loss goals after using the products
- Difficulty in selling the products and amount of personal selling required.....
- Did not understand all of the business requirements prior to signing the Membership application.....
- Lack of support, training and communication from my sponsor.....
- Limited finances to purchase products
- Conflict with other commitments
- Other: please specify:

2. Which of the following do you believe would motivate you to reactivate your membership?

- More training on the business and selling of the products
- More education on Herbalife rules and regulations
- More online marketing and sales tools
- More support, training and communication from my sponsor
- Other, please specify:

3. Were you a Herbalife consumer before you became a Member?

- Yes, I was a consumer first
- No, I was not a consumer first

4. Did you or your family use Herbalife products regularly?

- Yes, I (we) used Herbalife products regularly.....
 - No, I (we) did not use Herbalife products regularly.....
- If Yes, go to Question 5; if No, skip to question 6

5. Herbalife products are:

	Agree	Disagree
The highest quality	<input type="checkbox"/>	<input type="checkbox"/>
Extremely effective/really work	<input type="checkbox"/>	<input type="checkbox"/>
Great tasting (shakes/drinks)	<input type="checkbox"/>	<input type="checkbox"/>
Easy to prepare and/or consume	<input type="checkbox"/>	<input type="checkbox"/>
In the best packaging/containers	<input type="checkbox"/>	<input type="checkbox"/>

6. Herbalife products are:

	Agree	Disagree
Easy to purchase	<input type="checkbox"/>	<input type="checkbox"/>
Easy to retail	<input type="checkbox"/>	<input type="checkbox"/>
Priced Right.....	<input type="checkbox"/>	<input type="checkbox"/>
Expensive	<input type="checkbox"/>	<input type="checkbox"/>
Great value for the money.....	<input type="checkbox"/>	<input type="checkbox"/>

7. From the following; select the one that was most difficult for you to do.
- Finding new customers
 - Actively support your customers on the program.....
 - Recruit new Members
 - Retaining downline Members.....
8. Which one of the following best describes your Sponsor?
- Available when I need his/her assistance
 - Provides training, direction, company information.....
 - Motivates myself and others
 - New to the business and learning.....
 - Not always available for assistance
 - Occasionally provides incomplete information
 - Other, please specify:
9. Which one of the following best describes how you first learned of Herbalife?
- A friend (referral)
 - Mail
 - Email.....
 - Phone.....
 - Flyer/sign or public posting.....
 - Herbalife's Internet web site
 - Television Ad.....
 - Newspaper ad
 - An event hosted by Herbalife or a Herbalife Member
 - Other, please specify:.....
10. What was your one primary reason for becoming a Herbalife Member?
- To purchase product for personal consumption at a discounted price
 - To supplement your household's income and the opportunity for high income
 - To become your own boss and the opportunity to work from home
11. Were you involved in any of the following daily methods of operation?
- Nutrition Clubs.....
 - Sampling
 - Traditional method (Use, Wear, Talk)
 - Total Plan
 - Wellness Evaluations
 - None of the above
 - Other, please specify:
12. How likely are you to refer other potential customers to your Sponsor?
- Very likely.....
 - Somewhat likely
 - Not likely
 - Not at all
13. How likely are you to recommend Herbalife products to other potential customers?
- Very likely
 - Somewhat likely
 - Not likely
 - Not at all

Check out our social media presence for ideas, advice and the latest news on all things Herbalife Nutrition. What's more, these cool and engaging posts are perfect to share to your own page as a valuable and credible resource.



Facebook.com/HerbalifeSingaporeOfficial



YouTube.com/HerbalifeIntl



Twitter.com/Herbalife



Instagram.com/HerbalifeSGOfficial



LinkedIn.com/company/Herbalife



Plus.google.com/+Herbalife

Order the way you want, when you want!

The easiest way to order is online at sg.MyHerbalife.com.

If you'd like to talk to someone, speak with one of our friendly Member Services team, who are on hand to answer any questions you may have!



Online & Mobile

sg.MyHerbalife.com
m.myherbalife.com



Telephone

(65) 6416 8448



Mail

111 Somerset Road
#11-39
TripleOne Somerset
Singapore 238164

Top time saving tips for placing your order:

- Have your Herbalife Nutrition ID number ready when you place your order.
- Provide the delivery method and the delivery address (including the postcode).
- Have your credit card details ready (if you are paying this way).
- Have a pen and paper to jot down the order number and other relevant details.

