



































CONCERNS		 JOTFORM LINK Expect a response from our Member Services Team within 2 working days	SELF HELP	LIVE CHAT	PHONE	EMAIL Follow email template for each concern
Essential Rewards (ER)	Processing of ER Order	 bit.ly/ManualER				
	ER Template Cancellation		 Use the ER Cancellation button in your VO			
	ER Order Cancellation					
	ER Change in Details					
	ER Reactivation					
Delivery	Shipping Status	 bit.ly/YLPH-Delivery				
	Problems with Order Received (e.g. Missing Items, Incorrect Order Received)	 bit.ly/YLPH-Delivery				
Product	Defective Products					 Use email template and send to productfix.ph@youngliving.com
Account Maintenance	Sponsor/Enroller Changes	 bit.ly/Sponsor-Enroller				
	Account Reactivation	 bit.ly/PH-Reactivate				
Commissions	Commissions Transfer	 bit.ly/CommsTransfer				
	Submission or Change of TIN Info					
	Withholding Tax Info					 Use email template and send to custserv.ph@youngliving.com
Payments	Invalid credit and/or debit card		1. Remove and add back the correct card details. 2. Use another card. 3. Change to COD, Dragon Pay or use virtual cards.		