

# FAQS

## PLAN-SPECIFIC QUESTIONS

### 1/ HOW DO YOU ENROLL AS AN ARTIST AFFILIATE?

Anyone is eligible to become an Artist by simply completing the Artist registration process online.

### 2/ ARE THERE ANY FEES OR RENEWALS?

Your journey as a Seint Artist Affiliate begins with a \$50 USD | \$65 CAD enrollment fee. To maintain your status as an Artist Affiliate, an annual fee of \$35 USD | \$50 CAD will be applied. This is the only cost you'll ever be charged by Seint to maintain your status as an Artist Affiliate. This fee includes continued access to your Artist back office and associated resources.

### 3/ DO ARTISTS EARN COMMISSIONS ON THEIR OWN PURCHASES?

No, Artists do not earn commission on their own purchases. Artists can only earn commissions on orders placed by Customers they refer. Artists do earn QV on personal purchases.

### 4/ CAN I LOSE MY STATUS AS AN ARTIST?

Yes, it is possible to lose your status as an Affiliate. To maintain active status, Artists must generate a minimum of 500 in qualifying volume (QV) within 12 months of your enrollment or renewal date. This requirement ensures you maintain active status in the program.

### 5/ HOW DO I CANCEL MY AFFILIATE ACCOUNT?

An Artist can request to cancel their active status at any time by contacting our ASK team.

### 6/ WHAT HAPPENS WHEN AN ARTIST AFFILIATE ACCOUNT IS DOWNGRADED?

If an Artist account is downgraded, it will be converted to a customer account. The account can continue to be used with no disruption.

### 7/ HOW IS THE "TOTAL QUALIFYING VOLUME" OF THE COMPANY DETERMINED FOR CALCULATING BONUS POOL PAYMENTS?

Total Qualifying Volume (QV) is determined by adding up all QV generated from purchases made by Customers and Artists within a specified period. For example, if the total QV for a month is 1,000,000, all Artists at Level VI and above will evenly share 0.5% of that total. Additionally, all Artists at Level VII and above will also evenly share 0.25% of that total, and so forth.

### 8/ FOR THE BONUS POOLS, WHAT HAPPENS IF NO ONE QUALIFIES AT ONE OF THE LEVELS FOR A CERTAIN MONTH?

If no Artist qualifies at a certain level for a given month, no bonus pool shares will be generated or held for that level. For instance, if no Artist reaches Artist X for a month, the 0.25% allocated for that level will simply not be paid out for that month.

### 9/ ONCE I HIT A CERTAIN COMMISSION LEVEL, DO I EARN THAT COMMISSION RATE FOREVER?

Your commission level is recalculated every month based on your Personal Sales. So your commission rate is based on your qualification every month, and can change accordingly.