

DISCOVER MORE WAYS TO PAY!

Introducing Young Living powered by



### 1. What is Dragonpay?

Dragonpay is an alternative payment solution for members purchasing through the Virtual Office (VO). This allows members to pay without using the traditional forms of payments such as credit/debit cards. Instead, members can use their online banking facility or pay cash over-the-counter (OTC) at their preferred physical retail channels (banks and payment centers). At the moment, Dragonpay is only available for Quick Order purchases.

### 2. How do I pay using Dragonpay?

Refer to **How to pay through Dragonpay Poster** for the step-by-step procedure on how to use Dragonpay.

### 3. What are the accredited Dragonpay payment channels?

Dragonpay allows members to pay and choose from more than 40 payment channels. Refer to **Appendix - Dragonpay Payment Channels** for the complete list of accredited Dragonpay payment channels.

### 4. Is there an additional processing fee when I opt Dragonpay as my mode of payment?

Depending on the payment channel the member selects, an additional processing fee may apply. Refer to **Appendix - Dragonpay Payment Channels** for the complete list of processing fees for each payment channel.

### 5. How long do I have to pay for my orders?

Dragonpay payment channels have different cut-off times. Refer to **Appendix - Dragonpay Payment Channels** for the payment deadline for each mode of payment.

### 6. Who can assist me for any payment issue?

If your support questions are related to unvalidated payments on your order, you may contact Dragonpay Customer Support through the following:

	Telephone number:	+63 (2) 8655-6820
	E-mail address:	help@dragonpay.ph
	Operating hours:	Mondays to Fridays (8:00 a.m. to 8:00 p.m.) Saturdays and Sundays (9:00 a.m. to 5:00 p.m.)

**Note: How do I know if my payment has been validated?** A deposit is not validated successfully if: (1) the member did not perform the validation step; (2) the amount paid was incorrect (up to the last centavo); or (3) the validation details provided were incorrect.

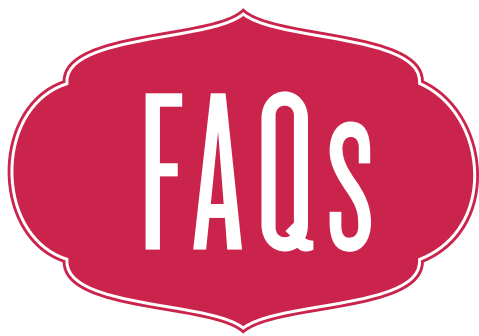
Otherwise, please contact YL Customer Care.



Telephone number:	+63 (2) 8249-9555
E-mail address:	yldragonpay.ph@youngliving.com
Operating hours:	Mondays to Saturdays (10:00 a.m. to 10:00 p.m.)

## FREQUENTLY ASKED QUESTIONS





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### **7. What if I paid the incorrect amount?**

If you ever make a mistake and paid the wrong amount, you will not be able to validate your payment. To manually process your payment, please contact Dragonpay Customer Support.

### **8. What will happen to my order if I wasn't able to pay within the deadline?**

To avoid inconvenience, please pay and validate your payments within the deadline provided. You may validate your transaction following the Payment Instructions sent by Dragonpay via e-mail or text message.

However, if you've paid and validated your payment beyond the time limit set by Dragonpay, please contact Dragonpay Customer Support.

### **9. I lost my bank deposit slip for the payment I made thru over-the-counter bank or payment center. How can I validate my payment?**

For OTC payments that require validation (i.e., Banco de Oro, Chinabank), you need a copy of the deposit slip to validate your payment. Due to unavoidable circumstances, in case you misplace your deposit slip, you can directly coordinate and go to the same branch to request for a copy of the lost deposit slip.

### **10. What will happen if my internet connection was disrupted during the process of paying?**

You will not be able to continue with your payment for an abandoned order. In this case, you may call YL Customer Care to cancel the original order and place another order.

### **11. Can I change the payment method I initially chose?**

Once you have selected a payment channel, you will not be able to change your payment method. In this case, you may call YL Customer Care to cancel the original order and place another order with your preferred payment method.

### **12. I registered using an incorrect e-mail address or mobile number. Can I still retrieve my Payment Instructions with Reference Number?**

You may contact Dragonpay Customer Support to request to re-send the Payment Instructions to your preferred e-mail address or mobile number.

However, you may also call YL Customer Care to cancel the original order and place another order using your preferred e-mail address or mobile number.

FREQUENTLY ASKED QUESTIONS

# FAQs

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### 13. How can I track the progress of my Dragonpay payment?



If you want to track the progress of your Dragonpay payment, you can visit the payment validation page via this link: <https://gw.dragonpay.ph/Validate.aspx>.

For successful payments, you will receive a confirmation (thru e-mail or text) from Dragonpay. Please note that receipt of confirmation will depend on the payment channel you used for payment. Refer to **Appendix - Dragonpay Payment Channels** for the processed time set by each processor.

You may also check **"My Order History"** in the VO. When the status of the order is tagged as **"Shipping Status Pending"**, it means that Dragonpay has successfully validated your payment.

### 14. Can I request for a refund?

Refund for a cancelled or return order will be issued under the following circumstances:

WHO WILL ISSUE THE REFUND?	REASON	REFUND TO BE CREDITED
	<p>Unvalidated deposits due to the following:</p> <ul style="list-style-type: none"> <li>the member did not perform the validation step;</li> <li>the amount paid was incorrect (up to the last centavo); or</li> <li>the validation details provided were incorrect.</li> </ul>	<p>The only supported banks for refunds are the following:</p> <ul style="list-style-type: none"> <li>Asia United Bank</li> <li>Banco de Oro</li> <li>Bank of the Philippine Islands</li> <li>BPI Family</li> <li>Metrobank</li> <li>Unionbank</li> <li>Rizal Commercial Banking Corporation</li> <li>RCBC Savings</li> <li>Philippine National Bank</li> <li>United Coconut Planters Bank</li> <li>Chinabank</li> <li>Security Bank</li> <li>Landbank</li> </ul>
	<p>Successfully validated deposits</p> <p><i>Refunds shall be in accordance with Young Living's Product Returns Policy.</i></p>	<p>YL Account Credits</p>

FREQUENTLY ASKED QUESTIONS