



Cultivate² GROW

FREQUENTLY ASKED QUESTIONS

- Who can join this Enrollment program?
 - All active, Philippine-based members with Philippine-based enrollees.
- What are the prizes for the enrollment program?
 - Tier 1: Enroll 2 per month to get 15 or 25 ER points
 - Tier 2: Qualify for 3 consecutive months on Tier 1 to get NingXia Red 2pk
- Which kits are qualified for this program?
 - Only OTG enrollments with the following sets are qualified:
 - Premium Experience Set with Lantern, AromaGlobe, Sweet Aroma, Feather Diffuser or Charcoal Wonderful Diffuser
 - Inner Wellness Set
 - Essential Starter Kit with Dewdrop or Desert Mist Diffuser
 - All enrollments processed via the Virtual Office, Roadshow/Consignment, and enrollments processed and backdated by Member Services on that qualifying month, will be included in your enrollment count.
- I have adjustments to my enrollments, until when can I have these processed?
 - Processing of adjustments can only be accommodated following these deadlines:
 - For MS adjustments such as enroller changes, backdating, unpaid orders - Until every 3rd of the following month
 - Example: Fixing and adjustments for January 2024 enrollments will be until February 3, 2024
 - For disputes on the total number of enrollments for qualifying month (Ex. Leaderboard released by YLPH did not include your name but you had at least 2 enrollments) – until 12th of the following month.
 - Example: For January 2024 enrollment disputes, you have until February 12, 2024 to raise the concern
 - Cultivate 2 Grow Disputes JotForm:
<https://form.jotform.com/233611133303440>



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- Is there a maximum limit for prizes?
 - Yes, you can only qualify for each tier once.
 - Scenario 1: I enrolled 4 people; will I get 50 ER points?
 - No, only 25 ER points will be given to members with at least 2 Philippine-based enrollments, given that their enrollees have either Premium Experience Sets or Inner Wellness Sets.
 - Scenario 2: I enrolled 1 people; can I qualify for half the prize?
 - No. Only those with at least 2 Philippine-based enrollments will be qualified.
 - Scenario 3: I don't have enrollments on 1st and 2nd months, but I have 6 enrollments on my 3rd month, will I get the Tier 2 prize?
 - No. Tier 2 qualification is based on achieving Tier 1 in 3 consecutive months.
- Will reactivating a downline count towards my number of enrollments?
 - Reactivating accounts will only be counted if reactivating order includes any of the enrollment set.
- How will I receive my prizes?
 - Tier 1 Prize (ER points) will be given on the 15th of the following month
 - Example: For January 2024 period, the ER points will be given on or before February 15, 2024
 - Tier 2 Prize (NingXia Red 2pk) qualified members must place a minimum of 50 PV on Essential Rewards within day 15th of month 4 to the 14th of month 5, to claim the prize. After that, any unclaimed prizes will be forfeited.
 - Example: Enroller who qualified for Tier 1 starting January-March 2024 will get their Tier 2 prize once they place an order of 50 PV in ER within April 15 to May 14.



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- Am I required to purchase in the qualifying month to get the prizes?
 - No purchase is required to earn the Tier 1 Prize (ER points). It will be automatically applied on the enroller's account on or before the 15th of the following month. While for Tier 2 prize (NingXia Red 2pk), a 50 PV minimum purchase is required within day 15th of month 4 to day 14th of month 5.
 - Example: Enroller who qualified for Tier 1 starting January-March 2024 will get their Tier 2 prize once they place an order of 50 PV in ER within April 15 to May 14.
- What are the possible reasons for my enrollments to not be counted?
 - Enroller Change – Can only be processed within 5 days of enrollment. Enroller changes may not be captured by our official report since this follows the enroller during enrollment.
 - Unpaid orders – Orders that are unpaid during the time of generating the report may cause the enrollment to not be counted.
 - Non-PH based enrollment/s