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# Taiwan

## Frequently Asked Questions

***1. What is the official launch date& Grand Opening for Taiwan?***

The official soft-launch event took place on April 12, 13, and 14 2008 in Taipei, Taichung, and Kaohsiung, respectively. The Grand Opening will take place on March 22nd 2009 at Sunworld- Dynasty Hotel in Taipei City.

***2. What does an Associate who lives in Taiwan need to do to be able to enroll Associates and start doing business in Taiwan?***

Each current Isagenix Associate must first request an Isagenix Taiwan Independent Associate Enrollment/Transfer package from our Taiwan office, complete and sign the required documents, and mail or fax them back to our Taiwan office. Per regulatory requirements, product shipment and commission will be held until our office has received and verified the "signed" documents.

Each new Isagenix Taiwan Associate must request an Isagenix Taiwan Independent Associate Enrollment Form from Associate Back Office (ABO) Library or obtain the hard copy from Taiwan office, complete and sign the required documents, and mail them along with a photocopy of the Taiwan National Identification Card or Alien Resident Certification back to our Taiwan office. For details, please contact our Taiwan Office at 886-2785-1383 or email customerservicetw@isagenix.net.

***3. What do Hong Kong, Australia, or New Zealand Associates need to do to be able to enroll Associates in Taiwan?***

Since Hong Kong, Australia, New Zealand and Taiwan all belong to the same region, Associates are free to enroll and start doing business in any countries within the region.

***4. What does a North American Associate need to do to be able to enroll Associates in Taiwan?***

Each Associate must first complete their International Regional Application and Agreement for Region 20 and submit their annual US$49 fee for international sponsorship. This is separate from your Annual Associate Fee. You can do this by either calling Customer Service or by logging into your Associate Back Office (ABO), going down to the "Enroll" section on your Dashboard and clicking on the link titled "International Sponsorship." Then, simply follow the instructions.

***5. How do Associates earn income from international markets?***

There are two ways you can earn income from international markets. The first is Fast Start (Generation) Bonuses and the second is by being eligible to accumulate additional Team Bonus Volumes from international markets. You will find more details from the Isagenix Compensation Plan – Asia Pacific

document which is available in your ABO Library.

***6. Is the compensation plan going to be the same as it is in Hong Kong / Australia/ New Zealand?***

Yes. The Compensation Plan is the full Asia Pacific Compensation Plan, which was effective in Hong Kong June 25th, 2007.

***7. What does it take for an Associate to accumulate Team Bonuses Volumes from international region outside of his own?***

To accumulate Team Volumes from a region outside of your own you must be a Paid-As Star Consultant and be registered as an International Associate and pay the International Associate annual fee.

Alternately Paid-As Consultants may also accumulate International Team Bonus on members in an international region by personally enrolling two Active Associates in that international region.

***8. How are Associates placed in my business (downline)?***

They are placed in exactly the same way you do it now, in the Team Placement Tree under the “My Team” tab in your Associate Back Office.

***9. Is the Team Bonus portion of the Global Plan different from North America?***

The Team Bonus portion of the plan in International markets is identical to the North American Team Compensation Plan.

***10. What does it cost to enroll a New Associate in Taiwan?***

An Associate without an Autoship is NT$1680 including VAT (value added tax). An Associate on Autoship is NT$1260 including VAT.

***11. Can Associates in Taiwan enroll Associates in North America?***

Yes. They simply need to complete their International Regional Application in the same manner and pay the US$49 fee (VAT included).

***12. Where are the physical locations going to be in Taiwan?***

Isagenix Taiwan Office is located as: 2F., No. 21, Sec. 6 Zhongxiao E. Rd., Taipei 115, Taiwan.

***13. Is there a “Will Call” (Pick Up) at the office?***

Yes, Will Call (Pick up) at office is available for Taiwan office. Please see instructions in ABO.

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***14. Will there be a Customer Service call center to handle all Taiwan calls?***

Taiwan has its own Customer Service group in Taipei.

***15. How will the commissions be paid? In what currency?***

Commissions will be paid in New Taiwan dollars initially in the form of Auto-Pay (i.e. Bank direct deposit). IsaWallet will be available shortly.

***16. Is the pricing for the products going to be in their currency?***

All product prices will be in New Taiwan Dollars (NTD) including VAT and delivery charge.

***17. So, if a Program price shows as NT$5460, the taxes and freight are included in the $5460 price?***

Yes.

***18. What products will be available?***

Our current products as end of Dec. 31, 2008 are: President's pack, 30 Day Program, 9 Day Program, the Body Balance Program and their component parts are available for sale in Taiwan.

IsaFruits, IsaOmega Supreme, IsaLean Shakes (packet), Want More Energy (stick) are available as well.

The Cleanse for Life is available in berry flavor. The Shakes are available in Chocolate and Vanilla. The Snacks are available in Vanilla. More products will be introduced into Taiwan market in coming months. Please visit the catalogues on the ABO.

***19. Are products available in singles?***

Yes.

***20. What is included in the 30 Day Program?***

The same products as in all markets—with the exception that the Cleanse for Life is only available in berry flavor. The free shaker will also be included.

***21. What is included in the President's Program?***

The Taiwan President Program (500 BV) includes Three (3) 30 Day Programs, one IsaBlender, one Isagenix Shaker, one annual membership subscription, and the shipping fee is waived.

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***22. Where can I find a Price List for Taiwan products?***

You may find it in the Associate Back Office library or contact our Customer Service staff.

***23. What are the available shipping methods and how much do they cost?***

We  have a Standard ground delivery. All shipping in Taiwan is free of charge.

***24. What happens for a North America Associate who wants to transfer to Taiwan 90 days AFTER the initial Taiwan launch?***

90 days after the initial Taiwan launch, all Out-of-Region Associates will be required to pay a US$99 (or equivalent in local currency) transfer fee.

***25. Will the US$99 fee only be applied if an Associate is switching regions, not countries?***

Correct, it only applies to switching regions.

***26. What is the monthly PV requirement?***

As for all markets, the monthly requirement for Associates is 100 PV in the prior 30 days.

***27.What events will be available for Associates?***

Business Opportunities meetings and events are being scheduled. Please contact our Taiwan office for the latest event calendar, or visit ABO Event Calendar - Taiwan.

***28. Where can I get a copy of the Enrollment Application, Policy Procedures, Terms and Conditions, or Compensation Plan?***

You may obtain a copy of the Isagenix Taiwan Enrollment Application, Policy & Procedures, Terms and Conditions, or Compensation Plan from the ABO Library or contact our Taiwan office.

***29. What types of membership are available? Can I sign up as a company?***

You may sign up as an Associate or Preferred Customer. If you sign up as an Associate, you may also register as a Company at the same time providing that you are the Registered Owner or the Shareholders of the company. For further details, please contact Taiwan Office.

***30. What if I have additional questions?***

Send any additional questions you have to customerservicetw@isagenix.net.

All information in this FAQ subject to change without notice.

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