

TOP FREQUENTLY ASKED QUESTIONS

1. **QUESTION:** I'm a State Farm Insurance Agent involved in Isagenix. If people in my up/down-line want to buy car/house/health/life insurance, does that mean I can't sell it to them? Or if I'm asked about the topic of insurance, I can't respond in fear that it will be interpreted as my selling to an Isagenix Associate?

ANSWER: Yes. You may sell State Farm insurance to your up/downline because State Farm is not an MLM or network marketing company.

2. **QUESTION:** I'm an Associate and I come up with a great tool to assist doing the Isagenix business. Can I sell this tool to my up/downline?

ANSWER: No. While we appreciate the imagination and ideas that Associates have, all sales and marketing tools need to be approved by Isagenix International, so that we can make sure that everything being distributed is compliant.

3. **QUESTION:** I'm involved with a Rescue Mission and they have programs/services people buy (the money helps fund the organization). Does this mean I can't ask my up/down-line to consider using their services.

ANSWER: No. Unless this Mission is an MLM or network marketing program, there should not be an issue with someone considering using their "services".

4. **QUESTION:** I've enrolled in EcoQuest because I like their air cleansers. I've signed up only to use their product, does this mean I can't talk about it to my up/downline?

ANSWER: Yes. EcoQuest is a MLM or network marketing company. Talking about the services or your involvement with EcoQuest would be a violation of the Policy and Procedures.

5. **QUESTION:** I'm in advertising and someone in my up/down-line want help to create an ad, does this mean I can't charge for my time and/or expertise?

ANSWER: Isagenix provides pre-approved, compliant ads in the backoffice that Associates should be utilizing rather than creating their own. Associates should not be creating their own marketing materials which may not be compliant and/or may violate FTC or FDA regulations.

6. **QUESTION:** I would like to sign up and hold more than one Position, can I do this?

ANSWER: No. Per Isagenix Policies and Procedures, Associates may only maintain one Position within the company. The exception to this Policy is for Professional Practitioners, who may have a Master Account and one additional account for each office they are running. Please refer to our Professional Practitioners Policy for full details on this.

7. **QUESTION:** I heard that selling on eBay and online auctions is the best way to sell the product and opportunity, how do I go about doing this?

ANSWER: No Associate may sell our products or opportunities on eBay or any other online auction. Doing so may result in your immediate termination and hold of any commissions you may have earned. Please refer to our full Policy on Internet Marketing.

8. **QUESTION:** I see a lot of people marketing on Google, Yahoo, MSN, etc. How can I use Pay Per Clicking (PPC) or AdWord advertising as well?

ANSWER: Isagenix monitors these activities on a daily basis. Associates may not use AdWords or advertisements that contain any of our registered trademarks and/or trade names. Associates may use generic words, such as Cleanse, weight loss, lose weight, etc. Associates identified as masking their identities or PPC on our trademarks and/or trade names may be terminated and commissions held.

9. **QUESTION:** I enrolled someone over 3 months ago and I want to change sponsorship of this member to my husband/wife, how do I go about doing this?

ANSWER: Isagenix has a Policy on Placement and Enrolling Sponsor Changes. Per the Policy, Enrolling Sponsors may request a placement or sponsor change within 3 business days of enrolling their new member, free of charge. Any requests made between the 4th and 5th business days and prior to the commissions being closed, will be assessed a \$25 dollar administrative fee. Any requests above and beyond the closing of commissions and past the 5 business days will need management approval and will be assessed a \$100 fee if approved.

10. **QUESTION:** I would like to enroll a husband and wife. I would like to place one spouse on each of my two legs, is this okay?

ANSWER: No. When enrolling spouses (husband and wives), one must sponsor the other, they must ALWAYS be in the same line of sponsorship of each other. Whoever is signed up first MUST sponsor their spouse; there are no exceptions to this Policy.

11. **QUESTION:** I would like to set up a website of my own. I want Associates or customers to read or post blogs on the site, purchase from the site, set up a chat forum so others can leave advice, possibly set up a lead generating program which others can buy in to, etc... How do I get permission to do this?

ANSWER: Our Policies strictly prohibit Associates from setting up any of these items. Isagenix provides every Associate with a Replicated Website that is compliant. Because of governmental regulations, Associates may not set up or post on blogs or forums as any claims that may be posted could lead back to Isagenix. To protect our Associates as well as the company, these types of forums are not allowed. Isagenix offers to every Associate the IsaLeads program which they may purchase and use to generate leads. Purchases via the web, must be made directly through your Associate website, this is to insure that if a customer is unhappy or dissatisfied with the product we may credit back their form of payment used. Setting up merchant accounts is not allowed.

12. **QUESTION:** I bought a domain/URL, www.buymyisagenix.com and my email address is buymyisagenix@yahoo.com, is this okay?

ANSWER: No. Isagenix is a registered trademark, as such, ONLY Isagenix may use our registered trademarks or trade names in setting up domains/URL's and email addresses. Per Isagenix Policy, you must immediately park and turn over the domain/URL to Isagenix and cease using or marketing to the following email address: buymyisagenix@yahoo.com.