



FREQUENTLY ASKED QUESTIONS

January 2021 ACN Opportunity & Compensation Plan Enhancements

What is included in the monthly business support fee?

Your ACN Independent Business Owner Start-Up Fee (\$199) covers the cost associated with establishing and servicing your business, and enables you to conduct business for one year in any country in which ACN operates.* In addition, the \$25/month Business Support Fee allows you to maintain your business status with ACN. In return, ACN covers a full range of extensive IBO and customer support services, so you can focus on what matters most - building your business!

What happens if my monthly support fee declines?

Within 90 days: Your position will be suspended, and you will be directed to update your payment details in your back office. On the fourth month, your account will be placed on hold and compensation will be held.

After 90 days: All earned compensation is forfeited. Your position will be deactivated but can be reactivated within the renewal period for a determined fee.

After one year from the renewal date: Your position will be permanently deactivated.

Can I prepay my monthly support fee?

Not at this time. ACN will evaluate this option in the future.

Can I change my monthly business support fee billing cycle?

Not at this time. ACN will evaluate this option in the future.

Will the services used by my customers from the United States and Canada count toward earning Monthly Customer Bonuses?

Yes, all customers from the United States and Canada can count toward earning your Monthly Customer Bonuses.

I renewed my IBO membership in 2020. When do I have to start paying the monthly business support fee?

If your annual renewal date is between January 1 to April 30, 2021 then your monthly business support fee will start with your annual renewal date. If your annual renewal date is after April 30, 2021 then your monthly business support fee will start in May 2021.

When will acquired customers count toward the Monthly Customer Bonus?

ACN will count all customers that are acquired within the IBO qualification period. Refer to the Order Entry Timelines document available on ACNCompass.com for more details.

If I am an existing customer and become an IBO, will my existing service be used to qualify toward the New IBO Monthly Customer Bonus?

No. New IBOs can earn Monthly Customer Bonuses based on the number of customer points and services they acquire in their first 30 days. Existing IBOs (those who are more than 30 days past their start date) can earn these bonuses based on the number of customer points and services they acquire in a calendar month.

If my 30th day qualification period expires in the following calendar month after my start date, do I continue to be paid the New Monthly Customer Bonus for the remainder of that month?

You can earn the Monthly Customer Bonuses based on the number of customers acquired after your 30-day qualification period through the end of that calendar month.

If a Monthly Customer Bonus is paid to me and one of my customers cancels their service, will the bonus be retracted?

ACN reserves the right to review and modify compensation. See the detailed Compensation Plan document on ACNCompass.com.

Will the January 2021 compensation plan enhancements extend to other markets where ACN is currently operating?

ACN evaluates the compensation plan for each region on a regular basis.