

1. Why does Mannatech have a Renewal Program and fee?

The renewal program gives Associates the opportunity to declare each year, on their Mannatech anniversary date, their intention to retain their Associate status and benefits, including the potential of building a Mannatech business. It also helps Mannatech maintain a current list of business-qualified Associates.

2. What is the fee for the Renewal Program?

For the US and Canada, the Renewal Fee is \$49.99 USD. The fee can vary for other countries, but is generally similar to US and CA.

3. What do Associates receive by renewing their Associate status?

Associates will not receive any products by renewing their position. The renewal ensures that Associates will continue to be eligible to earn commissions.

4. What tools are included with the annual renewal?

Success Tracker Basic, Personal Mannatech Website (PMW) and Mannatech's Sales App. Note: Following an Associates first Anniversary, the Associate must enroll in a monthly subscription to continue access to Gold Success Tracker. Tools are non-refundable.

5. Are all Associates and Preferred Customers required to renew their positions?

No, the renewal program is optional and only applicable to Associate positions, not Preferred Customers.

6. Can Associates renew their position prior to the renewal/anniversary date?

Yes, Associates may renew their position up to 60 days prior to their anniversary date. Associates are encouraged to renew as soon as they receive their first renewal reminder.

7. Does the renewal/anniversary date change if an Associate renews early or after the anniversary date?

No, the anniversary date will remain the same regardless of when the position is renewed.

8. How will Associates be notified when their renewal is due?

Associates will be notified of their anniversary/renewal date under the Notifications section of the Mannatech.com dashboard. In addition, Mannatech will send an email notification to Associates about 30 days prior to the anniversary date, on the anniversary date and 30 days after the anniversary date. Enrollers are sent a reminder email on the Associate anniversary date. Once an Associate renews, further renewal notifications will not be sent.

9. What happens if an Associate has not renewed by their anniversary date?

If an Associate has not paid the renewal fee by their anniversary date, they will lose their commission-earning privileges. He/she will then enter a grace period of up to 60 days after the anniversary date. During the grace period, commissions will be placed on hold.

10. What happens if an Associate pays their renewal fee during the grace period?

If the Associate renews after the anniversary date but before the end of the 60 day grace period, any held commissions will be released and paid to the Associate on the next scheduled commission payment date in the month following renewal.

11. What happens if the Associate does not renew within the 60-day grace period?

If the Associate does not renew within the 60-day grace period, their account will be converted to a Preferred Customer account, and any commission that was on hold during the grace period will be forfeited.. The new Preferred Customer will be moved to their current Sponsor as their new customer. For Associates who achieve Director and above, the account will be reclassified as a Non-renewed Associate. See Mannatech's Policies and Procedures for more information.

12. What if the non-renewed Associate decides to renew Associate status?

The Preferred Customer will need to upgrade their account. They will be starting anew, meaning, their former Customers and Associates will not be reinstated.

13. How may Associates renew?

Renewing Associates may renew at Mannatech.com or call Customer Service at 800-281-4469 (US), 866-717-2175 (Canada) or 800 981 117 (South Africa).