



## **2020 Costa Rica Incentive Trip Requirements**

**Rules for New Trip Qualifiers and (those that did not earn the trip in 2019) and**

**Add-ons for 2019 Costa Rica Trip Earners**

**Revision Date 3/13/20**

- 5 nights 6 days at the all-inclusive Dream Las Mareas Costa Rica
- Aloe Vera (Naturalaloe Costa Rica) Plant Tour and Experience
- Aloe Field Experience
- Transfers to and from the Airport
- M5M Experience
- Sponsored Activities
- Welcome Reception and Dinner
- Farewell Reception and Dinner
- Recognition and Rewards for All
- Additional Travel and Allowances may be earned
- And so much more...

## **QUALIFICATION OVERVIEW**

### **Key dates and requirements:**

- Qualification Period: February 1, 2020 – August 31, 2020 (7 months) with January as a bonus month.
- Baseline Period: February 1, 2019 – August 31, 2019
- Trip Dates: November 29, 2020 – December 4, 2020
- All new Associate enrollments and new Preferred Customers must be for Canada or the United States with “ship to” addresses in Canada or the United States in order to count toward this Incentive. Cross-country purchases beyond Canada and the US will not count toward this Incentive.

## Criteria to earn the trip

- Product Sales: Sell products to new Associates and new Preferred Customers
- Personal Point Volume (PPV): Show volume maintenance or minimum volume growth in your PPV.
- Leadership Level: Maintain Leadership Level as defined below.

In order to earn the trip, Associates must meet the requirements as listed under the following sections. 1) Personal Point Volume (PPV) Growth Requirement /Maintenance Requirement 2) Leadership Level Requirement 3) New Associate and Customer Enrollment Requirements with Product orders and, 4) New Point Volume.

Please see details below.

**1) GROWTH REQUIREMENT: There are two ways to meet the growth requirement. New volume must be from United States and Canada as described above with orders shipped to a US or Canada Address.**

**Option 1:** Associate must increase their PPV over their baseline by 2,100 cumulative during the qualification period. Personal Point Volume (PPV) baselines will be determined by the average PPV in October, November and December 2019 and then multiplied by 7 qualification months.

- a. For example: If the average baseline was 500 per month the cumulative baseline is 3500 for the qualification period of 7 months. The total cumulative PPV required to qualify for the trip will be  $3,500 + 2,100 = 5,600$ .

**Option 2:** OR Associates will be required to maintain a Personal Point Volume (PPV) of 1,200 average per month or a total for the 7 months of the qualification period of 8,400 or greater.

- b. For the purposes of the incentive, PPV = **Customer orders minus personal orders.**

**2) LEADERSHIP MAINTENANCE REQUIREMENT:**

- a. Leadership rank must be maintained two (2) of the seven (7) months. Your Leadership rank cannot fall below the next level down in the last month of the incentive or August. For example; If your Leadership baseline rank is Silver Executive Director, you may not fall below an Executive Director in the last month of the incentive.
- b. For the purposes of this incentive Leadership level rank will be compared to the highest level attained at least two (2) times during baseline period (February 1, 2019– August 31, 2019).
- c. New and current non-leader Associates must attain at least a Gold Associate level.

### **3) NEW ORDER POINT REQUIREMENTS AND REWARDS:**

In addition to #1 and #2 above, Associates will be required to meet the minimum point requirements as defined below.

- a. Associates (who did not reach Presidential status 2 times during the base period) must enroll and have product sales to a minimum of sixteen (16) new Associates or Preferred Customers. Eight (8) of the sales, must be to new Associates, and the remaining eight (8) can be purchased by to either Associates or Preferred Customers.
  - b. Presidential Directors and higher (Presidential Directors that who reached Presidential Director at least two (2) times in the baseline period) must enroll and have product sales to a minimum of fourteen (14) new Associates or Preferred Customers. Five (5) of the sales, must be to new Associates, and the remaining nine (9) can be sold to either Associates or Customers.
  - c. New Associate Enrollments and Preferred Customer Enrollments must take place during the qualification period (February 1, 2020 through August 31, 2020). However, please see (5)a below for January inclusions.
  - d. An Associate enrollment registration (\$49.99) must be purchased by the enrollee to be considered a new Associate enrollment. However, the enrollment registration of \$49.99 does not count toward the required point volume.
  - e. The new Associate enrollee must personally purchase a product order that is generated during the incentive qualification period. In order for a product order to count in any given month, the order must be generated prior to or on the last day of the month. It is recommended that orders are generated no later than 10:00 pm Central Standard Time on the last day of the month to make sure it is counted for the current month.
  - f. New Preferred Customer - A new Preferred Customer enrollee can only count toward the required sixteen (16) new personal enrollments once the first product order is placed in the qualification period.
  - g. One (1) point will be awarded to the Enroller for each PV earned on products purchased by the new Associate and new Customer during the Qualification Period. (1 PV = 1 Incentive qualification point; 100 PV = 100 Incentive qualification points).
  - h. Associates must meet or exceed the required points to earn the Incentive.
  - i. Preferred Customers that are signed up as an Associate during the promotion period will count toward the requirements of #3. However, they will only count toward the new Associate requirements and will no longer count as a Preferred Customer if they change from a Preferred Customer to an Associate during the promotion period.
- 4) All 2019 Costa Rica Incentive Qualifiers will receive prizes that they have earned in the 2019 Costa Rica Incentive and they also have the opportunity to earn more awards during the promotion period. Please see below.

Additional Prizes for Qualifiers that earned the 2019 Incentive Trip. The higher the points achieved the more you earn.

- 12,800 Points – 1 additional guest for the 5 nights in an already earned room or 2 additional nights for 2 people, cash allowance of \$1000
  - 16,000 Points –1 additional guest for the 5 nights in an already earned room or 2 additional nights for 2 people, cash allowance of \$1500
  - 20,000 Points – Adds an additional \$500 travel allowance
  - 25,000 Points – Adds a \$500 excursion credit
  - 30,000 Points – Adds a ½ day at the spa worth \$800
  - 35,000 Points – Adds additional \$500 in excursion credit
  - 40,000 Points - Travel allowance of \$2000, Excursion credit of \$1000, Full day at the spa, Extra 2 nights for 2 people, 2 days with private sedan and driver or cash equivalent. (please note that 40K points awards are listed in full and do not build from the 35K point level)
- Please note that the qualifier may elect to receive cash allowance rather than the prizes for a day at the spa or excursion credit. Each qualifier will be able to select the prize or cash during the registration process after the names are trip earners are announced. Please note the cash value could may be less than the value of the prize due to supplier discounts. No cash awards will be provided for hotel rooms or additional people.

Please see prizes below for Associates who did NOT earn the Costa Rica incentive in 2019 and will be qualifying for the first time in 2020.

#### **5 Night 6 Day Option:**

- 16,000 Points – Resort package for two / Accommodations / Meals as per the package for two (if applicable) and activities.
- 20,000 Points – Adds a \$500 travel allowance.
- 25,000 Points – Adds a \$1000 travel allowance.
- 30,000 Points – Adds a \$1000 travel allowance and accommodations for 3 in same room.
- 35,000 Points – Adds a \$1000 travel allowance and accommodations for 4 (up to two rooms)
- 40,000 Points – Adds a \$2000 travel allowance and accommodations for 4 (up to two rooms)

#### **4 Night, 5 Day Option:**

- 12,800 Points – Resort package for two / Accommodations / Meals as per the package for two (if applicable) and activities.
- 16,000 Points – Adds a \$500 travel allowance.
- 20,000 Points – adds \$750 travel allowance

Additionally, during the 2020 qualification period, the top10-point earners exceeding 45,000 points will be eligible for a cash prize.

- **First Place \$10,000 CASH / and have a Product Bundle named after you**
- Second and Third Place - \$2,500 each

- Fourth through Tenth Place \$1000 each

5) **ADDITIONAL WAYS TO EARN POINTS:**

- a. **January 2020 Associate Enrollment Points:** Up to three (3) new Associates and (three) 3 new customers enrolled in January 2020 and their volume will count toward the enrollment requirements and the new volume requirement during the qualification period if the enrollment and product order meet all the criteria specified above. If more than three (3) Associates and 3 new Customers were enrolled in January then the three (3) Associates and Customers with the highest volume will be included for each account number.
- b. **QUALIFIED PLATINUM PRESIDENTIAL DIRECTORS or higher** may qualify for the 20,000 point-level if they meet the minimum growth requirements defined in the growth requirement Section #1 above and maintain their Platinum Presidential Leadership level or higher as described in #2 above.

**OFFICIAL RULES:**

1. BY ENTERING THIS PROMOTION, PARTICIPANTS ACCEPT AND AGREE TO BE BOUND BY THESE OFFICIAL RULES. FURTHERMORE, ANY VIOLATION OF THESE RULES BY THE PARTICIPANT MAY, AT MANNATECH'S SOLE DISCRETION, RESULT IN DISQUALIFICATION. ALL DECISIONS OF MANNATECH REGARDING THIS QUALIFICATION ARE FINAL AND BINDING IN ALL RESPECTS.
2. All commissions, bonuses and earnings are earned through the sale of Mannatech products. The examples set forth in this Qualification are for illustration purposes only.
3. Only Associates in Good Standing during the Qualification Period are eligible to earn the Incentive.
4. Qualification will not be considered from the result of an existing Associate sponsor transfer, override or country transfer.
5. Prior to the official notification of qualification to Participants, all qualification information provided by Mannatech is unofficial and subject to change and verification by Mannatech. If the Participant falls below the Qualification Criteria, the Incentive Package will not be awarded.
6. Mannatech assumes no responsibility for notifying Participants of any returns or cancellations within their organization that affect point totals.
7. We recommend (but do not require) that Participants keep track of their progress. Inquiries to research an account must be in writing and received by Mannatech's Incentives Department by September 20, 2020 to be considered for review. Any discrepancy received after this deadline will not be considered for approval.
8. All final rules and rule interpretations are solely at Mannatech's discretion.
9. Incentive Packages are not transferable and may not be given away or sold. Incentive Packages may not be transferred to another Mannatech Associate, family member, friend, etc. Only the names on the account are eligible to redeem the trip. In addition, if the Contest Qualifier chooses not to accept the Incentive Package earned, **no cash will be awarded** and the trip will be forfeited.
10. Travel Visas must be valid for the trip. Mannatech will not be responsible for any travel visas for any Contest Qualifiers and his/her guest(s).
11. Only one (1) Incentive Package may be earned per Mannatech SSN, SIN, EIN or

- CRUP. Upon sign-up, the SSN, SIN, EIN or CRUP will be tracked for duplication and authenticity at the time of sign-up and at the end of the trip qualification.
12. All new Associate accounts used to earn the trip must have a unique SSN, SIN and EIN and the Associate must be new to Mannatech.
  13. If a shared position qualifies for the Incentive Package, the joint owner of the position may be the guest. Each person listed on the account is not entitled to bring a guest. If one of the joint account owners chooses not to attend, a guest may be invited.
  14. Mannatech, in its sole discretion, reserves the right to substitute the Incentive Package destination for one of equal or greater value for any individual Contest Qualifier or the entire group of Contest Qualifiers.
  15. Contest Qualifiers will be notified on or before September 30, 2020 at the last known email address for those who have VALID email accounts on file with Mannatech. If the notifications returned as non-deliverable, the Incentive Package may be forfeited. The notifications will include a link to the registration website as well as instructions on how to complete the registration process.
  16. Participants with excessive returns of products in their organization may be disqualified from the Qualification. In addition, if there are any excessive returns in the 12 months following the trip qualification that would have affected qualification, Mannatech has the right not to accept the returns and/or the Associate agrees to reimburse Mannatech for the cost of the trip or Incentive Package and any other recognition received by the Associate. Mannatech reserves the right, in its sole discretion, to determine what constitutes excessive returns.
  17. Participants must be 18 years of age or older at the start of the qualification period to participate. If the Participant is under the age of 18 years old, a parent or legal guardian must also be named on the account. Online verification of age will be REQUIRED prior to completion of the registration. If it is found that the Contest Qualifier was not at least 18 years of age at the start of the Qualification Period, the Incentive Package WILL BE forfeited and may not be transferred to a legal guardian or parent.
  18. Participants must be a resident of the United States or Canada in order to participate and must be able to show proof, excluding residents of Quebec.
  19. An online Release of Liability must be accepted when registering in order for a trip reservation to be completed. The trip will not be awarded without acceptance of this release.
  20. All applicable taxes are the responsibility of the Contest Qualifier. The value of the package included in their 1099 and T4A will be approximately USD \$6,000 up to \$15,000 depending on the trip awarded.
  21. If the Contest Qualifier cancels after cash is awarded and hotel rooms are booked, the Contest Qualifier will be issued a 1099 or T4A for the expenses incurred regardless if the Incentive Package is actually taken. Not-for-profit or government agencies should consult a tax attorney prior to participation.
  22. By entering, Participants consent to the use of their name and likeness for publicity and qualification purposes by Mannatech without additional compensation, unless prohibited by law.
  23. Passports are required for ALL travelers regardless of age. There may be special restrictions for parents traveling with minor children. Please contact your local consulate for travel requirements outside of the United States or Canada.
  24. Participants' New Associate will be audited throughout the Qualification Period and will require a valid SSN, SIN or EIN to qualify.
  25. Any indication of manipulation regarding qualification criteria will disqualify any Participant attempting to benefit from the action. This includes sponsoring



manipulation, adding members and or accounts of people that do not exist, buying in volume for qualification purposes may be subject to legal and compliance review. Mannatech, at its sole discretion, may disqualify any Participant from participating in the Qualification, refuse to reward points and or Incentive Packages and require the return of Incentive Packages if Participant engages in any conduct Mannatech deems improper, unfair, or otherwise adverse to the operation of the Incentive or detrimental to other entrants. Such improper conduct includes but is not limited to, falsifying personal information before, during or after the Qualification Period and may be subject to legal and compliance review.

26. If a Contest Qualifier voluntarily or involuntarily terminates his or her distributorship under the terms of the Associate Agreement before the trip, he or she will forfeit the right to an Incentive Package and may be subject to legal and compliance review.
27. A cancellation will be treated as final and will not be reinstated.
28. A guest may not attend the trip without the qualifier.
29. Participants must refer to the Mannatech Compensation Plan in the Participants' market for more details.
30. Mannatech reserves the right to cancel or modify this Incentive program as determined by Mannatech at its sole discretion.
31. No purchase necessary.
32. Mannatech may cancel an event at any time based on circumstances beyond Mannatech's control if Mannatech deems it's in the best interest of the company and Associates and qualifiers.
33. Additional guest tickets, hotel fees, etc. not earned will be booked at the qualifiers expense and the qualifier will assume complete risk and responsibility for any cancellation fees and change fees for the qualifiers guest. For example: If the qualifier earns a trip for 2 people and they bring a 3<sup>rd</sup> guest, the qualifiers is solely responsible for the 3<sup>rd</sup> guest. Travel insurance is recommended when booking tickets.
34. Mannatech Qualifiers are responsible for any additional fees and expense for an additional guest. An additional guest is defined as over and above what the qualifier has earned. Travel insurance is recommended when booking tickets.

#### **DEFINITIONS:**

1. **Associate in Good Standing** - one who has (1) renewed his or her position as required by the Company within the qualification period whichever or within one year as required and (2) has not received a final compliance sanction precluding the Associate from participating in events and/ or receiving recognition. A "Compliance Sanction" is considered final when (1) a ruling by the Compliance Committee is not appealed or (2) when an appealed compliance matter is decided by the Appeal Panel.
2. **Associate** - Any independent distributor who is eligible to participate in the Career and Compensation Plan and is governed by the Associate Policies and Procedures, Career and Compensation Plan and Associate Terms and Conditions as part of his or her agreement with Mannatech.
3. **Associate Status** - There are two types of Associates:
  - a. Active—any Associate who meets the minimum requirement for their rank within the qualification period.
  - b. Inactive—an Associate who has not met the minimum leadership rank requirements for six (6) consecutive months.
4. **Contest Qualifiers** - A Qualified Associate who has met the minimum requirements of the Incentive.
5. **Downline Point Volume (DPV)** DPV consists of an Associate's Personal Point Volume (PPV) plus volume from their entire downline organization.

6. **Enroller** - The Associate who is listed on the Associate Application and Agreement as the Enroller. The Enroller and the Sponsor may be the same person, or the Enroller may place the new Associate under a different Sponsor in their organization.
7. **Leader** - Any Associate who has obtained the Leadership Rank of Executive or above.  
**Leadership Rank** - Any Associate-recognized title or the highest title they have achieved. An Associate's leadership title may vary from month-to-month due to leadership qualification requirements.
8. **9/ Point Volume (PV)** - Points assigned to every product for the purpose of bonus qualifications.
9. **Baseline** – For the purposes of this incentive, the baseline equals the amount of volume or Leadership level you have either in your entire organization or your sides legs in the US and Canada from February 1, 2019 – August 2019.
10. **Personal Point Volume (PPV)** The volume earned on customer purchases/ sales needed to qualify for commissions during the qualification period minus personal purchases.
11. **Side Leg Volume** includes all volume outside of the largest leg. For baseline calculations, this generally includes all cumulative PPV, plus the cumulative DPV of all downline legs apart from the leg with the highest cumulative DPV during the baseline.