



Amway

SOUTH AFRICA

Frequently Asked Questions

Performance Year 2020/21

Effective September 1, 2020 until August 31, 2021



**Core
Plus⁺**

LEADER DEVELOPMENT (LD)

1. Who can participate in the LD programme?

Amway Business Owners (ABOs) at a 12% and above level for LD bonuses EP1-EP5.

2. How is the Earning Period (EP) determined for each ABO?

ABOs starting the Performance Year (PY) 2020/21 at a minimum of Founders Platinum level are eligible for EP5. ABOs whose highest Pin level in PY 2019/20 is below Founders Platinum are eligible to start from EP1, provided they have not earned any LD bonus starting from September 2016.

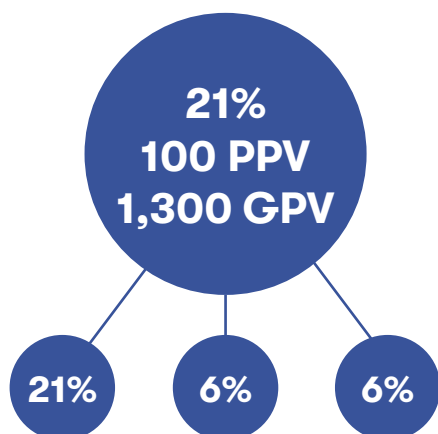
3. Which legs are counted for the LD programme?

The LD bonus is paid on Personal and Foster legs only.

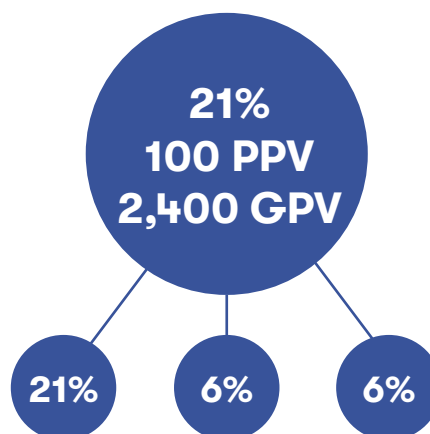
4. Can Silver Producer Sponsors (21% level) take part in the LD programme?

Yes – being below Founders Platinum, such an ABO will start from EP 1, provided he/she has not earned any LD bonus from September 2016. For example, to earn a 12% LD bonus (EP1), he/she needs to have a minimum of 2,400 Group Point Value (GPV), 100 Personal Point Value (PPV) and three (3) legs at 6% Performance bonus level.

NO LD BONUS



LD BONUS



5. Can I enter EP2 in October 2020?

Yes, if you have already finished your EP1 and meet respective criteria to start EP2 in October 2020.

6. During EP1 can I earn three (3) 12% bonuses and three (3) 15% bonuses?

No – in EP1 the maximum number of bonuses that you can earn is three (3). This means that you can earn any combination of bonuses, depending on which qualification criteria you meet, but once three (3) bonuses are earned you have completed EP1 and move to EP2. Please note, that in EP2 the 12% bonus will no longer be available.

LEADER DEVELOPMENT (LD)

7. Can I earn three (3) R1 000 bonuses during EP1?

Yes – during EP1 you can earn any combination of the offered bonuses, from R1 000 to R3 000. Each bonus amount will depend on the criteria you meet in a certain month.

8. Can the same ABO enter EP1 more than once throughout the duration of this Growth Incentive Programme (GIP)?

No – each ABO who is or was eligible to start from EP1 can benefit from EP1 to EP4 only once starting from September 2016. An ABO is given the opportunity to start from EP1 and earn additional bonuses on the way to new levels.

9. In which cases can I be eligible for full EP5 bonus in PY 2020/21?

- By growing in Pin in PY 2019/20 vs PY 2018/19.
- By requalifying in Pin in PY 2019/20 vs PY 2018/19, provided the number of your Q months coming from Personal or Foster legs (maximum 12 Qs per leg within a PY) is maintained, increased or decreased by a maximum of three (3) Qs.
- In case of decrease in Pin in PY 2019/20 vs PY 2018/19, the number of your Qs has to be maintained or increased.

10. In which cases will I be eligible for half EP5 bonus in PY 2020/21?

If you were eligible for full EP5 in PY 2019/20, you will be eligible for half EP5 bonus in the below scenarios:

- By re-qualifying in Pin and decreasing by four (4) or more Qs in PY 2019/20 vs PY 2018/19.
- In case of decrease in Pin and Qs in PY 2019/20 vs PY 2018/19.

11. In which cases will I not be eligible for EP5 bonus in PY2020/21?

If you were eligible for half or no EP5 bonus in PY 2019/20, you will be not be eligible for EP5 bonus in below scenarios:

- By requalifying in Pin in PY 2019/20 vs PY 2018/19 while number of Qs decreases by four (4) or more.
- In case of decrease in both, Pin and Qs, in PY 2019/20 vs PY 2018/19.

12. If I were eligible for half or no EP5, can I get back to full EP5 bonus?

You can get back to full EP5 bonus:

- By growing in Pin in 2020/21 vs PY 2019/20. It can also happen during PY 2020/21, you can start getting full EP5 payments immediately after Pin approval.

13. I was previously eligible for EP5, and my Pin level drops below Founders Platinum, can I qualify for EP1 to EP4 bonuses in PY 2020/21?

No, if your Pin level is below Founders Platinum, and you were previously eligible for EP5, you will no longer eligible for any EP1 to EP4 bonuses.

LEADER DEVELOPMENT (LD)



14. I was previously eligible for EP5, and my pin level dropped below Founders Platinum in PY 2019/20, can I still qualify for full EP5 bonus in PY 2020/21?

No. Below Founders Platinum level you can only earn maximum half EP5 bonus, provided you meet all the criteria.

15. Can Emeralds and above take part in the LD programme?

Yes – LD EP5 is available for Founders Platinum level and above, provided they meet respective criteria to earn LD bonuses.

16. I am an Emerald in PY 2020/21 and in one of the months I have one (1) Q leg, one (1) 18% and one (1) 15% leg? Will I get the LD bonus?

Yes – provided you meet the PPV requirement and that you are eligible for LD bonus.

17. Can an Emerald with one (1) leg in Southern Africa take part in the LD programme?

No – LD eligibility is determined by the approved award level, an Emerald can earn LD bonuses from EP5 on personal and foster legs only. (see QA3).

18. I am a Diamond in Germany with a second (2nd) business in South Africa at Founders Platinum level. Does the South African business have to produce Personal PV (PPV) to participate in the LD programme?

No – for global Founders Platinums and above #2 businesses in South Africa it is not a requirement to achieve PPV criteria for LD. In this case, only your Diamond business in Germany needs to fulfil 200 PPV criteria in the months of LD qualification in Germany.

19. I am a Platinum in Germany with a second (2nd) business in South Africa at Founders Platinum level. Does each business have to produce PPV to participate in the LD programme?

Yes – in this case each business must meet the PPV requirements, as you must be a minimum of Founders Platinum in your main business to have the benefit of not having PPV criteria in your second businesses.

20. If I am a Diamond, and in addition to six (6) qualified legs I have three (3) more legs at 9% or 12%, will I get three times the LD EP5 bonus respectively?

No – LD EP5 are single bonuses for minimum three (3) x 12% legs for EP5, irrespective of the total number of legs.

12 ROLLING Q MONTHS (12RQM)



1. I am Gold Producer in PY 2019/20 with three (3) Q months – one in March 2020 one in July 2020 and another in August 2020. Can I count all three (3) months for the 12RQM?

No. You can only count July and August, continuing the Silver Producer month qualification from September 2020 onwards. You need twelve (12) Q months in a row to benefit from 12RQM.

2. I have twelve (12) rolling Q months from September 2020 to August 2021. Will I automatically move into EP5 level?

Yes, provided you were below Founders Platinum level in PY 2015/16 and did not yet achieve 12RQMs.

August 2021 is the last month to earn any payment under this GIP programme as it is going to be discontinued.

CORE PLUS⁺ OVERVIEW

1. What is Core Plus+?

Amway™ Core Plus+ is the new discretionary incentives programme that replaces the Growth Incentive Programme (GIP). Core Plus+ complements the Amway™ Sales and Marketing Plan (Core Plan) to reward best practices in building a strong, sustainable business. As ABOs build their businesses by recommending and selling products to customers and sponsoring other ABOs who do the same, they can earn income through the Core Plan and extra through Core Plus+!

2. Why is Core Plus+ being introduced now?

The Amway commitment to partnership with ABOs and to supporting ABO success has never been stronger. Several enhancements in recent years were made to ensure the Amway opportunity remains competitive and attractive in a constantly changing marketplace. These advancements include increasing the Leadership Bonus and better aligning the Founders Achievement Award (FAA) Bonus with the Core Plan in Performance Year (PY) 2017/18 and launching Global Award Recognition (GAR) in PY 2018/19 to ensure recognition levels better reflect the income opportunity. Today, there are more choices than ever for anyone who wants to work for themselves. Core Plus+ increases the earning opportunity for those who choose to start their business with Amway. The new incentives were designed to better meet earning expectations and further reward the person closest to the sale, while continuing to offer premium compensation opportunities for leaders. With Core Plus+, there has never been a better time to build an Amway business.

3. Do Core Plus+ incentives enhance the Amway opportunity?

Yes! With the support of the founding families, Amway is investing significantly in the earning opportunity, offering new potential for earlier achievement in the ABO journey with more meaningful rewards and recognition below Platinum, and excellent compensation for ABO leaders.

4. How does Core Plus+ support Amway's vision for growth?

Amway is committed to supporting ABO success, now and into the future. That is why Amway is investing in several areas to make changes that enhance the ABO experience, and Core Plus+ is one of those changes. Delivering more meaningful recognition and income to newer ABOs can help ensure leaders continue to grow and the Amway opportunity continues to attract and retain ABOs. Rewarding ABOs for positive business-building activities, like fostering a loyal base of buyers and structuring their businesses sustainability from the start, can help ABOs keep motivated, engaged and reaching for their goals.

5. Is Core Plus+ a permanent programme, or is it subject to change?

While there are currently no plans to alter Core Plus+, these rewards are discretionary and are subject to change at any time. Amway regularly evaluates ABO compensation programmes to help ensure that they are motivating and rewarding for ABOs.

+AMWAY™ CORE PLUS DISCRETIONARY INCENTIVES PROGRAMME

CORE PLUS⁺, CORE PLAN AND GIP

6. What is the difference between Core Plan and Core Plus+?

The Core Plan is the foundation on which your business is rewarded and recognized. It represents what you can earn through your contract with Amway from selling products to customers and helping ABOs you sponsor do the same. Core Plus+ discretionary incentives are separate from and in addition to the Core Plan but create greater alignment by building on Core Plan income. Core Plus+ incentives reward key achievements of ABOs in building a sustainable, balanced and more profitable business. Eligibility for Core Plus+ incentives is at Amway's discretion based on compliance with the Rules of Conduct and demonstration of high ethical and business standards aligned with the goals and objectives of Amway.

7. Is the Core Plan changing?

No, the Core Plan stays as is. It was designed to allow ABOs to choose their own path to reach their goals. These principles still hold true to Amway's mission and values.



CORE PLUS⁺ DESIGN AND LOGIC

8. Why is Amway prioritizing compensation enhancements?

A strong reputation comes from positive experiences made by the people who interact with Amway every day. We want ABOs to feel confident and rewarded for choosing Amway, with a clear understanding of how to earn money, be recognized and achieve their goals. We want prospects to see Amway as an attractive opportunity with the potential for meaningful results for their time and energy.

In addition, we want customers to have a positive experience with Amway's high-quality products and a personal connection with ABOs. Enhanced compensation that aims to increase ABO satisfaction and build customer relationships can help deliver on each of those goals.

9. How do ABOs benefit from Core Plus+?

ABO benefits of Core Plus+ are simple: more earning potential, more consistency and more predictability.

- **More Earning Potential:** Core Plus+ incentives can be earned at every level of the ABO journey! ABO leaders can earn more from Core Plus+ with sustainable growth, a balance of width and depth, and by helping their team members set and reach their business goals.

- **More Consistency:** Core Plus+ incentives are more consistently linked and directly aligned with the proven elements of the Core Plan. Unlike GIP, Core Plus+ will be more consistent from market to market, making it much easier for global leaders to support their businesses in different markets.

More Predictability: This long-term incentive programme is designed to offer more predictability for your business so you can set goals and make plans for more than just the year ahead.

10. Why are you putting so much emphasis on building a profitable, sustainable structure?

In order to maximize earnings from the Core Plan, and create a business that is healthier, with more requalifications, a structure balanced in width and depth is a proven way to build the business.

CORE PLUS⁺ PERFORMANCE PLUS (PP) AND PERFORMANCE ELITE (PE) INCENTIVES⁺ AND RUBY VOLUME

(TO LEARN MORE ABOUT RUBY VOLUME PLEASE [CLICK HERE](#))

11. What is Ruby PV?

Ruby PV includes Personal Volume PLUS Pass-Up Volume from in market legs who are below 21% on the Performance Bonus schedule. Ruby PV does not include volume from downline qualified Platinum even if they are below 21%. The easiest way to remember it is Ruby PV is exactly the same as Group PV except it doesn't include volume from downline qualified Platinum even if they are below 21%.

12. How Performance Plus and Performance Elite incentives⁺ works together with Core Plan Ruby bonus?

PP and PE incentives⁺ increases ABOs monthly bonuses on their way to reach full Ruby volume (20,000 Ruby PV). PP and PE will help you to build more profitable business. Below you can see an example how PP/PE and Ruby bonus works together. Note: PV/BV ratio of "2" is used as an example only. For the currently valid PV/BV (PV/Rand) ratio please check Amway online or contact an Amway office.

	PV	BV	ABO Qualifies for			ABO Qualifies for			Total Payment	Another way to calculate		
			CorePlus ⁺ PP	CorePlus ⁺ PE	Core Plan Ruby bonus	CorePlus ⁺ PP	CorePlus ⁺ PE	Core Plan Ruby bonus		Ruby BV	%	Payment
			2%	2%	2%	2%	2%	2%				
RubyPV	10.001	20.002	X			400			400	20.002	2	400
RubyPV	15.000	30.000	X	X		600	600		1.200	30.000	4	1.200
RubyPV	20.000	40.000	X	X	X	800	800	800	2.400	40.000	6	2.400

13. Why is Ruby volume emphasized with Core Plus⁺?

Building Ruby volume is a good way for a leader to position his or her business for profitability. Generating high Ruby volume can lead to larger Leadership Bonuses on qualified legs, more income from the Differential Bonus on non-qualified legs, opportunity for future qualified legs and extra Core Plus⁺ incentive earnings.

CORE PLUS⁺ TWO-TIME CASH INCENTIVE (TTCI)

14. What is the difference between Core Plus+ Two Time Cash Incentives (TTCl)s and the Core Plan Two-Time Cash Awards (TTCAs) programme for Executive Diamond and above?

The TTCA incentives at Executive Diamond and above are part of the Core Plan. They reward new GAR qualifiers and requalifiers for new pin achievement based on their total global Amway business. An ABO's entire global business contributes to the qualification for this bonus. The TTCl's at Platinum through Founders Diamond are discretionary Core Plus+ incentives that are designed to reward in-market growth and achievement – only local legs (Southern African legs included) and volume contribute towards the incentive at Platinum through Founders Diamond.

15. For a Diamond who has qualified with international legs and never qualified as Diamond Bonus Recipient (DBR) before, can they earn the TTCl for Diamond/Founders Diamond if they qualify as DBR?

Yes, first time ever DBR is eligible for TTCl. Founders Diamond would require six (6) qualified legs for twelve (12) months all in-market.

16. If I earn Year 1 Platinum TTCl early in a PY (using the rolling 12-month criteria) when will I receive my payment?

Payment will be made upon market approval of the qualification. You will not have to wait until PY end.

CORE PLUS⁺ TWO-TIME CASH INCENTIVE (TTCI)

17. If I achieve multiple first-time qualifications during a Performance Year (PY) will I receive all Year 1 TTCI payments? Subsequently, if I requalify at my highest award level the following PY will I receive all Year 2 TTCI payments? (i.e. are TTCI's cumulative?)

Yes, to both. ABOs can receive multiple Year 2 payments if they requalify the following PY at the highest qualification. Additionally, an ABO who received Year 1 payments on Founders Platinum and Emerald Bonus Recipient (EBR) and requalifies the following year as Founders Platinum would still get the requalification payment for Founders Platinum even if they didn't requalify as EBR.

18. If someone qualifies for the first time for an award in PY 2019/20 (prior to Core Plus⁺ TTCI launch) and they meet the requalification criteria in PY 2020/21, are they eligible for the Core Plus⁺ TTCI Year 2 payment?

Yes. If an ABO qualifies first time Platinum in Nov 2019 (PY 2019/20 - using rolling 12 months) and then requalifies Platinum in PY 2020/21 (Feb 2021 will be the earliest), the ABO can earn the Year 2 payment. This is part of special transitional incentive for new qualifiers in PY 2019/20.

To avoid confusion with those qualifying first time Platinum via rolling 12 months, they cannot receive both the Year 1 and Year 2 incentives during the same PY.

19. If I earn Year 1 Platinum TTCI early in a PY (using the rolling 12-month criteria) and requalify in the same PY, am I eligible to receive the requalification TTCI in the same PY?

No, the requalification TTCI is only paid if ABO requalifies in the next consecutive PY with all six (6) Q months in that year.

TRANSITION AND TIMING

20. When will Core Plus+ go into effect?

Global launch will take place in a phased approach by market based on readiness. Some markets launched on September 1, 2019 (PY 2019/20). A select few markets including Europe and Southern Africa will do a partial launch during PY 2020/21 or PY 2021/22.

21. I am earning from today's GIP. When will these payments stop?

August 2021 is the last month to earn any payment under this GIP programme as it is going to be discontinued. Contact your local Amway Account Manager or upline ABO to learn more about the timing of the launch and transition in your market.



SOUTHERN AFRICAN LEADERSHIP TRAINING SEMINAR (LTS)

1. Are criteria for LTS PY 2020/21 amended?

Yes, LTS criteria are amended and aligned with structure and Ruby Volume to help you focus on building a stable and profitable business.

2. How many qualified months in PY 2020/21 do I need to qualify for the LTS, if my last LTS qualification was more than five (5) years ago (in PY 2014/15)?

You will be treated as a first time LTS qualifier, and you need eight (8) qualified months plus minimum eight (8) Structure months and 30,000 Ruby Volume during PY 2020/21. Your participation in the LTS or any other incentive event requires the fulfilment of the qualification criteria and is at the sole discretion of Amway upon written invitation prior to the event.

3. If I reach Founders Platinum qualification in my first year (PY 2019/20) and qualify for the LTS qualification (instead of an eight (8) Q-month which was one of the requirements for the first time LTS qualifiers in PY 2019/20), what requirements do I need to fulfil to qualify for LTS invitation in PY 2020/21?

You are a second time LTS qualifier in PY 2020/21. According to LTS criteria you will need to fulfil ten (10) Q-months qualification and earn a minimum of eight (8) Structure months and 30,000 Ruby Volume in PY 2020/21.

4. Will Volume Equivalency (VE) and alternative Group PV Founders Platinum option count for the LTS qualification in the PY 2020/21?

Yes – it can be relevant for the third time and beyond qualifiers in PY 2020/21, because one of the criteria is Founders Platinum qualification.

5. Which base year is used to count the number of LTS qualifications?

To be considered an LTS first time qualifier, your last LTS must have been in PY 2014/15 or earlier.

Your participation in the LTS or any other incentive event requires the fulfilment of the qualification criteria and is at the sole discretion of Amway upon written invitation prior to the event.

SOUTHERN AFRICAN LEADERSHIP TRAINING SEMINAR (LTS)



6. What will the requirement be if I first qualified in PY 2016/17 (second year of the base period), and missed LTS qualifications in the following years?

The requirement would be the 2nd time qualification, which is the ten (10) Q months and minimum eight (8) Structure months and 30,000 Ruby Volume in PY 2020/21.

The table below shows how LTS qualifications are counted:

ABO	MORE THAN 5 YEARS AGO PERFORMANCE YEAR					COUNT OF QUALIFICATION TIMES PERFORMANCE YEAR					LTS CATEGORY
	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
A	LTS										1st timer
B							New Platinum Seminar at LTS				1st timer
C										Upgraded New Platinum Seminar	1st timer
D									LTS		2nd time
E		LTS				LTS			LTS	LTS	3rd time and beyond
F				LTS	LTS	LTS	LTS	LTS	LTS	LTS	3rd time and beyond

7. How will I be able to follow up on my LTS qualification status during the PY?

The information needed to follow your current LTS qualification status will be available on your Monthly Bonus statements. Besides the achievement of the qualification criteria, an invitation from Amway is required, which is sent prior to the LTS by Amway at its sole discretion.

8. As an Emerald do I need to achieve minimum eight (8) Structure months and 30,000 Ruby Volume in PY 2020/21 to qualify for LTS?

No.

Your participation in the LTS or any other incentive event requires the fulfilment of the qualification criteria and is at the sole discretion of Amway upon written invitation prior to the event.

GENERAL QUESTIONS GIP PY 2020/21

1. What is the duration of this GIP?

The duration of this GIP is from September 2020 to August 2021. Please note that consequently August 2021 is the last month to earn any GIP payments.

2. What is the definition of local/in-market legs?

Local or in-market legs are any personally or foster sponsored legs within the market where the business is registered under an ABO contract.

3. What is the definition of #2 (multiple) business?

This is an additional, internationally sponsored business in another market established by the same ABO. The ABO owns both: the first registered business in a first market and the internationally sponsored number #2 business in a second market.

GENERAL QUESTIONS

AMWAY SALES & MARKETING PLAN (CORE PLAN)

4. Am I at the 21% performance bonus level if I have a qualified foster sponsored leg?

Yes – from January 1 2012 all of South Africa has a 21% performance bonus level over a qualified foster sponsored leg.

5. What is a Performance Year (PY)?

Performance Year is a period from 1 September up to and including 31 August.

6. What is Group Point Value?

Group Point Value (GPV) is the monthly point volume that includes one's downline group volume as well as negative volume (from products returns) from a downline ABO. However, volumes of fully qualified legs are not counted. Hence, GPV of a respective ABO consists of the PV volume of all non 21% qualified downline legs and the own Personal Point Value (PPV) of the ABO.

7. What is Ruby Volume?

Ruby volume includes:

- Personal Volume, plus
- Pass-Up volume from downline ABOs who are below 21% on the Performance Bonus schedule

Ruby Volume does not include:

- Group Volume from downline qualified Platinums regardless of whether they are at 21% on the Performance Bonus schedule for the month or not.

Find a video about Ruby Volume [here](#).

GENERAL QUESTIONS

FOUNDERS PLATINUM QUALIFICATION WITH VOLUME EQUIVALENCY (VE)

8. How can I qualify for Founders Platinum?

You can reach twelve (12) qualified months within a PY or achieve ten (10) or eleven (11) qualified months and VE PV within a PY.

9. What are the Volume Equivalency (VE) requirements?

Requirements for VE are:

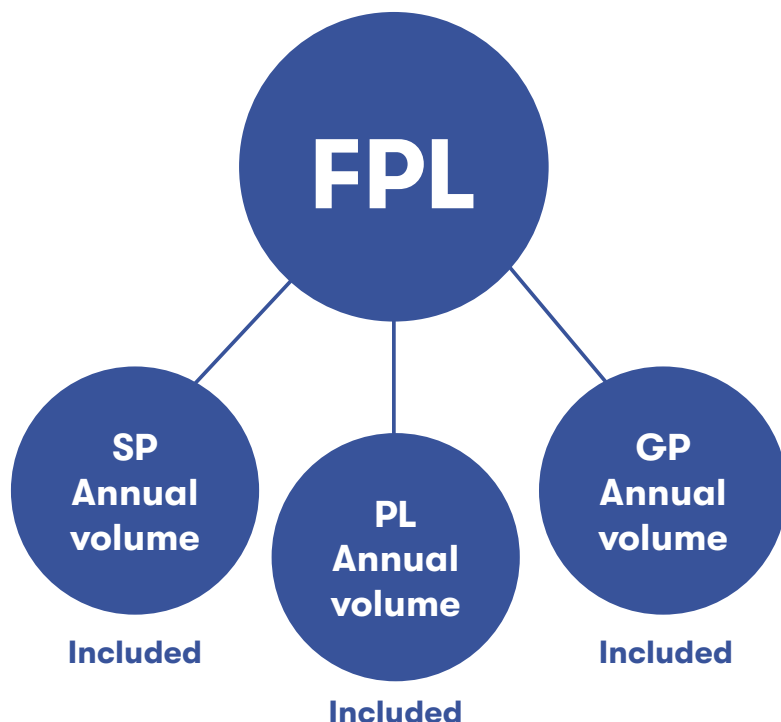
- 144,000 annual PV VE volume; and
- 10 or 11 qualified months.

10. Does the Volume Equivalency (VE) count for the GIP?

Yes – the VE volume can be used in terms of reaching Founders Platinum as one of the conditions to qualify for LTS and to be eligible to benefit from LD EP5.

11. What volume is calculated in the necessary 144,000 annual PV Volume Equivalency (VE) volume?

The total downline volume within certain PY – including any downline Silver Producer, Gold Producer and Platinum volume with no restrictions on pass-up – is used for VE.



FPL: Founders Platinum

PL: Platinum

GP: Gold Producer

SP: Silver Producer

TERMS AND CONDITIONS



Core
Plus⁺

The terms of the GROWTH INCENTIVE PROGRAMME and CORE PLUS+ DISCRETIONARY INCENTIVE PROGRAMME may be revoked, cancelled, modified or conditioned by Amway at any time, at its sole discretion. Prior to approving qualification, Amway may track and verify volumes leading to ABOs qualification throughout the period of qualification and up to and including the time the award or bonus is to be disbursed to ensure that the qualification is earned in accordance to the Amway Rules of Conduct and Amway Policies, which can be found under (www.amway.co.za). In addition to the performance criteria and adherence to the Amway Rules of Conduct, ABOs must be in good standing and not in breach of their ABO contract with Amway throughout the period of qualification and up to and including the time the award or bonus is to be disbursed. Amway may adjust the Growth Incentive Programme components considering the market situation at any time, at its sole discretion.

The participation in the LTS, DC or any other incentive event requires the fulfilment of the relevant qualification criteria and is at the sole discretion of Amway upon written invitation prior to the event. All income amounts mentioned in this document are earned bonus amounts without VAT¹.

Please refer to the “Reference Guide”. These are binding documents for GIP 2020/21.

¹Only those ABOs, who have sufficient registration of business activity with the local state and/or tax authorities, are eligible to receive bonuses and cash incentives as well as income deriving from retailing and can participate in business seminars such as LTS and DC.