

2017 New Policies



Novus Customers Cannot Sponsor

Novus Customers cannot sponsor others, nor can they retail via the Company Website.

Q: Why is the policy changing from allowing Novus Customers to sponsor others, to NOT allowing Novus Customer to sponsor others?

A: *A Novus Customer is a person who purchases product at a discounted price; and as such should be classified along with Retail Customers as “non-participating” end consumers of our products. They are not participants in the Company’s marketing plan and therefore should not be offered the opportunity to sponsor until they become an Assistant Supervisor. FBOs are considered “participants” in the marketing plan, because they can receive compensation for selling product to Retail and Novus Customers, as well as bonuses for sponsoring and training FBOs to do the same. This policy enhancement rightly places the Novus Customer in the non-participating group of consumers.*

Q: What happens to current Novus Customers who have already sponsored others?

A: *Novus Customers who have sponsored others will be grandfathered, so as not to lose any of their downline sponsored prior to implementation of the policy. However, they will not be able to sponsor additional downlines until becoming Wholesale Qualified.*

Novus Customer 6-month Policy

A Novus Customer who has not made a purchase for six full calendar months will be automatically removed from the Company’s database.

Q: Will Novus Customers receive a notification or a warning before being removed from the database?

A: *Yes, they will be sent an email prior to their removal from the system. Home Office IT and Marketing departments will communicate with the Countries to determine how to handle the notification emails with regard to informing the effected Novus Customers of their pending removal from the system.*

Q: Can a previous Novus Customer sign up again under any sponsor?

A: Yes.

Q: Is a previous Novus Customer subject to the responsoring policy?

A: *No, they will be able to responsor immediately after being removed from the database.*

Q: If a Retail Customer inputs an FBO ID into their online order, and that ID has been removed from the database, where will the volume from that purchase go?

A: *The volume generated by an ID that has been removed from the database will click up to the next active upline.*

Bank Charges for “Foreign” Bonus Payments

Any 3rd-party charges or fees accrued on payments made to an FBO outside the Country in which the Profits/Bonuses are earned will be the responsibility of the FBO.

36-Month Policy

FBOs who have not made a purchase for 36 consecutive calendar months will be removed from the Company’s database.

Q: Will this be automatic?

A: Yes.

Q: Can a previous FBO, that has been removed from the system via the 36 month policy, sign up again under any sponsor?

A: Yes.

Q: What does this Policy change accomplish?

A: FBOs who have not purchased for 36 months have proven by their inactivity to have little interest in either the product or the opportunity provided by Forever Living. They are simply adding to the total number of FBOs in our database.

Q: Will FBOs be given any warning or notice of their being removed from the database?

A: Yes, they will be sent an email prior to their removal from the system. Home Office IT and Marketing departments will communicate with the Countries to determine how to handle the notification emails with regard to informing the effected FBOs of their pending removal from the system.

Q: If an FBO is removed from the database, is there a waiting period before they can be sponsored again?

A: No. They can be sponsored immediately, but without a restoration of their previous sales level or downline organization.

Q: If a Retail Customer inputs an FBO ID into their online order, and that ID has been removed from the database, where will the volume from that purchase go?

A: The volume generated by an ID that has been removed from the database will click up to the next active upline.

12 Month Leadership Policy

A Manager who is not Leadership Bonus Qualified for 12 consecutive months will permanently forfeit all downline Manager lines. Therefore, all downline Manager lines will become first generation inherited Managers to the next Leadership Bonus Qualified Manager in their upline. If a Manager is not Leadership Bonus Qualified for 11 months, they can use the 12th month as their 1st month of the 3 month requalification period and will not lose their downline Manager lines.

Q: What does this Policy change accomplish?

A: Managers who have not qualified for Leadership Bonus for 12 months are not putting forth the effort to build a business worthy of Leadership Bonus. Many times, when this occurs, the upline will step in to build and support the non-qualified Manager's downline, only to find that, when that downline becomes significant, the Manager steps in and buys 12cc each month to "skim" the Leadership Bonuses. Thus, the upline are not fairly compensated for their effort. This will help to curb the practice of "skimming" Leadership Bonuses.

Q: What if the Manager who lost downline Manager lines, subsequently develops another Manager line?

A: If they develop a subsequent Manager line, they would be eligible to qualify for Leadership Bonus on that new Manager line. However, if they have another period of 12 months of not qualifying for Leadership Bonus any time after developing the new Manager line, they would lose that line as well.

12-Month Responsoring Policy

An existing FBO can responsor under a different Sponsor after 12 months of inactivity.

Q: The minimum time for responsoring is reduced from 24 months to 12 months. Why?

A: It is felt that if FBOs are totally inactive for 12 months, and are keen to start over with a new upline, it is an indication that the previous upline paid little or no attention to their growth in the Company. Making FBOs wait for 24 months before responsoring seemed a bit too long to maintain their interest and enthusiasm. To be fair to the original upline, a period of 12 months is retained to provide time for them to work with their FBOs to assimilate them as valued members of their organization.

Q: Does this apply to terminated FBOs as well?

A: Yes, pending approval from their VP.

Q: If an FBO responsors after the 12- month period, would their previous activity and downline be reinstated?

A: No, an FBO responsoring after the 12-month period, they would begin as a brand new FBO.