



# FREQUENTLY ASKED QUESTIONS

August 2020 ACN Opportunity & Compensation Plan Enhancements

20 July 2020

## What is included in the Monthly Business Support Fee?

Your ACN Independent Business Owner Start-Up Fee (AU\$275 incl GST/NZ\$287.50 incl. GST) 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 Monthly Business Support Fee (AU\$22 incl. GST/NZ\$23 incl. GST), 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!

## Which payments methods are accepted for the Sign-up Fee, Annual Renewal Fee and Monthly Business Support Fee?

Bank cards and credit cards are both accepted, with the exception of American Express and pre-paid cards.

## Can I pay the Monthly Business Support Fee in advance?

No, however, these payments are automatically debited every month, using the payment method you have saved in your Back Office.

## What happens if my Monthly Business Support Fee declines?

**Within 96 days:** Your position will be suspended, and you will be directed to update your payment details in your Back Office. Your account will be placed on hold and compensation will be held, unless you pay all missed Monthly Business Support Fees.

**After 96 days:** All earned compensation is forfeited. Your position will be deactivated but can be reactivated within the renewal period by paying the most recent Monthly Business Support Fee.

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

## Can I change my Monthly Business Support Fee billing cycle?

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

## When do I have to start paying the Monthly Business Support Fee?

**IBOs who joined on or after 1 August 2019:** You will start paying the Monthly Business Support Fee of AU\$22/NZ\$23 along with your Annual Renewal Fee of AU\$55/NZ\$57.50 on your annual renewal date.

**IBOs who joined prior to 1 August 2019 with an annual renewal date between 1 August 2020 and 31 December 2020:** You will start paying the Monthly Business Support Fee of AU\$22/NZ\$23 along with the new Annual Renewal Fee of AU\$55/NZ\$57.50 on your annual renewal date.

**IBOs who joined prior to 1 August 2019 with an annual renewal date on or after 1 January 2021 to 31 July 2021:** You will start paying the Monthly Business Support Fee of AU\$22/NZ\$23 on your anniversary date in January 2021 and pay the new Annual

Renewal Fee of AU\$55/NZ\$57.50 on your annual renewal date.

## If I pay my Annual Renewal Fee late, does the day I pay become my new annual renewal date?

If you pay your Annual Renewal Fee late, the day you make payment will become your new annual renewal date.

## If I sign up to ACN prior to 1 August but don't pay my start-up fee until after 1 August, how much do I have to pay?

If you sign up prior to 1 August you will pay the AU\$549/NZ\$449 fee, irrespective of the date you make payment.

## If I sign up on 28 July, but make payment on 2 August, what is my start date?

If you sign up on 28 July, your start date is 28 July, irrespective of when you make payment.

## When will acquired customers count towards the Monthly Customer Bonus?

ACN will count all customers acquired within the IBO qualification period. Refer to the 'When is a customer a customer' document available on [www.acnpacific.com/ibo](http://www.acnpacific.com/ibo) 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 retract Customer Bonuses and Compensation. See the detailed Compensation Plan document on [www.acnpacific.com/ibo](http://www.acnpacific.com/ibo).