

## NEW AMBASSADOR REWARDS PROGRAM — FAQs

### 1. How do I enroll in New Ambassador Rewards Program?

When you join Epicure as an Ambassador, you are automatically eligible. The New Ambassador Rewards duration consists of the month you join plus the next 3 calendar months.

### 2. When is my first month (Month 1)?

Your Month 1 is from the date you join plus the first full calendar month after you join.

**For example:** If you joined in May, your Month 1 is from the day you joined in May until the end of June. Your Month 2 is July, and your Month 3 is August.

### 3. How are sales goals calculated or what sales count towards New Ambassador Rewards?

Sales totals and goals do not include shipping, taxes, host specials and supplies. All other sales apply.

### 4. What happens if I have a slow sales month? Can I catch up?

Yes, you can earn your rewards at any time in your first 3 months—however, the \$250 in Month 1 is required to receive the branded apparel reward.

### 5. When is the Referral Rewards Bonus paid?

The Referral Reward Bonus is unlimited and is paid in the month following your new Ambassador's reaching \$250 in sales in their first month. Monthly bonus payouts are paid on the 10th of each month.

### 6. If the person I welcome doesn't sell \$250 in their first month, do I get the \$50 bonus?

You do not earn the Referral Reward bonus unless the new Ambassador sells \$250 or more in their first month; however, the new Ambassador is still on your team, and you will still earn based on the new Ambassador's sales and according to the **How You Get Paid compensation plan**.

### 7. How do I earn the Grow Bonus—3 in 3 Months?

Your new rank must be achieved during your New Ambassador Rewards period. Bonuses are cumulative, up to maximum total of \$500 CA/ \$390 US and paid upon achievement of rank. The Ambassador who welcomed you receives their Matching Bonus when they have qualified at the same rank or higher.

#### **For example:**

You have sold \$250 in Month 1, so you are on track!

When you become Senior Ambassador anytime within your first 3 Months, you get \$50 CA/\$40 US

When you become VIP Ambassador anytime within your first 3 Months, you get \$150 CA/\$100 US

When you become Executive Ambassador anytime within your first 3 Months, you get \$300 CA/\$250 US

PLUS, as part of the **How You Get Paid** promotion matching bonus, you get an extra \$250 CA/\$200 US

Which all works out to \$750 CA/\$590 US!

**8. How do I earn the Grow Bonus—4 in 6 months?**

Unlock the next Grow Bonus when you complete the rank advancement to Leader within your first 6 months.

**For example:**

You have been advancing and welcoming new Ambassadors, you have now welcomed 4 New Ambassadors or more in your first 6 months and achieved the rank of Leader\*. Now you are eligible for the 4 x 6 Grow Bonus of \$1500 CA/\$1125 US.

*\*For full details visit the **How To Get Paid compensation plan PDF on MyEpicure***

**9. How can I redeem my earned Rewards?**

**Epicure Branded Swag** – Will be uploaded to your My Epicure Achievement Tab as earned.

**Free Product Credits** – Will appear as available credit when placing a Personal order.

**Access Pass Reimbursement** – Will be direct deposited the \$49.95 to your bank account after month end. Note: please allowing processing time.

**Free Conference Registration** – Contact Customer Experience to redeem your free registration. Simply email [customerexperience@epicure.com](mailto:customerexperience@epicure.com). Be sure to add *Free New Ambassador Conference registration* in the subject line.

**Sign up new Ambassadors Bonus** – Will be direct deposited to your bank account monthly.

**Grow Bonuses, Leader Bonus, and Matching Bonuses** – Will be direct deposited to your bank account after achievement. Note: please allowing processing time.

**10. Why are there different Free Product Credit values for Canadian and US new Consultants in the Rewards program?**

The difference in product credit equalizes the spending power of this reward, considering that there are different prices in the US and Canadian catalogues to account for currency exchange.

**11. Can I sell the full \$3,000 in Month 1? What happens if I sell the full \$3,000 only in Month 3?**

You could absolutely sell your \$3,000 right away and earn all rewards within your Month 1 or Month 2. There are no restrictions on when you can earn the monthly sales rewards. Earn them all in Month 1 or all in Month 3.

**12. I've earned the Free Conference registration but cannot attend the upcoming event. Can I use my free registration for a future Conference?**

Your free registration is valid for 12 months from the month you earned the reward.

**13. I am a new Ambassador and have \$20 VIP Host Gifts to use: how long can I use them for, and how are they redeemed?**

You can use these unlimited gifts until the end of your Month 1, which includes your month of enrollment and your first full calendar month as an Ambassador. The value of this gift is automatically applied to the Host's order as available Free Product Credit to be applied to the items on their order.

**14. How is the Future Booking Benefit changing?**

The \$20 Future Booking Benefit is still available to all Ambassadors but only eligible if their event reaches \$500 or above in sales. Then a future event can be booked from their \$500+ event and receive the \$20.

**15. Can the Future Booking Benefit be combined with the New Ambassadors VIP host gift?**

Yes! Now these two gifts can be combined towards your Hosts or customers who share an event link, if all criteria are met.

**16. As an Ambassador, may I host my own event?**

Yes, you may. Ambassadors who host their own events, will see any of your available Host rewards when you go into your PROFILE on My Epicure. You can claim any of your available Host rewards by placing a Personal order, where your rewards will be made available for you to apply to your purchases.

**17. If an Ambassador welcomes someone new on the last day of their own Month 3, will they still be eligible for the Referral Reward?**

Yes, if your new Ambassador submits their \$250 in sales in their Month 1.

**18. Ambassadors in their first 3 months—can they collect both the New Ambassador Rewards Referral Bonus of \$50 and the Referral Bonus \$25 when their own new Ambassador joins and sells \$250 in their first month?**

No, New Ambassadors will only collect the \$50 bonus for each new Ambassador welcomed while in their first 3 months, not both.

**19. Ambassadors who are currently in their first 3 months—as of May 1, 2023, will they move to the new rewards program, or finish the old Fast Path?**

All Ambassadors will changeover to the New Ambassador Rewards Program, May 1, 2023.