



FAQs



Q. When is the registration period?

A. Monday, January 2, 2012 at 12:00 US EST through Sunday, February 12, 2012 at 11:59 p.m. US EST. After that, registration will no longer be available.

Q. When does the contest begin?

A. The contest start kicks off February 13, 2012 at 12:01 a.m. US EST and the end date is Jun 24, 2012 at 11:59 a.m. US EST.

Q. How do I register?

A. Only Consultants and above will have team creation capabilities. This means that only Consultants and above will be able to enter team information into their Back Office. If you meet the criteria, here's how you can create your team:

1. To create a team, go to your Back Office and select the "My Team" section
2. Go to "IsaDerby Registration Details"
3. Select the "edit" button near "Create my Team." Please note that if you do not see an "edit" button this means that you do not have team creation capabilities
4. Once you have selected "edit," you will have to enter your team name and your optional team photo
5. Make sure to hit "save" after you've entered your team name and photo
6. To enter your team members, enter their member ID and click save. Their information will now show in their team member list
7. If you would like to remove a team member, simply select the red circle with an 'x' in the centre next to the person.

Note: The team member who is removed will NOT be notified when they're removed from a team.

Q. Does each team need a team leader?

A. Yes, the team leader is responsible for team creation, conference call updates, creating weekly goals and also facilitating team communication. The team leader also serves as the main point of contact for all IsaDerby updates from Isagenix® corporate team members.

Q. Why should I have the maximum number of six people on my team?

A. Points are cumulative, which means the more team members you have, the more points you can accumulate.

Q. What if I want to change teams during the registration process?

A. If you're not a team leader, you will need to contact your team leader or Customer Care and ask to be removed. If you are a team leader and would like to change a team member(s), log in to your Back Office and select the "My Team" page. Click on the "IsaDerby Details" section. This will take you to the "IsaDerby" page. On this

page, select the "edit" button next to "Create My Team." If you would like to add a member, enter their Member ID, and click "save." To remove a team member, select the remove button that is a red circle with an 'x' through the centre. If your team already has six members, you will have to remove a member before adding any new team members. Please note that removed team members will not be notified if they are removed.

Q. Am I able to remove someone from the team after the registration period has passed?

A. Yes, but you cannot add new members.

Q. Can I have Preferred Customers on my team?

A. Yes, you can have a team with a mix of Preferred Customers and Associates.

Q. What if I don't have a team, can I still participate?

A. Yes, you can participate. Contact CustomerServiceANZ@IsagenixCorp.com and they will assist you.

Q. What ranks can I have on my team?

A. Each team must have at least one team leader with the rank of Consultant or above. The team can have a maximum of 2 Star Consultants and above. The team can have any other variation of ranks from Preferred Customers, Associates and Consultants.

Q. Does my team have to be in my downline?

A. No, your team does not have to be in your downline.

Q. Do the Star Consultants and above have to be "paid as" Star Consultant or above?

A. No. You do not have to be "paid as Star Consultant".

Q. What happens if I've already reached the maximum 2 Star Consultants and above and someone on my team gets promoted during the sign-up week?

A. This will not negatively affect your team; however, if you remove this person from your team during the open registration period and decide to add them back at a later date the system will not allow you to do so.





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Q. What happens if my team leader withdraws mid contest?

A. If your team leader or any other member of your team decides to withdraw mid-contest, you can still stay in the game. You will not be able to designate a new Associate to take his/her place; however, you can still stay in the game and continue earning points with your remaining teammates.

Q. How will my points be displayed?

A. Your individual points and your team points will be conveniently displayed in your Back Office. To view your points, log in to your Back Office and select your "My Team" tab and click on "IsaDerby Details".

Q. Will others be able to see my points?

A. Each week we will recognise and post the points of the Top 10 overall teams as well as the Top 10 overall point-earning Associates on ANZ.IsaFYI.com. These points will be cumulative from the beginning of the contest period. We hope this encourages you to meet or exceed the point totals shown.

Q. How do I know that the points reflected are correct?

A. You will be able to review your points along with a team summary that will allow you to identify where your points originated. Points that are accrued from rank advancements will be one week in arrears.

Q. Are points displayed in real time?

A. No, individual and team points are updated once daily. The running tally for the overall top teams and individual top point earners will be updated and displayed each week on Wednesday.



How Points are Earned

	Points
Register your team before January 29	10 points
Your new personally-enrolled Associate joins on Autoship at the time of enrolment with a qualifying order of 100 BV	2 points
Your new personally-enrolled Associate joins on Autoship at time of enrolment and purchases one of the following paks: <ul style="list-style-type: none"> • 30-Day Nutritional Cleansing Program • 30-Day Starter Pak • Business Starter Pak • Business Builder Pak • Pillars of Health Program • Total Health & Longevity Program 	4 points
Develop a new personally-enrolled Consultant or become a Consultant on Autoship	6 points
Develop a new personally-enrolled Star Consultant or become a Star Consultant on Autoship	10 points
Develop a new personally-enrolled Executive/Crystal Executive or become an Executive/Crystal Executive on Autoship	20 points
Become a 1 or 2 Star Golden Circle on Autoship	10 points
Become a 3 Star Golden Circle on Autoship	20 points
Purchase a 2011 "Ignite Your Future" National Celebration Ticket before February 5, 2012 (max. 10 points per account)	5 points
Each time a 100 BV+ Autoship order is shipped to your new personally-enrolled Associate during the contest period (max. 2 points per Associate per month)	2 points

Q. Do new enrollees have to be on Autoship at the time of sign-up?

A. Yes, in order to receive points, your new Associate must join Isagenix with a minimum order of 100 BV and set up their Autoship at the time of enrolment.

Q. Do Preferred Customers count for new enrolments?

A. No, for the purpose of this contest your new enrolments must be new active Associates. You will also not receive points for a Preferred Customer that is converted to an Associate during the contest period.



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Q. What happens to my points if new enrollees return their initial product order?

A. All returns will be deducted from your overall point total when the pak is received by our offices and logged in the system. This means that points will not automatically be deducted when a return is initiated, however, the points may be deducted when the product is received at Isagenix International Headquarters.

Q. Who receives points when I achieve the rank of Consultant, Star Consultant, or Crystal Executive?

A. If you personally achieve the rank of Consultant, Star Consultant, or Crystal Executive for the first time while on Autoship in IsaDerby, you will receive the points. In addition, your enrolling sponsor will also receive the points.

Q. Who receives points when I achieve the rank of 1, 2 or 3 Star Golden Circle?

A. If you personally achieve the rank of 1, 2 or 3 Star Golden Circle for the first time in IsaDerby while being a Paid-As Executive and on Autoship, you will receive the points. Your enrolling sponsor will not receive any points.

Q. When do my points start to accumulate?

A. The contest kicks off February 13, 2012; however Isagenix starts calculating points as of January 2, 2012.

Q. Do I receive additional points for an Associate that orders multiple programs and paks, at the time of sign-up?

A. Yes, if your new Associate joins with any of the special qualifying IsaDerby paks, you can earn a maximum of 8 points per Associate.

Q. Do I earn points every time an Autoship order ships my new Associates?

A. Yes, each time an Autoship order is shipped to your new personally-enrolled Associate during the contest period you will earn 2 points (max. 2 points per month). To give you a head start, everyone that you have enrolled since December 5, 2011 will count as a 'new' Associate.

Q. I purchased my 2012 "Ignite Your Future" National Celebration ticket in 2011. Will I still be awarded the points?

A. Yes, Associates who've purchased a National Celebration ticket before February 5, 2012 will be awarded 5 points. If you have purchased multiple tickets in your account you will earn the maximum 10 points.

Q. What if I win the grand prize trip and cannot attend? Can I receive a cash equivalent?

A. The grand prize is non-transferrable and no cash equivalents will be given if the winner(s) cannot attend the trip. We recommend making sure your schedule is clear for 8th - 13th August 2012 before registering for IsaDerby to clear yourself of any scheduling conflicts.

Q. What is covered in the grand prize?

A. The top 4 overall teams and top 5 individual point earning Associates will win a trip to 2012 "Your Future Starts Today" Celebration in Phoenix AZ, USA. The fair market value of the award will be reported as part of your annual earnings. One prize per Account will be awarded, which includes airfare, twin-share accommodation and return transfers (from hotel and airport within Phoenix).

Q. Does my account need to be active in order to claim my prize?

A. Yes, your account needs to be active and on Autoship when the competition closes and leading up to flying to Phoenix AZ, USA. If the prize winner does not meet these criteria, the prize will be null and void.

Q. What if I qualify for a prize in both categories - the Top 4 Teams and the Top 5 Individuals?

A. If you qualify in both categories you can transfer your second prize to a guest. Prizes are not redeemable for cash.

Q. How many points do I need to earn to qualify for the prize?

A. In order to qualify/attend, each member of the winning team must earn a minimum of 60 points in the IsaDerby.

Q. What happens if there's a tie?

A. Tie will be broken down by the team with the most new, personally-enrolled Associates overall. Additional ties will be determined by the amount of new, personally-enrolled Consultants on your team during the contest period.

Q. If I'm an Australian or New Zealand Associate and enrol someone in a market abroad, will those points count?

A. Yes, even though this contest is available in Australia and New Zealand only, if you personally enrol someone in another market, those points will count.





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Q. When do rank advancement points show up?

A. Rank advancement points show up a week in arrears, so you will notice the points the week after the rank advancement is achieved. Example: Jane Doe achieved Consultant on Friday, June 4, which will be paid on Monday, June 14. On Monday, June 14, the enrolling sponsor will be able to see the six points added from Jane Doe's Consultant promotion, even though Jane earned her advancement on Friday, June 4.

Q. I rank advanced an Associate for the first time, but did not receive any points. Why?

A. In order to receive points for helping your Associate advance in rank, your Associate must have an active Autoship. Additionally, if they just advanced, make sure to keep in mind that you will not see those points until the week after it's achieved. Example: Jane Smith is an Associate who does NOT have an active Autoship. She advances to Consultant for the first time during IsaDerby. Her personal sponsor does NOT receive six points. Example 2: Jane Smith is an Associate who has an active Autoship. She advances to Consultant for the first time during IsaDerby. Her personal sponsor WILL receive the six points one week in arrears from the date she achieves her rank advancement.

Q. How do the 10 Bonus Team Points work for registering by January 29?

A. To encourage teams to register early, we will be awarding 10 bonus points to your team total at the end of the contest if you lock in all of your team members by January 29, 2012 and do not make any changes or additions to your team after January 29. Points will be added to the team total at the end of the contest and not added to individual team member point totals.

All dates and times used are US EST (NY Time). Contest rules are subject to change by Isagenix at any time without prior notice. Isagenix reserves the right to audit, adjust or deny any volume, compensations, recognition, or other incentives awarded during or as a result of this contest to ensure the spirit of the contest is achieved. Associate sponsorships and product orders that are deemed, in Isagenix, sole discretion, to be solely for contest advancement may not be counted in the contest. If Isagenix re-purchases any product Isagenix may deduct volume and resulting compensation as a result of that order.

