

MONAT Australia

Frequently Asked Questions

Q: WHAT ARE THE IMPORTANT LAUNCH DATES FOR MONAT AUSTRALIA?

A: **1st October 2021:** PRE-LAUNCH.

- Market Partner-only enrolment is live.

1st November 2021: LAUNCH.

- MONAT Australia officially open for enrolling VIP Customers and Retail Customers.

PRE-LAUNCH: 1st October – 31st October 2021

ENROLLING AS A MARKET PARTNER

Q: WHAT HAPPENS DURING PRE-LAUNCH?

A: From Friday 1st October, individuals in Australia with a registered address in Australia can enrol, purchase a Product Pack and start building their downline teams of Market Partners to be ready for the official launch on Monday 1st November 2021. During pre-launch, Market Partners are eligible to qualify to earn commissions and bonuses and achieve new ranks, plus they will be eligible for two Asia Pacific Founder Shares (see Commissions, Bonuses, Ranks and Asia Pacific Founders section below for more details).

Q: DO NEW MARKET PARTNERS NEED TO RESIDE IN AUSTRALIA TO BE ABLE TO JOIN MONAT AUSTRALIA?

A: Yes. To enrol as a Market Partner in Australia, you must reside in Australia and comply with the MONAT Market Partner Agreement. However, it is each individual's responsibility to ensure they are eligible to earn an income.

Q: WHAT IS AN ABN NUMBER?

A: An Australian Business Number (ABN) is a unique 11 digit number that identifies your business to the government and community in Australia. Getting an ABN is free and can make running your business easier in the future, particularly if you have to register for taxes or intend to claim deductions for expenses.

Q: WHAT IS GST REGISTRATION?

A: Goods and services tax (GST) is a tax of 10% on most goods, services and other items sold or consumed in Australia. MONAT Market Partners must register with the ATO for GST if their gross business income from sales (excluding any GST) is more than \$75,000 per year, or is projected to be so. GST registration is optional for direct sellers whose business has a GST turnover under \$75,000.

Q: HOW WILL MONAT MANAGE WITHHOLDING TAXES AND GST ON COMMISSIONS EARNED IN AUSTRALIA?

A: Income Tax Withholdings – If a Market Partner exceeds \$15,000 AUD in commissions earned within a 12 month period and does not have a valid ABN number on file with MONAT, Income Tax withholdings will be at the rate of 47% on commission earnings. If a Market Partner provides their valid ABN number the tax withholding amount above \$15,000 AUD will be at 0%.

GST Registration Threshold – If a Market Partner provides a valid GST number to MONAT, MONAT will provide a Recipient Created Tax Invoice to the Market partner which will include 10% GST, and the Market Partner will be paid the 10% GST on each subsequent commission payment.

If a Market Partner does not provide a GST number to MONAT, the Recipient Created Tax Invoice will not be populated for the Market Partner and the 10% GST will not be paid to the Market Partner on commissions earnings.

Q: CAN A NEW MARKET PARTNER IN AUSTRALIA CROSS-SPONSOR MARKET PARTNERS IN THE USA, CANADA, UK, POLAND, SPAIN OR LITHUANIA DURING PRE-LAUNCH?

A: A new Market Partner in Australia can only sponsor in Australia during Pre-Launch. They will be able to start building their teams in other markets after 1st November 2021. At this time on the 1st November 2021 they will also be able to enrol VIPs and sell to Customers in all the countries MONAT operates in.

COMMISSIONS, BONUSES, RANKS AND ASIA PACIFIC FOUNDERS

Q: AS AN ACTIVE MARKET PARTNER IN AUSTRALIA DURING PRE-LAUNCH, HOW CAN I EARN COMMISSIONS, BONUSES AND RANK ADVANCEMENT BONUSES?

A: As a Market Partner in Pre-launch, you can earn Product Pack Bonuses from your newly enrolled Market Partners that purchase a product pack and Rank Advancement Bonuses based on the qualifications in the **Compensation Plan**.

Q: HOW WILL ACTIVE STATUS BE DETERMINED FOR A NEW MARKET PARTNER IN AUSTRALIA DURING PRE-LAUNCH?

A: To be active during Pre-Launch the following requirements must be met:

- New Market Partners in Australia must enrol with a Product Pack purchase or upgrade to a Product Pack in October 2021.

Q: HOW DOES A MARKET PARTNER IN AUSTRALIA EARN PRODUCT PACK BONUSES?

A: As the upline Market Partner to a new Market Partner in Australia, you will receive a Product Pack bonus with the sale of a product pack to a newly enrolled Market Partner in Australia. See **Product Pack flyer** for pack contents.

- o Essentials Product Pack Bonus: \$70
- o Success Product Pack Bonus: \$170
- o Overachiever Product Pack Bonus: \$325
- o Optimum Product Pack Bonus: \$500

Q: HOW ARE RANK REQUIREMENTS MET DURING PRE-LAUNCH?

A: The PV requirement for rank advancement is waived in the event a new Market Partner is enrolled in October 2021 with a purchase of a product pack.

Q: HOW FREQUENTLY ARE COMMISSIONS AND BONUSES PAID?

A: Product pack bonus (paid weekly) every Friday (EST- USA) and Rank Advancement bonuses (paid monthly) on the 15th of the month (EST- USA). In the event the 15th falls on a weekend monthly commissions are paid the Friday prior.

Q: WHAT ARE THE MONAT WEEKLY AND MONTHLY COMMISSION AND BONUS PERIODS?

A: The MONAT calendar month starts the 1st day of the month at 12:00 AM EST-USA and closes the last day of the month at 11:59:59 PM EST-USA. The MONAT commission weeks begin each Saturday at midnight (i.e. the beginning of Saturday) and end the following Friday at 11:59:59 PM EST-USA. You will find the Commissions Calendar with more details in your Resource Library.

Q: ARE RETAIL COMMISSIONS PAID INCLUDING GST?

A: No, retail commissions are paid excluding GST.

Q: WILL NEW MARKET PARTNERS IN AUSTRALIA HAVE THE OPPORTUNITY TO BECOME MONAT ASIA PACIFIC FOUNDERS?

A: Yes, they will be eligible to participate in the Asia Pacific Founder programme.

Q: WHAT ARE THE REWARDS FOR BEING AN ASIA PACIFIC FOUNDER?

A: In addition to participating in the Asia Pacific Founders Pool, they will receive exclusive honours, tools and benefits including exclusive Asia Pacific Founders gifts, special recognition and a lot more!

Q: HOW CAN A NEW MARKET PARTNER IN AUSTRALIA QUALIFY FOR THE ASIA PACIFIC FOUNDERS POOL?

A: Follow our 1-2-3 Step System to become an official MONAT Asia Pacific Founder and earn up to 3 Asia Pacific Founder Pool shares.

1. REGISTER AS A MONAT MARKET PARTNER IN AUSTRALIA
 - Enrol between 1st - 31st October 2021 for the opportunity to earn two shares.
 - Enrol between 1st November 2021- 31st October 2022 for the opportunity to earn one share.

2. ACHIEVE MARKET MENTOR IN YOUR FIRST YEAR

- If you enrol as a Market Partner between 1st - 31st October 2021, (giving you a head start!), your first year will end on 30th November 2022.
- If you enrol as a Market Partner between 1st November 2021 and 31st October 2022, you have your enrolment month plus 12 calendar months from your enrolment month. Example: if you joined on 15th December 2021, you would need to achieve Market Mentor by 31st December, 2022.
- How: Achieve the Paid-As Rank of Market Mentor within the time frame above to become an Asia Pacific Founder
- What's the advantage? NOT ONLY WILL YOU BECOME A MONAT Asia Pacific FOUNDER, with the opportunity to earn 1 or 2 SHARES, YOU ARE ALSO ON ROUTE TO JOINING THE MONAT MOTOR CLUB!

3. CONTINUE GROWING YOUR MONAT BUSINESS! GO ALL THE WAY TO THE TOP TO BECOME A SENIOR EXECUTIVE DIRECTOR AND EARN AN ADDITIONAL SHARE!

- When: After achieving MM within the time frame above, there's no time limit to become a Senior Executive Director but we invite you to dream big and make this a reality for you!
- How: Achieve Senior Executive Director and you will earn an additional 1 share. Only Market Partner Founders can achieve this exclusive share.

For further details, see the **Asia Pacific Founders Pool FAQ**.

Q: WHEN WILL MARKET PARTNERS IN AUSTRALIA BE ABLE TO PARTICIPATE IN ADDITIONAL MONAT PROGRAMMES AND EARN ADDITIONAL COMMISSIONS AND BONUSES?

A: The following MONAT programmes will commence on 1st November 2021:

- SMART Start programme
- VIP programme
- Flexship programme
- Full Compensation Plan

Q: IF A NEW MARKET PARTNER IN AUSTRALIA ENROLS NEW MARKET PARTNERS IN AUSTRALIA BEFORE 1ST NOVEMBER 2021, WILL THEY COUNT TOWARDS THEIR SMART START PROGRAMME?

A: Yes, they will automatically be added to the beginning of their SMART Start Programme on 1st November as long as they have upgraded to one of the Product Packs within their 30 days of their enrolment. This means all the Market Partners that you enrol in Pre-Launch will count towards their SMART Start "Blocks" and "MONATborhoods." This gives a great head start to achieve SMART Start bonuses.

MONAT STARTER KIT AND PRODUCT PACKS

Q: WHAT ARE THE DETAILS OF THE MONAT AUSTRALIA STARTER KIT?

A: The MONAT Starter Kit will cost \$109 and contains:

- SMART Start Workbook
- SMART Start Flyer
- VIP Card x 5
- Meet MONAT Guide x 5
- Recognition Flyer
- Asia Pacific Founders Invitation
- Vegan Leather Folder
- 34 assorted haircare and skincare samples.

Q: WHICH PRODUCT PACKS WILL BE AVAILABLE FOR MONAT AUSTRALIA?

A: MONAT Australia will offer eight Product Packs that include an assortment of both product samples and full-size products which are only available within the new Market Partners first 30 days of enrolment: Full details of each Product Pack can be found within the **MONAT Australia Product Pack flyer**. All Product Packs include GST and shipping.

Q: IF A NEW MARKET PARTNER IN AUSTRALIA PURCHASES THE STARTER KIT UPON ENROLMENT AND PROCEEDS TO UPGRADE TO A PRODUCT PACK WITHIN THEIR FIRST 30 DAYS, WILL THEY RECEIVE AN ADDITIONAL STARTER KIT IN THEIR PRODUCT PACK?

A: Yes, because every Product Pack contains a Starter Kit. Please note, there will be no refunds made on the initial Starter Kit purchased.

Q: WHERE WILL ORDERS SHIP FROM IN AUSTRALIA?

A: All Starter Kits, Product Packs and product orders will be packed and shipped from the MONAT Australia Warehouse, located in Eastern Creek in New South Wales.

MONAT CUSTOMER SUPPORT

Q: IS THERE A DEDICATED CUSTOMER SUPPORT TEAM FOR MARKET PARTNERS AND VIP CUSTOMERS IN AUSTRALIA?

A: Yes. New Market Partners in Australia can contact our dedicated Customer Support team on AUMonatSupport@monatglobal.com from 1 October 2021. This will then be available to VIPs too from 1st November 2021.

Q: ONCE A MARKET PARTNER ENROLS IN AUSTRALIA, HOW SOON CAN THEY VIEW THEIR MONAT VIBE BACK OFFICE FOR THEIR BUSINESS NEEDS?

A: A new Market Partners in Australia can access their Back Office and start their business as soon as they have received their Market Partner ID. On average it can take around 40-60 minutes.

LAUNCH FROM 1ST NOVEMBER 2021

Q: WHAT HAPPENS ONCE WE ARE OFFICIALLY LAUNCHED?

A: From Monday 1st November 2021, MONAT Australia is officially open for Retail and VIP Customers to enrol and shop with MONAT.

Q: WILL THE VIP PROGRAMME BE A PART OF AUSTRALIA?

A: Yes, the VIP programme will be available at the official launch on 1st November 2021 and all VIP Programme rules will remain the same as all other MONAT markets.

Q: WHAT IS MONAT AUSTRALIA FLEXSHIP PROGRAMME?

A: The MONAT Australia Flexship Programme will maintain the same criteria as Flexship in other markets; the qualifying amount will be \$130 or more. Plus, having a future Flexship order scheduled of \$130 or more will also qualify for free shipping.

Q: WHICH PRODUCTS WILL MONAT LAUNCH WITHIN AUSTRALIA FROM 1ST NOVEMBER 2021?

A: MONAT Australia will have a wide variety of MONAT Haircare and Skincare products.

REJUVENIQE™

REJUVABEADS™

LASH & BROW ENHANCING SERUM by MONAT™

RENEW™ SHAMPOO

REPLENISH™ MASQUE

RESTORE™ LEAVE-IN CONDITIONER

VOLUMIZING REVIVE™ SHAMPOO

VOLUMIZING REVITALIZE™ CONDITIONER

INTENSE REPAIR SHAMPOO

INTENSE REPAIR CONDITIONER

INTENSE REPAIR TREATMENT

SMOOTHING SHAMPOO

SMOOTHING DEEP CONDITIONER

MONAT BLACK™ SHAMPOO + CONDITIONER

MONAT STUDIO ONE™ BLOW OUT CREAM

MONAT STUDIO ONE™ CURL DEFINING CREAM

MONAT STUDIO ONE™ REFINISH CONTROL HAIRSPRAY

MONAT STUDIO ONE™ THE CHAMP™ CONDITIONING DRY SHAMPOO

MONAT STUDIO ONE™ THE MOXIE™ MAGNIFYING MOUSSE

BERRY REFINED SCRUB™

BE GENTLE™ CREAMY CLEANSER

BE GENTLE™ NOURISHING MOISTURIZER

BE BALANCED™ FOAMY CLEANSER

BE BALANCED™ LIGHTWEIGHT MOISTURIZER

REWIND™ AGE CONTROL NECTAR

EYE SMOOTH™

SKIN REVITALIZING ESSENCE™

C. RADIANCE™ ILLUMINATING SERUM

Q: WILL AUSTRALIA HAVE WELLNESS PRODUCTS?

A: MONAT Australia are looking forward to introducing Wellness products into Australia however these products will not be available at launch.

Q: HOW MUCH WILL CUSTOMERS IN AUSTRALIA BE CHARGED FOR SHIPPING?

A: Retail Customers, VIP Customers and Market Partners will be charged \$14.95 for shipping; however, if a VIP Customer or Market Partner has a Flexship order scheduled for \$130 or more they will receive free shipping on all orders \$130 and over. Please note, any orders under \$130 will be charged \$14.95. Shipping times for orders are 2 business days for processing plus 5 – 7 business days for shipping.

Q: WILL CUSTOMER ORDERS SHIP TO COUNTRIES OUTSIDE OF THE USA, CANADA, UK, IRELAND, POLAND, LITHUANIA AND AUSTRALIA?

A: No, MONAT ships only to those countries in which MONAT currently operates, which are the USA, Canada, UK, Ireland, Poland, Spain and Lithuania.

Q: WILL MONAT AUSTRALIA SHIP TO ANY EXTERNAL AUSTRALIAN TERRITORIES?

A: Yes. MONAT Australia will ship to all postage zones covered by Australia post including Christmas Island, Cocos (Keeling) Islands, Heard Island, McDonald Islands & Norfolk Island.

Q: HOW WILL THE PV REQUIREMENTS CHANGE AS OF 1ST NOVEMBER 2021?

A: From 1st November, the PV requirement for rank advancement will be reinstated and rank advancement timelines will commence. See **MONAT Australia Compensation Plan** for more details.

Q: WHEN WILL THE RANK ADVANCEMENT CALENDAR TIMELINE START FOR MARKET PARTNERS IN AUSTRALIA WHO JOINED DURING PRE-LAUNCH?

A. The rank advancement timeline officially starts on your enrolment date however, a pre-launch Market Partner in Australia will have a start date of 1st November 2021. This will mean anyone who joins in Pre-Launch (October 2021) will receive an extended period to earn Rank Advancement bonuses.

Q: WHEN WILL PREMIUM BACK OFFICE BE AVAILABLE IN AUSTRALIA AND HOW MUCH WILL IT COST?

A: Premium Back Office (Pro Subscription) will be available from 1st November 2021 and the monthly charge is \$24.95. A new Market Partner will receive a 30-day free trial of Premium Back Office which includes access to a large variety reports to support their business. During this time, they can select Pro to continue after the free trial and will automatically be charged \$24.95 a month from the end of the trial period. It is worth mentioning that many Market Partners can offset this a business expense.

After your 30-day free trial, any account who has not selected Pro will be diverted to the Lite Back Office subscription and your Back Office access will change accordingly which include the reduced number of reports available. Should this happen and you wish to change back to Pro, you can do so in your Account settings at any time.

Q: WILL THE MONAT MOTOR CLUB BE AVAILABLE TO MARKET PARTNERS IN AUSTRALIA?

A: Yes! Market Partners in Australia who achieve the rank of MM and above and maintain a paid-as status of MM or above for six consecutive months are eligible for the MONAT Motor Club Bonus. These qualifiers will be eligible for the initial down payment bonus of \$4,200 and the monthly Motor Club bonus, according to rank:

- Market Mentor and Managing Market Mentor: \$700
- Associate Executive Director and Executive Director: \$1100
- Senior Executive Director: \$1400

Qualifiers can select a white Jaguar or Range Rover of their choice. It must be new or less than five years old when acquired.