

# MONAT New Zealand

## Frequently Asked Questions

*June, 2022*

**Q: WHAT ARE THE IMPORTANT LAUNCH DATES FOR MONAT NEW ZEALAND?**

A: 1<sup>st</sup> October 2022: PRE-LAUNCH.

- Market Partner-only enrolment is live.

1<sup>st</sup> November 2022: LAUNCH.

- MONAT New Zealand officially open for enrolling VIP Customers and Retail Customers.

**PRE-LAUNCH: 1st October – 31st October 2022**

**ENROLLING AS A MARKET PARTNER**

**Q: WHAT HAPPENS DURING PRE-LAUNCH?**

A: From Saturday 1st October, individuals in New Zealand with a registered address in New Zealand can enrol, purchase a Product Pack and start building their downline teams of Market Partners to be ready for the official launch on Tuesday 1st November 2022. 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 NEW ZEALAND TO BE ABLE TO JOIN MONAT NEW ZEALAND?**

A: Yes. To enrol as a Market Partner in New Zealand, you must reside in New Zealand 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 NZBN NUMBER?**

A: A New Zealand Business Number (NZBN) is a unique number that identifies your business to the government and community in New Zealand. Getting an NZBN 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 15% on most goods, services and other items sold or consumed in New Zealand. MONAT Market Partners must register with the IRD for GST if their gross turnover (excluding any GST, from Monat Global and other sources) is more than NZ\$60,000 per year, or is projected to be so. GST registration is optional for direct sellers whose business has a GST turnover under NZ \$60,000.

**Q: HOW WILL MONAT MANAGE WITHHOLDING TAXES AND GST ON COMMISSIONS EARNED IN NEW ZEALAND?**

A: Income Tax Withholdings – There are no withholding taxes on commissions earned for New Zealand Market Partners.

GST Registration – If a Market Partner provides a valid IRD number to MONAT and is GST registered, MONAT will provide a Buyer Created New Zealand GST Tax Invoice to the Market partner which will include 15% GST, and the Market Partner will be paid the 15% GST on each subsequent commission payment.

If a Market Partner does not provide a valid IRD number to MONAT, the Buyer Created New Zealand GST Tax Invoice will not be provided and the 15% GST will not be paid to the Market Partner on commission earnings.

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

A: A new Market Partner in New Zealand can only sponsor in New Zealand during Pre-Launch. They will be able to start building their teams in other markets after 1st November 2022. At this time on the 1st November 2022 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 NEW ZEALAND 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 NEW ZEALAND DURING PRE-LAUNCH?**

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

- New Market Partners in New Zealand must enrol with a Product Pack purchase or upgrade to a Product Pack in October 2022.

### **Q: HOW DOES A MARKET PARTNER IN NEW ZEALAND EARN PRODUCT PACK BONUSES?**

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

- o Essentials Product Pack Bonus: \$75
- o Success Product Pack Bonus: \$180
- o Overachiever Product Pack Bonus: \$375
- o Optimum Product Pack Bonus: \$525

### **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 2022 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 NEW ZEALAND 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 Founder Pool, they will receive exclusive honours, tools and benefits including exclusive Asia Pacific Founders gifts, special recognition and a lot more!

### **Q: DO IN-COUNTRY MARKET PARTNERS NEED TO ENROL WITH A PRODUCT PACK TO BE ELIGIBLE FOR ASIA-PACIFIC FOUNDER QUALIFICATION?**

A: In-Country Market Partners who purchase either a Starter Kit OR a Product Pack and enrol within the Launch or Pre-Launch periods may be eligible for Asia Pacific Founder qualification.

**Q: HOW CAN A NEW MARKET PARTNER IN NEW ZEALAND QUALIFY FOR THE ASIA PACIFIC FOUNDER 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 NEW ZEALAND**

- Enrol between 1st - 31st October 2022 for the opportunity to earn two shares.
- Enrol between 1st November 2022- 31st October 2023 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 2022, (giving you a head start!), your first year will end on 30th November 2023.
- If you enrol as a Market Partner between 1st November 2022 and 31st October 2023, you have your enrolment month plus 12 calendar months from your enrolment month. Example: if you joined on 15th December 2022, you would need to achieve Market Mentor by 31st December, 2023.
- 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 Founder Pool FAQ.

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

A: The following MONAT programmes will commence on 1st November 2022:

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

**Q: IF A NEW MARKET PARTNER IN NEW ZEALAND ENROLS NEW MARKET PARTNERS IN NEW ZEALAND BEFORE 1ST NOVEMBER 2022, 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 NEW ZEALAND STARTER KIT?**

A: The MONAT Starter Kit will cost \$135 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 NEW ZEALAND?**

A: MONAT New Zealand 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 New Zealand Product Pack flyer. All Product Packs include GST and shipping.

**Q: IF A NEW MARKET PARTNER IN NEW ZEALAND 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 NEW ZEALAND?**

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 NEW ZEALAND?**

A: Yes. New Market Partners in New Zealand can contact our dedicated Customer Support team on [NZMonatSupport@monatglobal.com](mailto:NZMonatSupport@monatglobal.com) from 1 October 2022. This will then be available to VIPs too from 1st November 2022.

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

A: A new Market Partners in New Zealand 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 2022**

**Q: WHAT HAPPENS ONCE WE ARE OFFICIALLY LAUNCHED?**

A: From Tuesday 1st November 2022, MONAT New Zealand is officially open for Retail and VIP Customers to enrol and shop with MONAT.

**Q: WILL THE VIP PROGRAMME BE A PART OF NEW ZEALAND?**

A: Yes, the VIP programme will be available at the official launch on 1st November 2022 and all VIP Programme rules will remain the same as all other MONAT markets.

**Q: WHAT IS MONAT NEW ZEALAND FLEXSHIP PROGRAMME?**

A: The MONAT New Zealand Flexship Programme will maintain the same criteria as Flexship in other markets; the qualifying amount will be \$140 or more. Plus, having a future Flexship order scheduled of \$140 or more will also qualify for free shipping.

**Q: WHICH PRODUCTS WILL MONAT LAUNCH WITHIN NEW ZEALAND FROM 1ST NOVEMBER 2022?**

A: MONAT New Zealand 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 NEW ZEALAND HAVE WELLNESS PRODUCTS?**

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

**Q: HOW MUCH WILL CUSTOMERS IN NEW ZEALAND BE CHARGED FOR SHIPPING?**

A: Retail Customers, VIP Customers and Market Partners will be charged \$15.95 for shipping; however, if a VIP Customer or Market Partner has a Flexship order scheduled for \$140 or more they will receive free shipping on all orders \$140 and over. Please note, any orders under \$140 will be charged \$15.95. 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, AUSTRALIA AND NEW ZEALAND?**

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

**Q: WILL MONAT NEW ZEALAND SHIP TO ANY EXTERNAL NEW ZEALAND TERRITORIES?**

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

**Q: HOW WILL THE PV REQUIREMENTS CHANGE AS OF 1ST NOVEMBER 2022?**

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

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

A: The rank advancement timeline officially starts on your enrolment date however, a pre-launch Market Partner in New Zealand will have a start date of 1st November 2022. This will mean anyone who joins in Pre-Launch (October

2022) will receive an extended period to earn Rank Advancement bonuses.

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

A: Premium Back Office (Pro Subscription) will be available from 1st November 2022 and the monthly charge is \$29.95. 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 \$29.95 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 NEW ZEALAND?**

A: Yes! Market Partners in New Zealand 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 \$4,500 and the monthly Motor Club bonus, according to rank:

- Market Mentor and Managing Market Mentor: \$1,125
- Associate Executive Director and Executive Director: \$1,690
- Senior Executive Director: \$2,250

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