

Korea Frequently Asked Questions (FAQ's) Nov 1st, 2011

Office/Showroom

Q When will Neways open Korea?

A Neways Korea will officially open the doors on Dec 14th, 2011 following the ribbon cutting ceremony held at 10am on site.

Q Where is the Korea Office/Showroom located?

A The Korea Office/Showroom is located in the affluent Gangnam District of Seoul with several popular shopping areas nearby, including the COEX Mall.

3rd Floor, Room 301, Keun-gil Tower 677-25 Yeoksam-dong, Gangnam-gu, Seoul 135-914, S. Korea

Q What are the showroom operating hours?

A Showroom open hours are:

Mon to Fri 10:00-19:00

Sat 10:00-15:00

Closed Sunday and National Holidays.

Enrollment/Sponsoring

Q When can I start to register people in Korea?

A We are now accepting pre-registration applications online at www.korea.neways.com

Q Who can sponsor in Korea?

A International Sponsoring rules apply for sponsoring in Korea. Please see the Global Sponsoring Guidelines found at <http://neways.com/en/Opportunity/GlobalSponsoring.aspx>

Q Is there any cost to become a distributor?

A No. There is no fee to become a distributor

Q After the online application, do I need to submit the actual application form later?

A Yes. You must submit a signed and completed Distributorship Application form within 30 days after applying online to the Neways Korea Office by mail or in person. If we do not receive the form within 30 days, your online enrollment will be cancelled.

Q What are the requirements to be a distributor?

A You must be over 20 years old and registered as a resident in Korea. However, government employees cannot be enrolled. Please reference the Korea Policies and Procedures for full details regarding distributor requirements.

Q Is there a term for the distributorship? If so, is there any renewal fee to renew the term?

A There is no term for the distributorship in Korea, so there is no renewal procedure or fee to pay.

Q Once I am enrolled, will my distributorship be unchanged until I cancel it?

A If there are no purchasing activities in 12 months, your distributorship will be automatically changed to Healthy Home Membership. If there are no purchasing activities as HHM in another 12 month, your enrollment will eventually be cancelled.

Q Can a Korean Distributor sponsor someone right after they enroll online?

A No. You can start your sponsoring activities after you receive your ID card. After enrolled online, you will receive a confirmation email with Korea Distributor Policies & Procedures and a Pocket Book in a PDF file first. Your ID card will be mailed to you in about a week following that time.

Q Does my sponsor have to be present when applying for distributorship?

A It is not required; however we suggest that the applicant and sponsor apply online together as much as possible.

Q I have a friend in Korea. Is it okay to sponsor this person only by phone calls and emails?

- A You are not required to meet your distant prospective in person in order to sponsor, however you need explain the program clearly and make sure the applicant fully understands the content of Korea Policies and Procedures and Pocket Book.

Events

Q What are the upcoming events in Korea?

A We are planning to have these events in the following order:
12/13 Tuesday "Neways Korea Kick-off Meeting"
12/14 Wednesday "Neways Korea Opening Ceremony"

Q Can anyone participate in the Korea Kick-off Meeting?

A All Distributors, HHM, and general public are welcomed to participate in the Korea Kick-off Meeting; however you need to be registered to do so. The registration will be closed when the seats are filled.

Q How do I register for the Korea Kick-off Meeting?

A Please send an email with the full name of you and your guest to info@newaysonline.kr. The registration will be closed when the seats are filled.

Q What time is the Korea Kick-off Meeting being held?

A We have set the two sessions a day to accommodate as many participants as possible:
1st session - 12:00-12:45
2nd session - 13:15-14:00
*Times may change. The content of 1st and 2nd sessions is the same.

Q How much is the fee to join the Korea Kick-off Meeting?

A The event is free of charge.

Q Where is the Korea Kick-off Meeting being held?

A At the Grand Ballroom in Grand Intercontinental Seoul Parnas - Address: 521 Teheranro, Gangnam-gu, Seoul, Korea, 135-732

Commissions

Q How are we going to be paid commissions?

A Distributor commissions from Korean sales volumes will be included with your current commission payment for all sales volumes generated within the Japan/Taiwan/Hong Kong region. If you reside in Japan, Taiwan, or Hong Kong, your commissions earned on Korean sales volumes will be included with your monthly home market commission payment, paid in your local market currency. International distributors will see Korean sales volume commissions included with other earnings from the Japan/Taiwan/Hong Kong region, which is paid in USD.

Q What is the compensation plan going to look like in Korea?

A Neways has created a competitive compensation plan that will support sales and growth of your downlines in Korea. A summary of compensation plan details can be found in the Korea Pocketbook available for download in the near future.

Q When is the bonus payout date?

A Korea commissions will be paid on the 25th every month. If it falls on holiday or weekend, it will be paid on the business day immediately preceding that holiday.

Products

Q What will be the products for launch?

A Neways will launch with an assortment of our most popular products in the health and beauty categories. The initial product assortment will include 8 products.

Q Are the product formulas going to be the same as products in other Neways markets?

A Neways is committed to providing the best and most effective products in each market we conduct business. Each market has different regulatory guidelines that may require different product formulas between markets; but remember that Neways is always committed to providing the best possible products to Neways distributors around the world.

Q How will product availability be managed to support rapid growth in Korea?

A Neways will initially offer a variety of 8 products in an assortment of packs which allows Neways to focus its resources on forecasting and inventory supply levels. Our goal is to meet product demands of new distributors in Korea. Neways is committed to providing the highest service levels possible by responding timely to any significant increases in distributor sign ups and product sales.

Q How will Neways products be made available and/or shipped in Korea?

A Product will be shipped using Korea Express or available for pick up from the Neways Korea showroom.

Q Can I order products in Japan and ship them to Korea?

A No. All Neways products must first be registered in Korea, prior to the sale of Neways products in Korea. Neways product registration is part of Neways' overall business registration process. Neways products cannot be shipped to Korea by Neways distributors from other countries, including Japan

Q Will Neways offer a Not-For-Resale (NFR) program in Korea?

A Neways has no plans to support an NFR program for shipments to Korea. It is essential that all Neways products purchased in Korea are registered and approved for sale in Korea.

Compliance

Q Will Korea Distributor Policies & Procedures be issued?

A A pocket Book and Distributor P&P will be issued in Korea. You must comply with all rules when you engage in business activities in Korea.

Q Are there any rules when using Social Networking Services (SNS)?

A You must comply with the rules of the Neways social media policies (for the Korea market) and the Distributor P&P. You must not defame or post negative comments about other people, products, or companies.

*SNS includes, but not limited to, Facebook, GREE, mixi, etc.

Q Can I create and distribute my original materials with information gathered from Neways catalogs and websites?

A Only the materials made and issued officially by Neways are allowed to be used for sponsoring activities, etc. Creating third person materials may be a violation of Neways Distributor Policies and Procedures.

Q What are the policies on Cross Recruit in Korea?

A As in other Neways markets, distributors are required to engage in proper business activities according to the Distributor Policies and Procedures.

Q What are the responsibilities of upline distributors for his/her downline members in Korea?

A The responsibilities to your downline are as stated in the Distributor Policies and Procedures. If your downline members engage in illegal or inappropriate business activities, you have collective responsibilities for those acts.

The above information is subject to change and will be reviewed regularly. The next update will be on or before Nov 18th, 2011.