

FREQUENTLY ASKED QUESTIONS ABOUT ISAGENIX MEXICO



PRODUCT

Q. Are the Isagenix Mexico products registered in the Health department and have all importation permits?

A. Yes. All the Mexican products have been registered within the Mexican Health department as Nutritional Supplements and have all the importation permits.

Q. Does Isagenix count with a Scientific Advisory Board?

A. Yes. Isagenix counts with a highly qualified group of Scientists, Nutritionists, Doctors and other health professionals that review and improve our product formulas with new technologies and ingredients.

Q. What products will be launched in Mexico and what are their equivalent name in the US.?

México	US
IsaShake Complex™	IsaLean Shake®
IsaCleanse®	Cleanse for Life®
Ionix®	Ionix® Supreme
Snacks!™ Chocolate	Snacks!® Chocolate
ACL-R-DR™	Natural Accelerator®
IsaFlush™	IsaFlush®
Energenix™ Cítrico	WME?® Citrus

Q. What Systems will be launched in Mexico?

Name	Content	Business Volume (BV)	Product Intro. Bonus (PIB)
Internal Cleansing and Ideal Weight System	4 Shakes, 2 Cleanse for Life, 1 Ionix, 1 IsaFlush, 1 Natural Accelerator, 1 Snacks! Chocolate, 4 WME? sticks	180	\$600 Pesos
Accelerated Reduction System	1 Shake, 2 Cleanse for Life, 1 Natural Accelerator, 1 Snacks!	100	\$250 Pesos
Pillars of Health System	2 Shakes, 1 Cleanse for Life, 1 Ionix, 1 Natural Accelerator	100	\$250 Pesos
Shake & Cleanse System #2	2 Shakes, 2 Cleanse for Life	100	\$250 Pesos
Shake & Cleanse System #1	1 Shake, 1 Cleanse for Life	50	\$100 Pesos

ORDERS & SHIPMENTS

Q. How can I place an order?

A. Starting opening day, orders can be placed online at www.isagenix.com under the Mexican flag or through the toll-free number **001-877-7MEXISA** (001-877-763-9472). The Customer Care Representatives will be available for questions only starting May 17th thru June 12th. For pre-registration starting June 14th.

Q. How will products be distributed in Mexico?

A. Through a strategic alliance with the largest transportation and logistics company in Mexico.

Q. How long will my order take to arrive?

A. Depending on the location, delivery times will take 24-48 hours in the central part of the country and 48-72 hours in the Northern and Southern areas. Orders will be home delivered in two attempts. If the 2 delivery attempts fail, the package will be retained in the nearest delivery office for 5 business days for you to pick up.

Q. What is the shipping cost?

A. Ground shipping (flat rate) \$75 pesos or 6% of the order's total, whichever ever is higher. Next day shipping (flat rate) + \$330 pesos.

Q. Can I go to the distribution center to place or pick up an order?

A. No. The distribution center is a remote station that only prepares and ships orders to addresses of associate. There will be no pick up of orders at the Distribution Center.

BUSINESS

Q. Who do I send my suggestions and/or complaints?

A. Any suggestions and/or complaints can be sent to serviciomx@isagenixcorp.com and they will be answered within 24 hours by our Customer Care Representatives.

Q. Will there be a Corporate office in Mexico?

A. Isagenix has its main Corporate office in Phoenix, Arizona. It will have a corporate office in Mexico in 2011 as part of its extension plan.

Q. Will the compensation plan be the same as the U.S.?

A. Yes, the compensation plan is the same. The minimum activity requirement is 100 points to enjoy the benefits of the compensation plan and calculations will be done as in the US based on dollars and with the same cycle value. Then they will be converted into pesos and paid on a weekly basis. (see Comp Plan brochure for more information)

Q. How are commissions going to be paid? **A.** At the time of registration you can choose between two options, a Debit Card or Isawallet. The Debit Card (Master Card) from Banamex will be delivered within 3 weeks after receiving your first commission. Isawallet is a virtual account where commissions are deposited. You receive a password and a website where you can transfer your funds from to your own Mexican bank account free of charge.

Q. What payment forms are available to pay for the product and the registration?

A. Credit Card Visa and Master Card, Isawallet and Cash Deposit. If you select Cash deposit you will receive the instructions and a Reference number that you need to take to HSBC Bank. The deposit needs to be in cash and for the full amount of the order, no partial payments will be accepted. Once the deposit is processed, the Bank will inform Isagenix and the order will be shipped.

Q. How old do you have to be to join Isagenix? **A.** A minimum of 18 years of age.

Q. Do I have to get an International Sponsorship Agreement to build my business in Mexico?

A. No, you don't need an International sponsorship agreement to build your business in Mexico. Mexico will be part of the North American region, so you can start building your business as soon as we open for registration.

Q. Do I need a Mexican Social Security number (R.F.C.) to register?

A. No. All Associates have the responsibility to apply for a RFC and submit it to the company. However, if you do not have it, it will not be an impediment to register, the system will automatically create it for you based on the information submitted. If you register as a Corporation you will need to get the RFC from the government.

Q. How do I change my account from an Associate to a Company? **A.** You must send a copy of your company's Constitutive Act, RFC and Identification of the legal representative of the company by email to serviciomx@isagenixcorp.com. The changes become effective the 1st of the month and the documents must be shown in its entirety by the 15th of the previous month.

Q. If I currently live in the U.S. and I am Mexican how can I change my country of residence?

A. You will have to complete a new Member Agreement form for Mexico, submit documents to the legal department to verify citizenship in both countries, pay a switching cost of \$ 100 and wait 2 to 4 weeks for your request to be processed.

MARKETING & COMMUNICATION

Q. How can I get official communication of any Mexico announcements?

A. All official communication will be updated and published weekly in the blog www.isagenixmexico.com

Q. Where can I get more information about Isagenix's products and business opportunity?

A. You can access initial pre-launch information of Mexico through our blog www.isagenixmexico.com. Once you're an associate and have access to the Back Office, you can access the Isagenix library which contains much more information. Or call our Customer Care Center Representatives.

Q. How is the company going to be training the field about the specific strategy for Mexico?

A. Starting May 19th we will have weekly conference calls in English and Spanish. You can also call our Customer Care Representatives for more information. We recommend you to work with your personal sponsor to determine your group strategy.