



## General FAQs

---

### **How is AdvoCare changing?**

On July 17th, AdvoCare will change from a multi-level business model to a single-level business model. Our products and Preferred Customer and Registered Retail programs will remain the same.

### **What is a single-level business model?**

Distributors will all be frontline to AdvoCare and they may have a single level of customers that sign-up to purchase products from that Distributor. Distributors cannot sign-up or sell to other Distributors and cannot earn compensation based on the sales by other Distributors.

### **Why did AdvoCare change? How will it affect its Independent Distributors?**

AdvoCare has been in confidential talks with the Federal Trade Commission about the AdvoCare business model and how AdvoCare compensates its Distributors. The planned change will impact Distributors who have participated in the multi-level aspect of the business. Those who currently sell only to customers will not be impacted and there will be no impact on Preferred Customers or retail customers' ability to purchase products.

### **Will AdvoCare remain as a direct selling company?**

AdvoCare will still operate as a direct selling company with a single-level compensation model.

### **How will Distributors make money?**

Distributors can continue to make money with AdvoCare by selling products directly to customers or by signing up Preferred or Registered Retail Customers. Many of our Distributors, Preferred Customers, and retail customers will see limited to no direct impact with the revised compensation plan.

### **Will Preferred and Retail Customers see a change?**

The Retail and Preferred Customer programs will remain intact with discounts ranging from 20 - 40 percent.

### **Will Distributors who earned the Banff Incentive trip still be able to attend?**

AdvoCare will be honoring its commitments to all Incentive trip earners and will be providing more information as it becomes available.

### **Can Distributors still compete for the Costa Rica Incentive?**

Yes. The incentive period concludes on July 2nd. AdvoCare will be in touch with the earners on next steps once the incentive qualification period ends.

### **Will AdvoCare continue with Success School Summer Breakout in July 2019?**

No. This summer's Success School will be canceled in July. You can visit the Success School page on your microsite to learn more information about how to request a ticket refund.

### **How do I learn more about the changes to the Policies and Compensation Plan?**

All Distributors and Preferred Customers were sent an email with information. You can also visit Facts. AdvoCare.com for updated information and FAQs.

---

More information will be added to this document as it becomes available.