



kynect

Programs Guide

Events, Incentives & Promotions

MAY 2021

Explore What's in Store

By now, you've probably noticed there's **a lot** to love about being part of the Kynect Family. From the people to the compensation to the culture, we're so proud of what we've built and so proud you've decided to join us!

Always remember: There's more to your business than the Compensation Plan. That's just the beginning! In this document, you'll find all the extra exciting opportunities available to you that we hope will enrich your experience here and make you a Kynector for life. Enjoy!



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Kynect *Events*

Experience a Culture Unlike Any Other

No matter where you are on your Kynect journey, there's an event specially tailored to help you reach your goals and experience a culture unlike any other.

Kynection

Our largest gathering of the year where we celebrate, learn and remind ourselves what makes this the best company on the planet. Expect powerhouse keynote speakers, business training, networking with the best, team building, and tons of recognition.

Recognition Opportunities

Want to know what it's like to walk the Kynection stage while thousands of your friends cheer you on? Here are just a few reasons we could shine the spotlight on you:

- Rank advancing to Senior Director or above
- Earning the Lifestyle Achievement Bonus
- Qualifying for the President's Club
- Power of Leadership Award
- Rising Star Award
- Inspiration Award
- Kynect Assist Award
- Spirit of Kynect Award
- Women of Power Mentor Award

Kynect University

This event delivers the kind of business-building fundamentals and in-depth service training that make it easier to progress toward your goals and help others along the way. Learn how to develop a mindset for success, grow your team, master our service offerings and more. Kynect University is perfect for beginners, but also a great way to get plugged back into the business if you've taken a break from the action.

Super Saturday

After the holiday haze and dog days of summer come to an end, we could all use a little help getting refocused on our goals and why we do what we do. Attend Super Saturday to kick off new seasons of growth with goal-setting training, a heavy dose of inspiration and some much-needed time with your Kynect Family. Don't forget to bring some guests to show them what our culture is all about!

Senior Director Power Trip

The road to Executive Director can be challenging, but this special weekend-long event was created specifically to help you get there! Promote to Senior Director and you'll be invited to this exclusive leadership experience featuring an Executive Director Bootcamp, strategies and business insights from Top Leaders who've been in your shoes, and special dinners thrown in your honor.



EnergyPLUS

Earn a Little Extra

Did you know you could be earning additional income on energy customers you personally enroll? Yep! EnergyPLUS* increases the amount you earn—**up to an extra \$2,000 each month**—as you personally enroll qualified energy MEI Multiplier Points.

How It Works

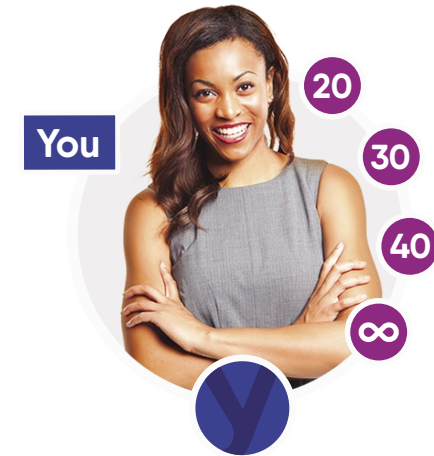
- Personally enroll a total of 20 qualified energy MEI Multiplier Points to earn \$100 in recurring income.
- For every 10 additional points, add another \$100 each month, up to \$2,000 (210 MEI Multiplier Points)

The qualifying payment threshold for your EnergyPLUS payment is determined each month based on which customers qualify during the end of month MEI commission run.

TIP: We always recommend enrolling more qualified customers than the minimum requirement so you have a cushion in case a customer (or several!) doesn't meet the payment rules.

*EnergyPLUS is based on the enrollment of residential and Stream for Business electric and natural gas customers only.

All incentives and promotions listed are subject to change. For more details on EnergyPLUS, MEI Multiplier Points and MEI payment rules, see the FAQs at the end of this document.





Income Disclosure: In 2020, the average Associate was a Regional Director and their income was \$305.47; the median of all our Associates' income was \$100 while their average income was \$1,495.46. In comparison, Engaged Associates earned \$2,276. To learn more about earnings and "average" versus "Engaged" Associates, please visit wekynect.com/incomedisclosure.

Rank Advancement Rewards & Incentives

Celebrate the Good Times

It feels good to hit a new rank, especially when you reach a milestone Leadership position. It means new opportunities, increased earning potential, and more chances to do some good for others. And when you put in the work, you deserve the reward! So to give you a little extra incentive to grow, you'll earn additional recognition, rewards and a one-time bonus each time you promote to a new Leadership position:

REGIONAL DIRECTOR	MANAGING DIRECTOR	SENIOR DIRECTOR
	\$500 Bonus*	\$1,000 Bonus
Regional Director Certificate	Managing Director Pin	Senior Director Pin
	Social Media Shoutout	Planning & Travel Gift Set
		Senior Director Power Trip Invitation
		Social Media Shoutout
		



*Rank advancement requirements must be met within 120 days of joining Kynect. All incentives and promotions listed are subject to change. See Compensation Plan for Rank Advancement Requirements.

Executive Director Celebration Dinner

When you reach Executive Director, dinner's on us! Celebrate with a select group of people who helped you reach this milestone at a VIP dinner, along with special guests from the Home Team. We'll pick you up in a limo, take you out for a bite at an elegant restaurant of your choice, and spend the evening talking about how amazing your accomplishments are.

National Director Celebration

Reaching the pinnacle of this business calls for a serious celebration. Promote to National Director and we'll work with you to create a customized experience you'll never forget. Invite your friends, family and team to help you celebrate. This is a once-in-a-lifetime achievement!

EXECUTIVE DIRECTOR	NATIONAL DIRECTOR
\$5,000 Bonus	\$10,000 Bonus
Executive Director Pin	National Director Pin
Executive Director Award	National Director Award
Executive Director Celebration Dinner	National Director Celebration
Feature Story on Currents & Company-wide Email	Feature Story on Currents & Company-wide Email
Social Media Shoutout	Social Media Shoutout
	

Income Disclosure: In 2020, the average Associate was a Regional Director and their income was \$305.47; the median of all our Associates' income was \$100 while their average income was \$1,495.46. In comparison, Engaged Associates earned \$2,276. To learn more about earnings and "average" versus "Engaged" Associates, please visit wekynect.com/incomedisclosure.



President's Club

Rise to the Top

Reaching Top 50 Income Earner status is a huge accomplishment—so huge we had to create a club for the Associates who went above and beyond to claim their spot! The President's Club is made up of Kynect's Executive Directors and above who are Top 50 Income Earners from the previous year. Besides the prestigious name, these elite leaders enjoy additional perks, like a beautiful ring to commemorate their achievement and a share of the Leadership Pool.

Qualification Period: January 1 - December 31

Requirements: To be recognized as a President's Club member in the current year, you must be an Executive Director and have met the requirements to be a Top 50 Income Earner by 11:59 p.m. on December 31 of the previous year.

Qualifying MEI & Weekly Bonuses

MEI	WEEKLY BONUSES	
Standard MEI	Personal Customer Bonuses	Leadership Bonuses
Leadership MEI	Team Customer Bonuses	Rank Advancement Bonuses
MEI Bonus (2nd & 3rd generation)	MD Matching Bonus	Growth Bonuses
EnergyPLUS	Promotions available to everyone	

See Compensation Plan for full details. All incentives and promotions listed are subject to change.

Income Disclosure: In 2020, the average Associate was a Regional Director and their income was \$305.47; the median of all our Associates' income was \$100 while their average income was \$1,495.46. In comparison, Engaged Associates earned \$2,276. To learn more about earnings and "average" versus "Engaged" Associates, please visit wekynect.com/incomedislosure.



Lifestyle Achievement Bonus

Make Life Sweeter

There’s nothing quite like watching your hard work pay off. The time, energy and passion you put into your business doesn’t go unnoticed, and that’s why we’re committed to maintaining one of the most rewarding incentives programs in the industry. The Lifestyle Achievement Bonus is just one aspect of it, offering a monthly car or cash stipend to make life a little sweeter for qualifying Associates.


Qualification Period: January 1 - December 31

Payment Schedule: Every month, beginning in January the year after you qualify.

Requirements:

- Gather 3,000 Annual Coded Customers (ACC) by December 31 of the current year.
- Meet the Annual Personal Customer Point (APC) and Personal Lifetime Customer (PLC) requirements for your rank.


Income Disclosure: In 2020 approximately .62% of Kynect’s Independent Associates qualified for Kynect’s Lifetime Achievement Bonus. For additional information on Associate income, please visit wekynect.com/incomedisclosure.

LEADERSHIP RANK	A.P.C.*	A.C.C.*	P.L.C.*
SD	100	3,000	200
ED	50	3,000	200
ND	0	3,000	200
	0	3,000	200

Cash or Car?

Choose between a cash or car stipend. If you choose the car stipend, you’ll receive a monthly cash stipend until you meet certain requirements.

Stipend Options

LEADERSHIP RANK	CASH STIPEND	CAR STIPEND
SD	\$400	\$600
ED	\$500	\$700
ND	\$900	\$1200
	\$600	\$850

*Each downline Associate may only contribute a maximum of 33% Coded Team Customer Points toward the rank required amount. Must maintain incentive qualification points throughout the year. All incentives and promotions listed are subject to change. For more details on the Lifestyle Achievement Bonus, stipend requirements and more, see the FAQs at the end of this document.

Top Performer's *Trip*

Pack Your Bags

Ever dreamed of taking a luxurious vacation with dozens of your closest friends? Then you'll want to set your sights on the Top Performers Trip, where you're always the VIP. This annual getaway whisks Kynect's movers and shakers away to some of the most incredible destinations on earth. Just a small token of our appreciation for your truly amazing effort!

Qualification Period: January 1 - December 31

Who's Going:

- Qualifying, newly-promoted Executive Directors in the current qualifying year are automatically invited to take this exclusive trip, then must qualify in future years.
- Existing Senior Directors and above who meet the end of year requirements.

Paid Weekly Bonus Requirements

You'll need to be paid a certain amount in weekly bonuses to qualify. That amount is determined by how much qualified MEI you earned last year. Once you know your previous year-end MEI total, you'll see which weekly bonus requirement category you fall into for the current year. That's where you should aim to earn the trip in the following year.



SENIOR DIRECTORS	EXECUTIVE & NATIONAL DIRECTORS
2020 MEI: \$6K annually 2021 Bonus Requirement: \$12,000	2020 MEI: \$6K-\$24K annually 2021 Bonus Requirement: \$10,000
	2020 MEI: >\$24K-\$75K annually 2021 Bonus Requirement: \$8,000
	2020 MEI: >\$75K annually 2021 Bonus Requirement: \$6,000

Qualifying MEI & Weekly Bonuses

MEI	WEEKLY BONUSES	
Standard MEI	Personal Customer Bonuses	Leadership Bonuses
Leadership MEI	Team Customer Bonuses	Rank Advancement Bonuses
MEI Bonus (2nd & 3rd generation)	MD Matching Bonus	Growth Bonuses
EnergyPLUS	Promotions available to everyone	

All incentives and promotions listed are subject to change. For more details on the Top Performers Trip, see the FAQs at the end of this document.

Income Disclosure: In 2020 approximately .62% of Kynect's Independent Associates qualified for Kynect's Lifetime Achievement Bonus. For additional information on Associate income, please visit wekynect.com/incomedisclosure.

MEI Bonus

Do More, Earn More

When it comes to compensation, MEI is the bread and butter of our business. As you grow, you'll start to build a recurring stream of income you can depend on every month, as long as your customers pay their bills. But it doesn't have to stop there! The MEI Bonus is an incentive that pays additional MEI on first generation coded customers, plus the second and third generation customers of Associates who code you out.

Qualification Period: January 1 - December 31

Payment Schedule: Every month as long as you maintain your qualification status, beginning in February the year after you qualify.

Requirements: Standard MEI Multiplier x the dollar amount for your rank's generational payout

MEI Bonus Table

MANAGING DIRECTOR		SENIOR DIRECTOR		EXECUTIVE DIRECTOR	
1st Gen	+\$0.20	1st Gen	+\$0.25		
		2nd Gen	+\$0.15	2nd Gen	+\$0.30
		3rd Gen	+\$0.15	3rd Gen	+\$0.30

*Please note that Kynect shareholders, current employees, and/or former employees, do not qualify for MEI Bonus at any time. IAs who attained the status of Senior Director or above within two weeks of joining Kynect must have a current status of National Director or above in order to qualify for MEI Bonus. Customers who do not pay their full invoice will not count toward MEI Bonus. In order for Annual Coded Customers to apply toward MEI Bonus qualification, no more than 33% of the Annual Coded Customers can come from a single downline Associate.

Paid Weekly Bonus Requirements

You'll need to be paid a certain amount in weekly bonuses to qualify. That amount is determined by how much qualified MEI you earned last

year. Once you know your previous year-end MEI total, you'll see which weekly bonus requirement category you fall into for the current year. That's where you should aim to earn the MEI Bonus in the following year.

SENIOR DIRECTORS	EXECUTIVE & NATIONAL DIRECTORS
2020 MEI: \$6K annually 2021 Bonus Requirement: \$8,000	2020 MEI: \$6K-\$24K annually 2021 Bonus Requirement: \$10,000
	2020 MEI: >\$24K - \$75K annually 2021 Bonus Requirement: \$8,000
	2020 MEI: >\$75K annually 2021 Bonus Requirement: \$6,000

Qualifying MEI & Weekly Bonuses

MEI	WEEKLY BONUSES	
Standard MEI	Personal Customer Bonuses	Leadership Bonuses
Leadership MEI	Team Customer Bonuses	Rank Advancement Bonuses
MEI Bonus (2nd & 3rd generation)	MD Matching Bonus	Growth Bonuses
EnergyPLUS	Promotions available to everyone	

All incentives and promotions listed are subject to change. For more details on the MEI Bonus, see the FAQs at the end of this document.

Income Disclosure: In 2020 approximately .62% of Kynect's Independent Associates qualified for Kynect's Lifetime Achievement Bonus. For additional information on Associate income, please visit wekynect.com/incomedisclosure.

Leadership Pool

Dive In

This quarterly incentive is reserved for Kynect's top brass. Executive Directors and National Directors earn a share of Kynect's revenue based on their rank and/or position in the Top 50. The Associates who qualify represent the best of our community; leaders who go above and beyond each day to grow our business and change lives for the better.

Qualification Period: Quarterly

Who Earns What?:

EDs outside the Top 50: 1 potential Earned Share

President's Club members (Top 50) & National Directors*:

1 potential Travel Benefit Share** + 1 potential Earned Share

Payment Schedule: Every month for 3 consecutive months following the qualifying quarter.

Overall Requirements:

- Qualify each quarter.
- Meet normal end of month qualifications.
- Be in good standing as of end of month qualifications period.
- 2020 MEI earnings must exceed \$6,000.

Travel Benefit Share Requirements

- Twice per quarter, travel outside 150-mile radius from the home address listed in Kynect Central to support qualifying events.
- Kynect assigns you a location to attend once per quarter.



*National Directors, regardless of their position in the Top 50, are automatically placed in Group 4.

**The Travel Benefit Shares are intended to cover travel expenses in Groups 2-4. They aren't subject to weekly bonus requirements.

LEADERSHIP POOL (CONT.)

Paid Weekly Bonus Requirements

You'll need to be paid a certain amount in weekly bonuses each quarter to qualify. The total amount of qualified MEI you earned the previous year will determine your paid weekly bonus requirement for each quarter to earn your share for the current year.

QUARTERLY QUALIFICATIONS	
2020 MEI: \$6K-\$24K annually	2021 Quartly Bonus Requirement: \$3,000
2020 MEI: >\$24K - \$50K annually	2021 Quartly Bonus Requirement: \$2,500
2020 MEI: >\$50K - \$100K annually	2021 Quartly Bonus Requirement: \$2,000
2020 MEI: >\$100K annually	2021 Quartly Bonus Requirement: \$1,500

Qualifying MEI & Weekly Bonuses

MEI	WEEKLY BONUSES	
Standard MEI	Personal Customer Bonuses	Leadership Bonuses
Leadership MEI	Team Customer Bonuses	Rank Advancement Bonuses
MEI Bonus (2nd & 3rd generation)	MD Matching Bonus	Growth Bonuses
EnergyPLUS	Promotions available to everyone	

All incentives and promotions listed are subject to change. For more details on the Leadership Pool, see the FAQs at the end of this document.

Income Disclosure: In 2020 approximately .62% of Kynect's Independent Associates qualified for Kynect's Lifetime Achievement Bonus. For additional information on Associate income, please visit wekynect.com/incomedisclosure.





More Ways to *Earn* This Month

Opportunity Promotions

Managing Director Bonus Match*

Limited time only

Once you bring someone new into the business, you have the special honor of helping them find their footing and get off to a great start. The goal is guiding them to Managing Director as quickly as possible, which can create major, long-term benefits to your business. That's reason enough to help someone grow, but we've added an extra incentive in case you need a little push!

How it Works

1. Personally sponsor a new Associate.
2. Help them reach Managing Director within 90 days of their enrollment date.
3. You both earn a one-time \$500 bonus.
4. Repeat!

*Managing Director Bonus Match: The \$500 MD Bonus Match Fast Start Promotion is a limited-time promotion. Sponsored Associates must have an enrollment date of January 16, 2021 or later. As part of the standard Compensation Plan, all new Associates with a start date of July 13, 2020 and thereafter can earn a \$500 Managing Director Bonus for promoting to Managing Director within 120 days of their enrollment date, but the sponsoring Associate will not receive a matching bonus.

Service Promotions

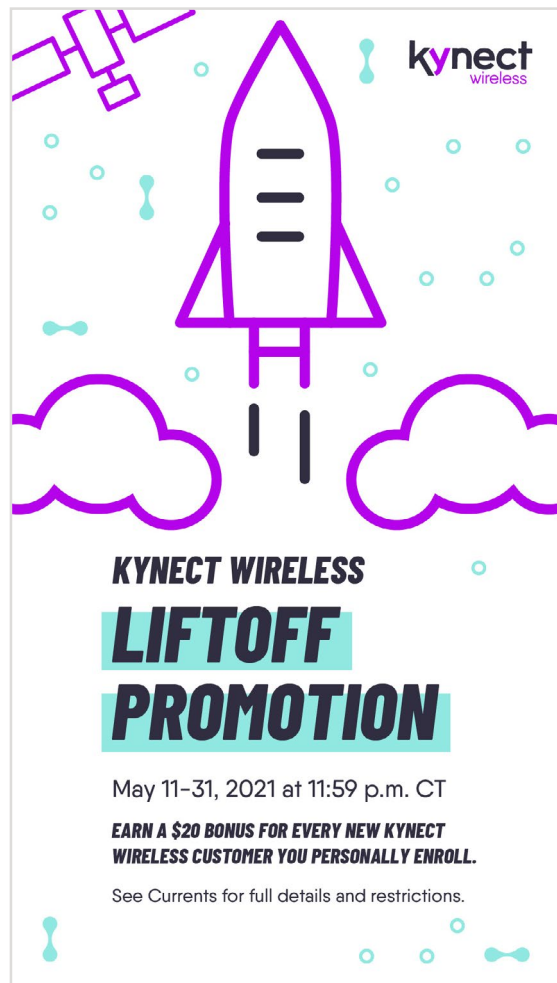
Kynect Wireless Liftoff Promotion

NEW for May!

May 11-31, 2021 at 11:59 p.m. CT

Earn a \$20 bonus for every new Kynect Wireless customer you personally enroll.

- Bonus paid when the customer becomes active.
- Current wireless customers or those who were wireless customers within the last 6 months not eligible to trigger a bonus.



Goodbye, Activation Fees

NEW for May!

May 11 – June 19, 2021 at 11:59 p.m. CT

No activation fees for new and returning customers when they activate service with Kynect Wireless. None, nada, zip.

Use the discount code **Kynected**.



SERVICE PROMOTIONS (CONT.)

eGift Cards for New Stream Customers

Offer ends May 17 at 11:59 p.m. CT

Spring into action this April with a limited time energy offer! Now until May 17, Stream is offering new customers a chance to earn an eGift Card worth up to \$100, just for signing up. Here's how it works:

1. New customer enrolls in a qualifying, fixed-price residential electricity or natural gas plan that's 12-months or longer.
2. After 2 consecutive months of service, they'll receive an eGift Card voucher via email.*
 - \$100 eGift Card for new electricity customers in Texas
 - \$50 eGift Card for new electricity customers in Northeast or Midwest markets
 - \$50 eGift Card for new natural gas customers in all markets
3. Your customer gets to choose a gift card to their favorite retailer, restaurant or hotel service!

Available eGift Cards

Amazon, Target, Walmart®, The Home Depot, Lowe's, Applebee's, Bass Pro Shops, The Container Store, CVS Pharmacy, Fanatics, Google Play, Home Goods, Hotels.com, Bed, Bath & Beyond, Marshalls, Overstock.com, Papa John's, Staples, TJ Maxx and more.*

Customer Eligibility:

- Residential customers only
- Applicable for telephonic and web enrollments during the promotional period
- Promotion available for valid service areas in all markets
- Promotional offer only for first-time, residential customers so previous or existing customers are not eligible
- Customers must enroll on a qualifying, fixed-price plan 12 months or longer
- Customers must be active for 60 days to activate eGift Card voucher
- Account must be Active and in Good Standing at the time the award is activated

*Terms and conditions apply. eGift Card awarded after 2 consecutive months of service. eGift Card will be sent via email to the email address associated with the account. This offer cannot be combined with other offers. See MyStream.com for full terms and conditions.





SERVICE PROMOTIONS (CONT.)

Spring Into Home Security:

Brinks Home Security® Customer Launch Promotion

March 8 – May 31, 2021

Jumpstart the home security customer launch by earning extra income for every package you sell!

CORE	HOME PLUS	PREMIER
\$50 /enrollment	\$100 /enrollment	\$150 /enrollment

- These payouts are **on top** of normal compensation, with a notable exception: Payouts during the promotional period will replace Referral Bonuses.
- After the promotion ends on May 31, any home security account not in active status will have 14 days to become active before they're disqualified from triggering a payout.



Spring Into Security

BRINKS HOME SECURITY
CUSTOMER LAUNCH PROMOTION

Earn on top of normal compensation!

Core \$50 /per enrollment	Home Plus \$100 /per enrollment	Premier \$150 /per enrollment
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MARCH 8 – MAY 31, 2021



BRINKS
HOME SECURITY. | AUTHORIZED
PARTNER

SERVICE PROMOTIONS (CONT.)

Truvvi™ Insider Special Pricing

Limited time only

With summer just around the corner and vaccines rolling out, the 2021 travel season is sure to ramp up quickly. Good thing you've got Truvvi in your back pocket to help your friends and family score serious savings on everything they need to perfect their travel plans. Share this offer before everyone you know books their vacations—this extension will expire!

PRICING EXTENDED



INSIDER MEMBERSHIP DISCOUNTS FOR A

LIMITED-TIME

\$14.50/MO. OR \$199/YR.

NORMALLY \$26.50/MO.
(Discounted price valid
for first 6 months)

NORMALLY \$250/yr.

**TRUVVI**

Double Referral Bonuses for customers!

Truvvi Insider Special Pricing: New membership enrollments after promotional period will be subject to normal Insider membership pricing of \$26.50/month or \$250/year. Referral Bonuses doubled until promotion ends. Earn \$10 (normally \$5) when a referral joins for free and spends \$25 or more OR joins with a monthly Insider membership. Earn \$20 (normally \$10) when a referral joins with an annual Insider membership. Truvvi Earnings from referrals capped at \$599 per calendar year for non-Associates. Visit truvvi.com/termsandconditions for full details.

TRUVVI

Frequently Asked Questions

EnergyPLUS

Q: Is EnergyPLUS available to all Associates?

A: Yes. If you have 20 or more qualified personal energy MEI Multiplier Points, you can participate.

Q: What's a qualified MEI Multiplier Point?

A: To count as a qualified MEI Multiplier Point, your customer must...

- Enroll in residential or Stream for Business energy service.
- Meet the MEI payment rules.

Q: What are MEI payment rules and why do they apply to EnergyPLUS?

A: EnergyPLUS is a form of recurring income, so MEI payment rules are applied. Certain things can impact your customer's qualification status from month-to-month, and we take those things into consideration when calculating your qualified customer count:

Attrition

When customers cancel their service, your customer count goes down.

Meter Reads

Certain months have shorter billing windows, resulting in Customer Points being reported and paid twice for that month.

Fully Paid Invoice

In many markets, customers must pay 100% of their invoice to contribute to your MEI payment in a given month. Partially paid invoices would not count toward your goal in Texas, Georgia, Ohio and Delaware.

Minimum Usage

You qualify for all forms of MEI on a monthly basis. If a customer falls below minimum usage levels, they won't count toward your qualified customer count. Minimum usage rules are:

- Electricity (all markets): <250kWh
- Georgia gas: <10 therms
- All other gas: <25 therms

MEI Multiplier

Depending on the market, service type, and a fixed amount of higher usage, certain Customer Points may contribute a bonus multiplier of 0.5 or higher in a given month.

- Georgia residential gas customers who bill 200 therms or more trigger 1.5x Standard MEI.
- Texas and Northeast residential electricity customers who bill 3,000 kWh or more trigger 1.5x Standard MEI.
- All other residential gas customers who bill 250 therms or more trigger 2x Standard MEI.
- All Stream for Business customers count as 1 point, regardless of their usage tier.

Q: How is Stream for Business/commercial energy calculated in EnergyPLUS?

A: Each qualified Stream for Business account contributes 1 MEI Multiplier Point toward EnergyPLUS.

Q: Why am I not getting paid for all of my MEI Multiplier Points?

A: There could be several reasons why an active energy account isn't contributing to your EnergyPLUS payment. For example, qualified energy accounts enrolled before September 1, 2013 won't count toward your EnergyPLUS payment. Also be sure to take note of the MEI payment rules above. For example, does your customer live in a market that requires invoices to be fully paid? Check out the EnergyPLUS widget in Kynect Central to see details specific to your customers.

EnergyPLUS					
Commissions paid in April					
		Excluded		Qualified	
	All Paid Inv	Min Usage	Before 9.1.2013	Eplus Invoices	MEI Multiplier Points
TOTAL	38	2	9	27	27
*See Programs Guide for program details.					

Q: Where will I see my EnergyPLUS earnings?

A: All your EnergyPLUS earnings are reflected in your pay history in Kynect Central under Business > Pay History.

Q: Do I earn Standard MEI on my personal energy customers in addition to EnergyPLUS?

A: Yep! As long as they meet the requirements, they'll count toward your normal MEI payment. See Compensation Plan for more details.

Q: Can I earn income on my personal energy customers after I've met the \$2,000 maximum?

A: EnergyPLUS payments are capped at \$2,000 (210 qualified MEI Multiplier Points). But there's no cap on how much Standard MEI you can earn on any additional qualified customers you personally enroll.

Q: Does EnergyPLUS count toward incentives?

A: EnergyPLUS counts toward your MEI and your Top Income Earner status. It doesn't count toward weekly bonus requirements for annual incentives or the Leadership Pool.

Lifestyle Achievement Bonus

Q: How do I maintain the stipend throughout the year?

A: Pay close attention to your customer counts! The combination of your previous year ACC and current year ACC must always equal 3,000 or more Coded Customer Points.

Q: If I fall out of qualification, can I requalify a month later?

A: There's a 30-day grace period for the Lifestyle Achievement Bonus, so you can continue to receive your stipend during that timeframe. If you don't requalify within the grace period, your stipend will end and you won't be able to qualify again in the current year.

Q: If I lease or purchase a Mercedes and don't maintain qualification or qualify the following year, is the car my financial responsibility?

A: Yes. You'll only receive the stipend if you maintain qualification and requalify each year.

Q: Will I be taxed on the stipend?

A: Yes, the stipend is added to your annual income.

Q: Will the stipend count toward MEI, Top Income Earner status, and qualifications for annual incentives and the Leadership Pool?

A: No.

Q: When will I receive my first stipend?

A: Starting in February of the awarded year, you'll receive a cash stipend based on your rank until you submit the proper paperwork showing you've met these requirements:

- Purchase or lease a Mercedes that's no more than 3 years old.
- Mercedes must be in your name.
- Mercedes must be in any shade of blue or black.
- Place a Kynect sticker (we'll provide one) on the back windshield.
- Send proof of purchase or lease to kimberly.girard@wekynect.com.

Q: Where will I see my car/cash stipend?

A: Your car stipend appears as an adjustment in your pay history in Kynect Central under Business > Pay History.

Q: If I'm receiving a car stipend, am I responsible for the car insurance and car maintenance?

A: Yes, the insurance and maintenance are your responsibility.

Q: If I own a Mercedes prior to earning this incentive, will I get the car stipend?

A: If you and your car meet the requirements above, yes!



Top Performers Trip

Q: How do I qualify for the Top Performers Trip?

A: Existing Senior Directors and above are eligible. Your previous year MEI total for your qualified rank determines your current year weekly bonus requirement to earn the trip. All newly-promoted Executive Directors will go on the next Top Performers Trip as a one-time reward for promoting. Deadline dates for ED promotion vary and are determined each year. See event details for more information.

Q: Can I opt out of the trip and get a cash value?

A: No, there's no cash stipend for skipping the trip.

Q: If I can't attend, what happens?

A: Unfortunately, your only option is to forego the trip. There's no redeemable cash value if you can't attend.

Q: Can I give the trip to a friend or family member?

A: No. The trip is non-transferrable.

Q: Can I postpone my trip until next year?

A: No. All qualifiers will travel and attend at the same time.

Q: Can I bring a guest with me on the trip?

A: Yes! You can bring a guest. They must be a spouse, significant other, family member or close friend who is 18 years or older and isn't a Kynect Associate. Additional guests or children aren't allowed to attend or stay in your hotel room.

Q: Will I be taxed on the value of the trip?

A: Yes, the value will be added to your year-end 1099.

Q: Will there be any cost to me to attend the trip?

A: We cover airfare, transportation, some meals and hotel accommodations for the trip. Extra expenses can arise, like transportation to and from your home airport, baggage fees, meals, drinks, retail shopping, and extra activities. Those items would be your responsibility.



Q: If I promote to Senior Director in the middle of the year, can I qualify to attend the trip?

A: Absolutely! If your previous year MEI met the requirement and you can meet the bonus requirement within the current year, you'll be eligible to attend the trip.

MEI Bonus

Q: What are MEI Bonus payouts?

A: The MEI Bonus is additional MEI paid to you for customers you wouldn't normally be paid on. It's also increased MEI paid to you on certain coded customers in your downline.

Q: How many MEI Bonus payments do I receive annually if eligible?

A: You're eligible to receive 12 monthly MEI Bonus payments beginning in February of the calendar year after the incentive period that you are qualified.

Q: Do MEI Bonus payments count for future incentive qualifications?

A: The MEI Bonus payments you receive will only count towards your year-to-date qualified MEI earnings and Top Income Earner status.

Q: Where will I see my MEI Bonus earnings?

A: You can find your MEI Bonus earnings in your pay history in Kynect Central under Business > Pay History.



Leadership Pool

Q: Do my Leadership Pool earnings contribute to my year end MEI, incentive qualifications, and Top Income Earner status?

A: No. Although Leadership Pool pays monthly, it doesn't contribute to any of these.

Q: What's the difference between the Travel Benefit Share and the Earned Share?

A: The Travel Benefit Share is only available to Top 50 and National Directors. The Earned Share is available to all Executive Directors and above who meet the qualifications.

Q: Where will I see my Leadership Pool earnings?

A: You will find your Leadership Pool earnings within your pay history in Kynect Central under Business > Pay History.

Monthly Promotions

Q: Do Kynect promotions contribute to incentive qualifications and Top Income Earner status?

A: On a case-by-case basis, promotions may count towards incentive qualifications and Top Income Earner status. Check the details of the specific promotion for this information.

Q: What is the general timeline for Kynect promotions to be earned?

A: There's no standard timeline. Promotion window runtimes can vary from a few days, to a few weeks or even months. In most cases, as long as the application date of an Associate is within the promotional window, the Associate is eligible to trigger applicable promotional income in their normal timeframe, unless otherwise stated. Always check the details of a specific promotion for this information.

Q: How soon after achieving the promotion will I receive payment?

A: Typically, 7 – 14 days after triggering earnings, unless a hold is tied to the promotional earnings. Check the details of the specific promotion for this information.

Q: Are retreads able to earn these promotions?

A: Yes, retreads are eligible to receive promotional bonuses, but the upline will not be eligible to earn TCB or Leadership Bonuses on the retread.