

## Lifetime Customer FAQ

1. What is a Lifetime Customer?
  - A lifetime customer is anyone who has purchased under you as a customer during the entire time you've been a Social Marketer.
2. How many customers do I need at my rank?
  - Senior Consultant: 1 Lifetime Customer
  - Team Leader and Senior Team Leader: 3 Lifetime Customers
  - Director 1 and above: 6 Lifetime Customers
3. What if the customer's order has no monetary value because of discounts (such as Share The Love)?
  - This would not qualify as a Lifetime Customer. The customer's order must have at least 1 commissionable point after all promotions and discounts to qualify.
4. Do I need to get new Lifetime Customers every month?
  - No, lifetime customer is a one- time qualification. Once you have a Lifetime Customer, that customer will carry forward for future months.
5. Do customers referred by my personal customers count as Lifetime Customers?
  - Yes, a Lifetime Customer is any customer in your pod who meets the minimum purchase requirement.
6. If one of my Lifetime Customers becomes a Social Marketer at a later date do I need to replace them?
  - No. Once a customer has counted for a Lifetime Customer qualification they do not need to be replaced if they become a Social Marketer.