



Policy Reminder: Spouse Accounts

Building a Business Together, Sharing the Journey as Spouses

Building a business is an exciting and powerful journey—and as you grow and strengthen your team, the Compliance Team is here to support you every step of the way. We're dedicated to fostering a community of transparent and fair business practices so that everyone has the chance to thrive and build a successful business! Our objective is to provide education on our policies and procedures.

Please note that one spouse may hold a Consultant account while the other spouse can either be listed on the same account or maintain a separate Customer account. Starting March 1, 2023, if spouses enrolled as Consultants before their market's effective date, their accounts were grandfathered in and may remain active.

We know life is full of changes, and sometimes those changes mean you need to update your LifeVantage account. Don't worry—it's an easy process! You don't need to jump through hoops to get this done; just take a look at these FAQs to see how simple it can be to make the updates you need.

Q: What if my name is the primary on the account, but I want to change it to my spouse's name?

A: To change the owner of your LifeVantage Consultant account (the name and associated government ID) to your spouse's information, a *Transfer Request Form* will be needed. To protect your sensitive account information any time ownership of an account is transferred from one person to another, you'll need to complete this step to move forward. Contact the Compliance team to start this request by sending an email to compliance@lifevantage.com.

Q: What if I need to add my spouse to my account?

A: If your spouse doesn't already have a LifeVantage account, you can easily add them to your by sending in an *Amended Consultant Application*. Contact the Compliance team to start this request by sending an email to compliance@lifevantage.com.

Q: Why would I add my spouse to my account after their account has been terminated?

A: Doing so allows both spouses to operate the business together through one account, helping to handle account tasks is a smooth process!

Q: What if both my spouse and I have active Consultant accounts?

A: Based off our policy, we look at which Consultant account was created first. The second Consultant account created has the option to either Terminate their Consultant account, or Downgrade to a Customer account.

Q: What happens if LifeVantage discovers an account that is outside of the spouse policy?

A: We understand the policies and procedures can be confusing at times, that's where the LifeVantage Compliance team comes in! If something doesn't line up with our guidelines, we start by reaching out to provide clarity on this policy. From there, we'll work together to find a solution that resolves the issue. Our goal is to make sure everything is transparent and follows these guidelines; for everyone, our Consultants, Customers, and the business!

Q: If I don't like my sponsor, why can't I just create a new account?

A: For a Consultant wanting to change their Enroller and Placement of their account, they would need to follow the policy for these kinds of requests. This means a Consultant would need to wait 6-months of inactivity before creating a new account under a different Consultant. These guidelines are in place to maintain the integrity and the structure of the organization and individual businesses.

Please note this includes spouses creating new accounts under someone else before the 6-month waiting period has passed.