

Frequently Asked Questions (FAQs)



1. When is this Campaign's qualifying period?

1 September – 31 December 2023.

2. Am I eligible to participate in this Campaign?

This Campaign is open to ALL current Platinum & above Leaders by PY2024 from Malaysia and Brunei only.

Non-requalifying Platinums in PY2024 are NOT eligible to join.

3. I just got awarded as a Platinum during the Campaign period. Am I eligible to participate in this campaign as well?

Yes! Newly awarded Platinums from September till December 2023 (during the campaign period) are eligible to participate in this Campaign.

As a newly awarded Platinum, your Group Business Volume (GBV) will break away from your Platinum upline. As such, a new Base is established for both your Platinum upline and you, as the newly awarded Platinum downline.

4. Are volumes from a non-requalifying Platinum group's counted for this Campaign and do their sales contribute to their Platinum upline?

Volume from non-requalifying Platinums in PY2024 is taken into calculation and will be passed up to the nearest Current Platinum upline within the same organisation.

5. Are regular ABOs or APCs allowed to participate in this Campaign?

No. Only Platinums & above Leaders are eligible to participate in this Campaign.

6. How do I calculate my Base GBV for this Campaign?

Base GBV is determined from the average of the past 10 months GBV (from Sep 2022 to Jun 2023) from the sales of Nutrilite and ARTISTRY products. Please note that sales from other categories within that 10-month period will not be included in determining your Base GBV.

7. How is my incremental GBV for the Monthly Tier Rewards calculated?

For the full campaign mechanics, inclusive of the GBV calculation, please visit https://www.amway.my/retailing_campaign

8. Does my Base GBV change monthly based on the new incremental BV that I achieved in the previous month?

No. Your Base GBV should remain unchanged across all 4 months (September – December 2023), which is the duration of the Campaign.

However, your Base GBV will be adjusted should you have a newly awarded Platinum downline during the campaign, or in the event that downline did not requalify as a Platinum in PY2024. Your Base GBV may also vary in the event of any reworked business volume.

For the full campaign mechanics, inclusive of example scenarios, please visit https://www.amway.my/retailing_campaign

Rest assured that this Base GBV adjustment notification will be emailed to you.

9. Do I need to fill out forms and submit them to participate in this Campaign?

No forms are needed for participation. You will be automatically qualified to join the Campaign as long as you are a Current Platinum & Above in PY2024.

10. Where do I update my contact details?

Log on to www.amway.my > My Account > Profile Management to update your contact details.

11. Are promotional items eligible for purchase in this Campaign?

You can purchase promotional items as long as these items have PV/BV.

12. Can I volume down to my downlines during the Campaign period?

Yes. Volume down is allowed, and the volume will still be included under your balance group volume.

13. How many rewards are there to be won in this Campaign?

For the full list of rewards, please visit https://www.amway.my/retailing_campaign

Please be on the lookout for monthly updates for the upcoming Monthly Rewards.

14. I've qualified for more than one Monthly Reward. Will I be eligible to receive multiple Monthly Rewards within the same month?

You will only receive the highest Monthly Reward that you qualify for.

15. How will the winners be notified?

Please note that the qualifiers will be notified via telephone call/official email/SMS on the reward collection details according to the details stated in the system as per our records. So, please make sure all the details in your account are up to date.

All decisions regarding the qualifying Participants shall be final, conclusive, and binding. No correspondence will be entertained. The final decision lies with Amway.

For qualifiers' announcements and reward delivery details, please visit https://www.amway.my/retailing_campaign

16. Will the winners' names be published on any platform?

The winners' names will be published on Amway website: Amway.my / Amway.com.bn > Information & Education > Platinum Corner > Live Your Best Retailing Campaign

17. How will the winners receive their Monthly Tier Rewards?

Winners will receive their Monthly Tier Rewards via the following delivery methods:

- Amway Product Vouchers: Credited directly to qualifying Participant's Amway account
- Touch 'n Go eWallet credits (Malaysia): Amway registered mobile phone number
- Cash reward (Brunei): Bank draft
- Non-Amway (third party) vouchers: e-mail / physical delivery – shall be dependent on the format by the third party
- Physical rewards: Physical delivery

Rewards will be delivered according to the details stated in the system as per our records. This shall include e-Rewards.

Therefore, please ensure that your latest details are up to date in the system.

Qualifying Participants shall receive their rewards within two (2) months* after announcement of qualifiers.

**The delivery dates stated above are subject to change in the event of unforeseen circumstances, without prior notice.*

18. Can I transfer the rewards to another person?

Monthly Tier Rewards, and the Exclusive Reward are non-transferable and no substitute or cash equivalent of the rewards will be permitted.

The FAQs below will be in relation to the **NEW Mechanics** for Exclusive Reward; allowing you to qualify for a 2nd pax (Spouse or 2nd Gen*) for the exclusive visit to the **Amway Botanical Research Centre (ABRC) & Research Farm, Wuxi, China**.

**Spouse or 2nd Gen refers to the co-applicant in an ABOship*

19. I've qualified to bring along a 2nd pax for the exclusive visit! Who is eligible to be my 2nd pax?

Upon qualifying for a 2nd pax, you are entitled to bring along your spouse or 2nd gen*.

**Spouse or 2nd Gen refers to the co-applicant in an ABOship*

20. Can I bring a non-registered person in my ABOship to be the 2nd pax to the exclusive visit?

No. The 2nd pax must be a registered co-applicant in your ABOship to be entitled.

21. Can I pay for the cost of the exclusive visit, out of my own pocket?

Below are some example scenarios and the eligibility of the request.

Example Scenario	Eligibility
I did not qualify, but I want to pay to join the exclusive visit	Not allowed
I only managed to qualify myself for 1 pax, but I want to pay the cost of the 2 nd pax to join the exclusive visit	
I managed to qualify for a 2 nd pax to join the exclusive visit, but I want to pay for the cost for more participants (3 rd , 4 th , 5 th ...) to join the exclusive visit	

22. Can I choose to convert my exclusive visit to cash in lieu?

Below are some example scenarios and the eligibility of the request.

Example Scenario	Eligibility
I'm not able to make it to the exclusive visit due to personal reasons	Not allowed
I've qualified for a 2 nd pax but only one of us is able to make it. Can the remaining 1 pax (that is unable to join) be converted to cash in lieu?	

23. I've qualified for the exclusive visit! I'd like to extend my stay in China. Can my flight be rescheduled to accommodate the change in my travel plans?

Yes! This is allowed. However, please note that Amway will not be able to cover for the additional expenses (accommodations etc) of the additional days in China. You will be fully responsible for the additional expenses. Additionally, while your flight tickets will be rescheduled to fit into your new travel plans, please note that you may be required to top-up for your new flight ticket, should the new flight ticket cost more than the originally scheduled flight ticket.

Campaign terms and conditions shall apply. Please visit https://www.amway.my/retailing_campaign