



## FAQs

### **What is the difference between the Star Diamond Recognition Program and the annual Star Diamond Sales Incentive?**

The Star Diamond Recognition Program recognizes the legacy of Diamond sales leaders who have developed Jewel sales leaders by mentoring them to build teams that sell Plexus products while also building and maintaining a culture and community of independent business-builders.

Diamonds earn Stars for each unique Jewel leg in their levels 1-4. Only 1 Star can be earned per leg and these Stars, once earned, never go away for lifetime recognition purposes. Recognition for the incentive program begins at the 3-Star level.

The Star Diamond Sales Incentive is an annual award within the recognition program. Stars are earned and can rise or fall each year based on a Diamond Brand Ambassador's unique Jewel legs in their levels 1-4 that have qualified for Emerald Extravaganza. Only 1 Star per leg can be earned each year. Awards earned for the incentive begins at the 3-Star level. To qualify for participation in the Sales Incentive, each Diamond Brand Ambassador must personally qualify to attend the annual Diamond Destination.

### **Which markets can participate in the Star Diamond Recognition Program?**

United States, Australia, Canada, Mexico & New Zealand

### **What is the qualification period for the annual Star Diamond Sales Incentive?**

August 1, 2024- July 31, 2025

### **When does the 2024-2025 Star Diamond Sales Incentive qualification earning period close?**

Star Diamond Program qualifications close July 31, 2025.

### **When was recognition given for achieving Lifetime Stars in the Star Diamond Program?**

Star Diamond Lifetime Stars Program recognition was given at Convention in June 2022.

### **When will Star Diamond Sales Incentive Award Achievers be announced and recognized?**

Star Diamond Sales Incentive Achievers will be announced in August 2025 and will be recognized at Emerald Extravaganza/ Diamond Destination 2025 and Convention 2025.

## What are the rewards for earning the annual Star Diamond Sales Incentive?

### 3-Star Mastermind Leadership Summit Event in Quebec, CA.

- 3-Star Mastermind Leadership Summit Event in Quebec, CA. Plexus pays for round trip airfare to and from a Quebec airport for the earner, up to \$500.00, plus a 3-night hotel stay for earner. Guests are not eligible to attend meetings during the Mastermind Leadership Summit Event but are invited to all social functions.

Once airline tickets have been purchased, there will be no credit or reissuance of airfare for future trips or dates. Cancellation or change fees may be charged to the earner for reservations for changes or canceled reservations. Plexus is not responsible for airline cancellations or changes, regardless of reason. Flights originate from your home city's major gateway airport to Quebec, CA commercial airport and return to your home city. Travel variances must be discussed and approved prior to booking. All travel arrangements must be completed through Plexus Travel and booked 14 days prior to arrival date. For more information on event accommodations, please contact the Plexus Events department at [stardiamond@plexusworldwide.com](mailto:stardiamond@plexusworldwide.com)

- Complimentary Convention registration and hotel accommodation for earners (Does not include room upgrades, spa services, food and beverage, or gift shop purchases). Plexus will reimburse for hotel accommodation, up to a pre-determined amount. For more information, please contact the Plexus Events department at [stardiamond@plexusworldwide.com](mailto:stardiamond@plexusworldwide.com).

### 4-Star Level

- A personalized trip that offers you a unique experience straight from your wish list for \$40,000 based on the stars you've earned during the qualification period. You will work with a luxury travel agency to plan the trip of your dreams, from destination to accommodations, activities and more.
- Gold Star awarded and placed into the Plexus Recognition Hall of Fame.
- 3-Star Mastermind Leadership Summit Event in Quebec, CA. Plexus pays for round trip airfare to and from a Quebec, CA airport for the earner, up to \$500.00, plus a 3-night hotel stay for earner. Guests are not eligible to attend meetings during the Mastermind Leadership Summit Event but are invited to all social functions.

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- Qualification to attend Leader's Retreat.
- Complimentary Convention registration, travel, and hotel accommodations for earners. (Does not include room upgrades, spa services, food and beverages, or gift shop purchases). Plexus will reimburse for hotel accommodation, up to a pre-determined amount. Plexus will reimburse \$500 USD for airfare into qualified Brand Ambassador's back office by June 30, 2025.
- Qualified Brand Ambassadors must attend Convention in person to receive reimbursement. For more information, please contact the Plexus Events department at [stardiamond@plexusworldwide.com](mailto:stardiamond@plexusworldwide.com)

### 5-Star Level

- A personalized trip that offers you a unique experience straight from your wish list for \$50,000 based on the stars you've earned during the qualification period. You will work with a luxury travel agency to plan the trip of your dreams, from destination to accommodations, activities and more.
- Platinum Star awarded and placed into the Plexus Recognition Hall of Fame.
- 3-Star Mastermind Leadership Summit Event in Quebec, CA. Plexus pays for round trip airfare to and from a Quebec airport for the earner, up to \$500.00, plus a 3-night hotel stay for earner. Guests are not eligible to attend meetings during the Mastermind Leadership Summit Event but are invited to all social functions.

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- Qualification to attend Leader's Retreat.
- Complimentary Convention registration, travel, and hotel accommodations for earners (Does not include room upgrades, spa services, food and beverages, or gift shop purchases). Plexus will reimburse \$500 USD for airfare into qualified Brand Ambassador's back office by June 30, 2025.
- Qualified Brand Ambassadors must attend Convention in person to receive reimbursement. For more information, please contact the Plexus Events department at [stardiamond@plexusworldwide.com](mailto:stardiamond@plexusworldwide.com)

## 6-Star Level

- A personalized trip that offers you a unique experience straight from your wish list for \$60,000 based on the stars you've earned during the qualification period. You will work with a luxury travel agency to plan the trip of your dreams, from destination to accommodations, activities and more.
- Double-Platinum Star awarded and placed into the Plexus Recognition Hall of Fame.
- 3-Star Mastermind Leadership Summit Event in Quebec, CA. Plexus pays for round trip airfare to and from a Quebec airport for the earner, up to \$500.00, plus a 3-night hotel stay for earner. Guests are not eligible to attend meetings during the Mastermind Leadership Summit Event but are invited to all social functions.  
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## Can I earn Incentive Awards multiple years in a row?

Yes, if I develop a new star during the qualification year. For example, if during August 1, 2023 – July 31, 2024, I earned my curated travel experience with 4 stars for the next qualification year of August 1, 2024 – July 31, 2025, I need to be a 5 star.

## When will I be notified that I have earned the annual Star Diamond Incentive Award?

Star Diamond Incentive Award qualifiers will be notified in late August 2025 after the close of July 2025 commissions by the Plexus Recognition Team.

## Can I exchange Star Diamond Sales Incentive Awards for cash?

No. Awards recognize sales leadership and are designed to celebrate hard work and accomplishment while inspiring others who wish to share in your achievements. Cash equivalent for any awards will not be available.

## Can I transfer my trip?

The annual Incentive Awards are non-transferable and non-assignable. No substitutions will be made, except as provided at the sole discretion of Plexus.

## By when do I need to redeem my curated travel experience?

Earners must redeem their curated travel experience before the next qualification period ends. Example: If I earned during the period of August 1, 2024- July 31, 2025. I have until July 31, 2026, to redeem my trip.

## Is the Incentive Award subject to taxes?

Yes. As with all Plexus income and awards, a Star Diamond incentive achiever is responsible for taxes and fees in accordance with the Plexus Independent Brand Ambassador Agreement.

## Can I change my custom curated travel experience after scheduling?

Once the curated travel experience is scheduled, it cannot be changed. Plexus reserves the right to adjust in extreme circumstances, such as unexpected weather conditions, or pandemic restrictions, as required and at their sole discretion.

## Which hotel accommodation is covered by Plexus Worldwide?

Mastermind Leadership Summit Event - Plexus covers the 3-night, 4-day hotel stay in Quebec, CA.

## What if I have additional questions?

For additional questions, please email: [stardiamond@plexusworldwide.com](mailto:stardiamond@plexusworldwide.com)

**If I have special requirements, how do I communicate them?**

The event registration process will include the opportunity to communicate special requirements (for example, dietary restrictions, ASL, ADA requests). For additional questions, please email: [stardiamond@plexusworldwide.com](mailto:stardiamond@plexusworldwide.com)

\*13 Brand Ambassadors qualified for the Star Diamond Yacht Trip in 2024, which represents < 0.01% of all Active Ambassadors.