



## 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, 2023- July 31, 2024

**When does the 2023-2024 Star Diamond Sales Incentive qualification earning period close? Star Diamond Program 2023 qualifications close July 31, 2024**

**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 2024 and will be recognized at Emerald Extravaganza/ Diamond Destination 2024 and Convention 2025.

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

3-Star Mastermind Leadership Summit Event in New York City, NY.

- 3-Star Mastermind Leadership Summit Event in New York City, NY. Plexus pays for round trip airfare to and from a New York airport for the earner, up to \$500.00, plus a 3-night hotel stay. Guests are not eligible to attend meetings during the Mastermind Leadership Summit Event but are invited to all social functions.
- Complimentary Convention registration and hotel accommodation. (Does not include room upgrades, spa services, food and beverage, or gift shop purchases). For more information, please contact the Plexus Events department at [stardiamond@plexusworldwide.com](mailto:stardiamond@plexusworldwide.com).

4-Star Level

- 4-Night excursion on a luxury yacht for the earner and up to 5 guests, plus transportation and accommodations. Plexus provides economy round trip flights to the earner and up to 5 guests from their home city's major gateway airport to the airport closest to the port of embarkation. Plexus provides a one-night hotel stay at a Plexus appointed hotel before embarkation date up to 5 guests based on double occupancy in a standard room. Room upgrades, spa upgrades, food and beverages, or gift shop purchases at the hotel are not included. Transportation from the airport, hotel, and to/from the yacht is provided by Plexus. Meals with a private chef, on board, and activities on board during the yacht excursion will be provided and paid for by Plexus. Plexus is not responsible for the costs of any additional excursions and special requests for food and beverages and other items or services.
- Gold Star awarded and placed into the Plexus Recognition Hall of Fame.
- 3-Star Mastermind Leadership Summit Event in New York City, NY. Plexus pays for round trip airfare to and from a New York airport for the earner, up to \$500.00, plus a 3-night hotel stay. Guests are not eligible to attend meetings during the Mastermind Leadership Summit Event but are invited to all social functions.
- Qualification to attend Leader's Retreat.

Complimentary Convention registration, travel, and hotel accommodations. (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)

#### 5-Star Level:

- 5-Night excursion on a luxury yacht for the earner and up to 7 guests, plus transportation and accommodations. Plexus provides economy round trip flights to the earner and up to 7 guests from their home city's major gateway airport to the airport closest to the port of embarkation. Plexus provides one-night's hotel at a Plexus appointed hotel before embarkation date up to 7 guests based on double occupancy in a standard room. Room upgrades, spa upgrades, food and beverages, or gift shop purchases at the hotel are not included. Transportation from the airport, hotel, and to/from the yacht is provided by Plexus. Meals with a private chef and activities on board during the yacht excursion will be provided and paid for by Plexus. Plexus is not responsible for the costs of any additional excursions and special requests for other food and beverages and other items or services.
- Platinum Star awarded and placed into the Plexus Recognition Hall of Fame.
- 3-Star Mastermind Leadership Summit Event in New York City, NY. Plexus pays for round trip airfare to and from a New York airport for the earner, up to \$500.00, plus a 3-night hotel stay. Guests are not eligible to attend meetings during the Mastermind Leadership Summit Event but are invited to all social functions.
- Qualification to attend Leader's Retreat.
- Complimentary Convention registration, travel, and hotel accommodations. (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:

- 6-Night excursion on a luxury yacht for the earner and up to 9 guests, plus transportation and accommodations. Plexus provides economy round trip flights to the earner and up to 9 guests from their home city's major gateway airport to the airport closest to the port of embarkation. Plexus provides one night's hotel at a Plexus appointed hotel before embarkation date up to 9 guests based on double occupancy in a standard room. Room upgrades, spa upgrades, food and beverages, or gift shop purchases at the hotel are not included. Transportation from the airport, hotel, and to/from the yacht is provided by Plexus. Meals with a private chef and activities on board during the yacht excursion will be provided and paid for by Plexus. Plexus is not responsible for the costs of any additional excursions and special requests for food and beverages and other items or services.
- Double-Platinum Star awarded and placed into the Plexus Recognition Hall of Fame.
- 3-Star Mastermind Leadership Summit Event in New York City, NY. Plexus pays for round trip airfare to and from a New York airport for the earner, up to \$500.00, plus a 3-night hotel stay. Guests are not eligible to attend meetings during the Mastermind Leadership Summit Event but are invited to all social functions.
- Qualification to attend Leader's Retreat.

- Complimentary Convention registration, travel, and hotel accommodations. (Does not include room upgrades, spa services, food and beverage, 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.

#### 7-Star Level and above:

- 7-Night excursion on a luxury yacht for the earner and up to 9 guests, plus transportation and accommodations. Plexus provides economy round trip flights to the earner and up to 9 guests from their home city's major gateway airport to the airport closest to the port of embarkation. Plexus provides a one-night hotel at a Plexus appointed hotel before embarkation date up to 9 guests based on double occupancy in a standard room. Room upgrades, spa upgrades, food and beverages, or gift shop purchases at the hotel are not included. Transportation from the airport, hotel, and to/from the yacht is provided by Plexus. Meals with a private chef, and activities during the yacht excursion will be provided and paid for by Plexus. Plexus is not responsible for the costs of any additional excursions and special requests for food and beverages and other items or services.
- 3-Star Mastermind Leadership Summit Event in New York City, NY. Plexus pays for round trip airfare to and from a New York airport for the earner, up to \$500.00, plus a 3-night hotel stay. Guests are not eligible to attend meetings during the Mastermind Leadership Summit Event but are invited to all social functions.
- Qualification to attend Leader's Retreat.
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#### Can you lose Stars?

##### Recognition:

Stars earned in the Star Diamond Recognition Program are cumulative, representing all of the unique Jewel Legs that a Diamond has helped to develop during their tenure at Plexus as a Diamond Brand Ambassador.

##### Annual Incentive Awards:

Stars must be earned each year in the annual Star Diamond Sales Incentive, based solely on unique Jewel legs that have qualified for that year's Emerald Extravaganza in the Diamond's levels 1-4. Only 1 Star per leg can be earned and Stars can be lost if the qualifying Jewel leaves the Plexus business during the year for any reason.

Beginning in the 2024/2025 earning period, qualified unique jewels legs within a Diamond re-entry account will each count towards the Brand Ambassador's annual incentive award star total. The re-entry leg itself will NOT count as a star once there are unique Jewel legs within the account; only unique jewel legs within the re-entry account will qualify as additional stars.

### Can I earn Incentive Awards multiple years in a row?

Star Diamond Incentive Award qualifiers may maintain their Star level and earn the same awards for two years. After two years at the same Star level, earners must advance their Star level in order to earn Awards. For example: In Year 1 of the program, a Diamond Ambassador earned 4 Stars and the associated awards. In year 2 of the program, this Diamond Ambassador may qualify at 4 Stars again and earn the associated awards again. In year 3, this Diamond Ambassador must earn at least 5 Stars in order to receive awards.

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

Star Diamond Incentive Award qualifiers will be notified in late August 2024 after the close of July 2024 commissions.

### 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.

**How many times can I go on the yacht trip each year?**

You may attend the yacht trip once as an earner and once as a guest per program year.

**Who is considered a guest on the trip?**

Anyone over the age of 2 counts as a guest.

**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. Estimated taxable amounts for award earners include \$2,000 for Summit airfare plus \$10,000 per night on the yacht.

**Can I change my Yacht trip after scheduling?**

Once the Yacht trip 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 New York City, New York.

Yacht excursion – Plexus provides hotel stays for one night before embarkation for the qualifier and the qualified guests.

Flights will be booked by the Plexus Events Team.

**What transportation is provided?**

Mastermind Leadership Summit Event – Plexus provides transportation to and from the hotel to the event location.

Yacht excursion – Plexus provides transfers to and from the airport, hotels, and the

Yacht. Flights will be booked by the Plexus Events Team.

**Is a passport required for Yacht travel?**

Yes, passports are required based on travel guidelines.

**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)

\* .1% of Plexus Brand Ambassadors are eligible to earn the exclusive Plexus Star Diamond Annual Sales Incentive Award. Out of Plexus's 196,849 Brand Ambassadors, approximately 25 hard-working Diamond Brand Ambassadors are expected to qualify for the annual Star Diamond Incentive Awards.