



FAQs

United States

1) **When is the contest period?**

The contest period for the Silver Star is monthly and ongoing. The contest period starts on the first day of the month and ends on the last day of the month.

2) **Who is eligible to participate?**

All Qualified Brand Ambassadors who are in good standing and whose Highest Rank Achieved is Ruby Brand Ambassador, Sr. Gold Brand Ambassador, Gold Brand Ambassador, Sr. Silver Brand Ambassador or Silver Brand Ambassador are eligible to participate.

3) **Can Diamond Re-entry accounts qualify for Silver Stars?**

No, Diamond Re-entry accounts are not eligible to participate in Silver Stars.

4) **What is the definition of a Qualified Brand Ambassador?**

A "Qualified Brand Ambassador" is defined as:

- (I) Having your Plexus Annual Membership paid and current; and
- (II) Having at least 100 in Personal Volume (PV) , excluding welcome pack PV, through

the monthly cycle end date.

5) What is the definition of Personal Volume or PV?

Personal Volume or PV is defined as the volume received from each commissionable product that you or your customers purchase.

6) How can I win this contest?

There are up to 3 Silver Star Winners each month. The three eligible Qualified Brand Ambassadors, as defined above, with the most first time Silver Rank Advancements – within the first three level(s) of their organization – during the qualifying month will be chosen to win the Contest for that qualifying month. These Brand Ambassadors must have also personally sponsored at least two Silver Brand Ambassador of their own. They are then referred to as a Silver Star. To reach the rank of Silver, you must be a Qualified Brand Ambassador and have at least three personally sponsored, Qualified Brand Ambassadors that have at least 100 in commissionable product that you or your customers purchase.

7) How does a Brand Ambassador reach the rank of Silver?

In order to achieve Silver rank, the Brand Ambassador must be in good standing. A Brand Ambassador's Annual membership must be paid and current. At least 100 Personal Volume (PV) is required, through the monthly cycle end date, and the Brand Ambassador must have at least 3 personally sponsored, Qualified Brand Ambassadors.

8) What is the prize for this contest?

Three Silver Star winners will receive coach round-trip airfare for themselves and one guest each to visit the Plexus Headquarters in Scottsdale, Arizona. They will stay in a Scottsdale resort for two nights and receive a spa treatment, crystal award, a tour of Plexus Headquarters, and lunch and dinner with a Plexus executive. Airfare will be from the winner's home city to PHX to include required layovers, this does not include spilt tickets with any overnight stays.¹

9) Can the Silver Stars bring guests with them on the trip?

Yes, Silver Stars can bring one guest each with them on the trip. Plexus will cover coach airfare. The guest must stay in the same hotel room as the Silver Star and must be 18 or over.

10) If my guest cancels after registration, can I switch my guest?

Once airline tickets have been purchased for a guest, no transfers or name changes will be

¹ Prizes are selected by the Company and are subject to change.

approved. You may bring a new guest, but the qualifier will be responsible for airfare. Plexus will not be responsible for any additional travel costs incurred as a result of this change. Plexus will not be held responsible for inclement weather, airline cancellations or changes.

11) What if I need to cancel, can I use the flight for another trip?

Once the airline tickets have been purchased, there will be no credit or reissuance of airfare for future trips or dates. Cancellation fees may apply to canceled reservations. Plexus will not be held responsible for inclement weather, airline cancellations or changes.

12) What does the hotel stay include?

The hotel stay includes one single or double-occupancy room for two nights, along with a basic massage or facial for the Silver Star winner and guest. It does not include room upgrades, spa upgrades, food and beverages, or gift shop purchases.

13) Are meals provided during the trip?

The executive lunch and dinner are paid for by Plexus; Silver Stars are responsible for all other food and beverages.

14) Where can I find more information regarding the Silver Stars Program?

You can find the Official Rules posted on your Virtual Office. Log into your Virtual Office, click Tools, under Library, then select Silver Star Program Official Rules.

15) How will I know if I'm one of the three winners of the Silver Star program?

If you have won the Silver Star program, you will receive a personalized email from Plexus Recognition during the following month (the month after you won), as the results are official when the commissions cycle has been finalized. An email announcing the three Silver Star winners will also be sent from Plexus to the entire field.

16) What do I do once I'm notified that I have won?

You will need to fill out the guest information form that will be emailed to you and send it back as soon as possible. You must schedule and complete your trip within the next two trips taking place after the date you have been notified. Further instructions will be provided upon registration.

17) How do I book travel for myself and my guest?

Travel will be booked by the Events Team Travel Coordinator. The Recognition Team and/or Events Team will forward your itinerary along with any other information you may need.

After the travel is booked the travelers are responsible for :

- Check in for all flights; check in 12 hours prior recommended.
- Tracking arrival and departure with airline for their specific flight.
- Setting up flight awareness notifications with airline directly to receive flight information.

18) What cities do I fly in and out of?

Flights for Silver Stars and their guest are arranged from your home city's major gateway airport to Phoenix Sky Harbor International Airport and return to your home city. Any travel variances must be discussed and approved prior to booking.

19) How long do I have to book my travel?

All travel arrangements must be completed and booked 14 days prior to the contest arrival date. Travel must be arranged through the Events Team Travel Coordinator in conjunction with Plexus travel partners. Travel booked on own will not be reimbursed.

20) What happens in the instance of a tie during the contest?

In the event of a tie, the Brand Ambassador with the newest personally sponsored VIP Customers during the month will win, followed by the most new personally sponsored Retail Customers, followed by the most PV.

21) I have an infant; can I bring them with me?

Guests are required to be over 18, so no children are permitted to participate in the Silver Stars trip. If you have a nursing infant, plan to have someone who can care for them at your hotel. Additional costs are at your expense. Neither infants nor caregivers are invited to attend the tour, executive lunch, or dinner.

22) Can I extend my stay in Scottsdale?

Certainly! Accommodations and meals are at your own expense. Please contact your hotel to make those arrangements. Any additional expenses incurred as the results of air travel or transportation will also be your responsibility.

23) Is there a dress code for the Silver Star trip?

You'll be visiting Plexus Headquarters and having lunch with a Plexus executive, please plan for business casual attire. Consider yourself a representative of the One Plexus family!

24) What's on the agenda for the trip?

All the details on scheduled events for each day will be included in your notification email.

25) Am I responsible for ground transportation costs?

We've arranged for you and your guests to be picked up at the airport together. If your guest arrives at a later date or time, they're responsible for their own ground transportation.

General parking at your hotel is included in your award; valet parking is at your own expense.

26) What if I have an emergency and can't attend my scheduled trip?

Emergencies and special circumstances will be handled on an individual basis.

27) Who do I contact if I have any questions about the Silver Stars Program or my qualification level after the results have been posted?

You can email plexusrecognition@plexusworldwide.com and someone from the home office team will get back to you.