

## **SevenPoint2 Support FAQs**

### **Q. Why did SevenPoint2 join forces with Seacret?**

**A:** Both SevenPoint2 and Seacret share a vision to deliver simple and effective product solutions that empower you and your family live a better life. When the opportunity to join forces presented itself, both companies were excited to jump at the chance to bring life-changing products to an even wider audience.

### **Q. When will the transition occur?**

**A:** The transition to Seacret is already under way. An email containing your new Seacret login credentials has been sent. If you did not receive the email, or if you need further assistance, please contact the Customer Care team by calling (855) 553-5085, or sending an email to [support@sevenpoint2.com](mailto:support@sevenpoint2.com).

### **Q. Will the SevenPoint2 Products change?**

**A:** The SevenPoint2 products that you have come to know and love will remain the same high-quality, cost effective products you've always enjoyed.

Dr. Cohn will work closely with Seacret to grow our current nutrition line, increase our presence in the marketplace, and develop innovative natural solutions.

### **Q. I am a customer. How does this affect me?**

**A:** If you are a customer with an existing 7.2 auto-ship you will continue to receive your 7.2 products, on the same schedule as before. In addition, you will now have access to Seacret's full line of luxury skincare and wellness products.

### **Q. Can I still use my product credit?**

**A:** Yes! Seacret will honor the product credits you've already earned. The Seacret equivalent of your SevenPoint2 product credits will be applied to your Seacret account. This credit can be used just like cash toward any SevenPoint2 or Seacret product.

### **Q. I am a SevenPoint2 Preferred Customer. Does Seacret have a customer loyalty program, and do I qualify?**

**A:** If you are a SevenPoint2 Preferred Customer, you will automatically be granted VIP status in Seacret for one year.

We have strong programs to reward customers for sharing our products with friends and family.

## **SevenPoint2 Support FAQs**

### **CUSTOMER REWARDS:**

1. **Product Credit** – Customers earn points for every dollar they spend. These points can be redeemed for product credit.
2. **VIPs** earn double points! (VIPs are those Customers who spend \$99 or more.)
3. **Referral Credits** – Customers get \$10 in product credit for each new Customer that they refer.

Customers can also earn Host Rewards for having an Experience with their families and friends. Check your Backoffice for details.

### **Q. Will my auto-ship order be affected?**

**A:** During the transition Seacret will continue to fulfill existing SevenPoint2 customer auto-ship orders on the same schedule that exists currently.

### **Q. Can I place new orders for SevenPoint2 products?**

**A:** Our immediate priority is fulfilling SevenPoint2 auto-ship orders. Inventory is being moved to new fulfillment centers, and new inventory is on order.

As a result, some of the products may go into Backorder while we navigate this change. Please be patient, SevenPoint2 products will be made available as soon as possible.

If you have any questions about product availability, please call the Customer Care team at (855) 553-5085, or send an email to [support@sevenpoint2.com](mailto:support@sevenpoint2.com)

### **Q. Are all SevenPoint2 products going to be available at Seacret?**

**A:** The Equine and Fetch products will no longer be available.

### **Q. When will SevenPoint2 and Seacret products be available on the same site?**

**A:** Currently, SevenPoint2 products are only available to fulfill existing auto-ships. Products are expected to be available between January 21 and February 15, 2018. More details to be announced the first week of January.

### **Q. Will Dr. Cohn be involved in this new partnership?**

**A:** Yes! Dr Cohn is fully involved in the process, and will work hand in hand with Seacret to continue the enhancement and development of nutrition products.

## SevenPoint2 Support FAQs

### **Q. Where can I find out more about the Seacret Compensation Plan?**

**A:** For complete details about the Seacret Compensation Plan, log in to your Seacret Backoffice and navigate to **TRAINING & TOOLS > GETTING STARTED** and download the **Comp Plan** and **Short Comp Plan Booklets**.

### **Q. What is a binary compensation plan?**

**A:** At Seacret, Agents earn commissions based on the performance of their team. Each Agent's team is separated into two teams—a left group leg and a right group leg. Typically, one leg will perform better than the other, and this is called your greater volume leg. The other leg is referred to as your pay team leg. These two groups make up your Binary Tree. You get paid on your entire team, up to \$25,000 weekly, in team commission.

For complete details about the Seacret Compensation Plan, log in to your Seacret Backoffice and navigate to **TRAINING & TOOLS > GETTING STARTED** and download the **Comp Plan** and **Short Comp Plan Booklets**.

### **Q. What is going to happen with my group? Does everyone transition over, or just those who were active in the last 30, 60, 90 days?**

**A:** Everyone who was in the system as of October/November 2017 will be transitioned to Seacret Direct. Accounts that have been registered after this date will need to be manually transitioned to Seacret. We are here to help! If you have further questions, please reach out to Customer Care by calling (855) 553-5085, or sending an email to support@SevenPoint2.com.

If you are in receipt of this email, you were Active in SevenPoint2 and will be grandfathered in to Seacret as meeting the Active Qualifications for the month of December.

### **Q. There were inactive people in my group – were they transitioned to Seacret?**

**A:** All accounts that were not “purged” from the 7.2 system have been moved to Seacret. If someone in your group has been inactive, they now have an opportunity to become Active in Seacret by meeting the Active Requirements in the Seacret Compensation Plan.

For complete details about the Seacret Compensation Plan, log in to your Seacret Backoffice and navigate to **TRAINING & TOOLS > GETTING STARTED** and download the **Comp Plan** and **Short Comp Plan Booklets**.

### **Q. How will I receive my commissions from Seacret?**

**A:** Agents receive their commissions directly through their Seacret Pay, located in the Backoffice. With Seacret Pay, we will transfer your commissions directly to your Seacret Pay account.

There is no sign up required to use your Seacret Pay Portal. An account has been created on your behalf.

## **SevenPoint2 Support FAQs**

**To Activate Your Account:** Log in to the Backoffice and select the Gear Icon in the upper left corner near your name and avatar. Navigate to Seacret Pay and click Resend Activation Email. Simply follow the onscreen prompts that will guide you through the process.

### **Q. Will I continue to receive commission payments through my SevenPoint2 e-wallet?**

**A:** No. You will need to transfer funds from your SevenPoint2 e-wallet to your bank.

### **Q. Will I still get paid on my SevenPoint2 sales from before the transition? When do I get paid by Seacret?**

**A:** Your November commissions will be processed by SevenPoint2 on December 15, 2017, and paid as usual. From December 2 forward, your commissions will be processed and paid by Seacret according to the Seacret Compensation Plan.

### **Q. Will my pay check go up or down based on my current volume?**

**A:** Commissions payments are based solely on your qualification for bonuses in the Seacret Direct Compensation Plan. Seacret offers a comprehensive Compensation Plan with a variety of ways for Agents to build an income. In fact, there is no limit to how much you can earn with Seacret. Your success is a direct result of your consistent efforts in building your team of Customers and Agents who do the same.

For complete details about the Seacret Compensation Plan, log in to your Seacret Backoffice and navigate to **TRAINING & TOOLS > GETTING STARTED** and download the **Comp Plan** and **Short Comp Plan** Booklets

### **Q. What will my new Seacret Rank be?**

**A:** SevenPoint2 Agents transferring over to Seacret Direct will start out as a new Seacret Agent. Volume from existing SevenPoint2 customer auto-ships and new Seacret product purchases will come over with these new Agents and allow them to achieve a new Rank in the Seacret Compensation Plan.

For complete details about the Seacret Compensation Plan, log in to your Seacret Backoffice and navigate to **TRAINING & TOOLS > GETTING STARTED** and download the **Comp Plan** and **Short Comp Plan** Booklets.

Once you log in to the Backoffice, you will be able to view your current rank and commissions. To view a summary of your business, click your name, or navigate to **My Business > My Snapshot**.

### **Q. Will the pricing on the SevenPoint2 products remain the same?**

**A:** Yes, SevenPoint2 product pricing will remain the same as when previously sold through the SevenPoint2 website. However, because the Seacret Compensation Plan pays out very differently, CV & BV amounts may be adjusted accordingly.

## **SevenPoint2 Support FAQs**

In Canada pricing has been adjusted to include conversation rates, but the overall total being paid will remain the same (possible slightly less).

### **Q. How do I get support during the transition?**

**A:** During the transition period, SevenPoint2 Agents can continue to direct any questions relating specifically to their previous company or SevenPoint2 products to the same SevenPoint2 support line. For assistance, please contact:

#### **Customer Care**

(855) 553-5085 - U.S. and Canada  
support@sevenpoint2.com