

Spark a Chain Reaction! Spring Consistency Challenge

Frequently Asked Questions

Jan. 1 – March. 31, 2021

1. What is the *Spark a Chain Reaction! Spring Consistency Challenge*?

Independent Beauty Consultants and Independent Sales Directors can earn exclusive designer *Spark a Chain Reaction!* Spring Consistency Challenge earrings when they meet the *Spark a Chain Reaction!* Yearlong Challenge requirements each month from Jan. 1 to March 31, 2021.

2. What are the qualifications for the *Spark a Chain Reaction! Yearlong Program*?

Independent sales force members who sell enough product to support a cumulative \$600 or more wholesale Section 1 order in a given month during the challenge period will receive that month's *Spark a Chain Reaction!* jewelry piece from the *Spark a Chain Reaction!* jewelry collection by R.J. Graziano. This can be achieved in a single \$600 or more order or through multiple cumulative orders in a single month. In addition, Customer Delivery Service, Guest Checkout, and EZ Ship orders count toward your qualifying total amount.

Each jewelry piece will be available for only one month. There will be a new jewelry piece each month, and it will arrive with your qualifying order. There is a limit of one jewelry piece per qualifying independent sales force member per month.

3. Is there an exception for new Independent Beauty Consultants whose Independent Beauty Consultant Agreements are received and accepted by the Company during the challenge period?

Yes, if the Agreement is received and accepted in January or February 2021. Please refer to the chart below.

Agreement Month	Must Achieve the <i>Spark a Chain Reaction! Spring Consistency Challenge</i> in:
January 2021	January, February and March 2021
February 2021	February and March 2021

March 2021	New Independent Beauty Consultants with agreements received and accepted by the Company in the month of March are not eligible.
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4. As an Independent Beauty Consultant or Independent Sales Director, how will I receive my exclusive designer earrings from the *Spark a Chain Reaction!* Spring Consistency Challenge?

When you achieve the *Spark a Chain Reaction!* Spring Consistency Challenge, your jewelry piece will be mailed the month following your achievement. Yearlong consistency prizes will no longer be given out at special events.

5. Do I need to register or attend Career Conference in order to receive my *Spark a Chain Reaction!* Spring Consistency Challenge earrings?

No. You do not need to be registered for Career Conference in order to receive your prize. There is no longer a tie with the consistency piece and events. Each consistency prize will be mailed to you.

6. Is there a report for the *Spark a Chain Reaction!* Spring Consistency Challenge?

For Independent Beauty Consultants and Independent Sales Directors, there is a *Spark a Chain Reaction!* Report in *myBusiness*SM on *Mary Kay InTouch*[®].

7. Is the monthly cumulative \$600+ wholesale Section 1 order requirement *adjusted* or *unadjusted* cumulative wholesale Section 1 production?

It is adjusted wholesale Section 1 production.

8. How does the adjusted wholesale Section 1 production affect the requirements for me to earn my monthly jewelry piece?

Adjustments made during the month: Any adjustments you make to your personal cumulative wholesale Section 1 production during the month will count toward your monthly jewelry piece production order requirement.

- If your order still meets the minimum requirement of a cumulative \$600+ wholesale Section 1 order, you will receive a jewelry piece for that month, and that month also will count toward any current consistency challenge.
- If your adjusted wholesale Section 1 production falls below the minimum cumulative \$600+ wholesale Section 1 order requirement, you will not receive a jewelry piece. If you already have received your jewelry piece before your adjustment was made, you do not need to return the jewelry piece; it is yours

to keep. However, you will not receive credit for any current consistency challenge associated with achieving that month's *Spark a Chain Reaction!* challenge since you did not actually meet the minimum cumulative \$600+ wholesale Section 1 order requirement. Note that you will not receive the consistency challenge jewelry piece either.

Adjustments made after the month has closed: Any adjustments you make to a given month after that month has closed will be updated and reflected on your *Spark a Chain Reaction!* report on *myBusiness*SM on the *Mary Kay InTouch*[®] website.

If your adjusted cumulative wholesale Section 1 production falls below the minimum cumulative \$600+ wholesale Section 1 order requirement, you will not receive credit for any current consistency challenge associated with achieving that month's *Spark a Chain Reaction!* challenge since the minimum cumulative \$600+ wholesale Section 1 order requirement was not maintained. You can, however, keep that month's jewelry piece you received.