

Mary Kay *You Hold the Key* Seminar 2019 Consistency Challenge

Frequently Asked Questions

March 1 – June 30, 2019

1. What is the Mary Kay *You Hold the Key* Seminar 2019 Consistency Challenge?

An Independent Beauty Consultant or Independent Sales Director can earn an exclusive designer Mary Kay *You Hold the Key* Seminar 2019 Consistency Challenge bracelet when she achieves the Mary Kay *You Hold the Key* Challenge every month from March 2019 through June 2019 **AND** has one or more *Great Start-qualified** new personal team member(s) during the challenge time frame.

2. What are the qualifications for the Mary Kay *You Hold the Key* Yearlong Challenge?

Independent sales force members who place \$600 or more in wholesale Section 1 orders in a given month during the challenge time frame will receive that month's Mary Kay *You Hold the Key* jewelry piece from the Mary Kay *You Hold the Key* 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. The jewelry piece will arrive with your qualifying order! (There is a limit of one jewelry piece per independent sales force member per month.)

3. If a new personal team member's Independent Beauty Consultant Agreement is received and accepted by the Company prior to this challenge but she becomes *Great Start-qualified within the challenge time frame, does she still count?**

Yes. It does not matter if her Independent Beauty Consultant Agreement is received and accepted by the Company outside of the challenge time frame, but for the purposes of this challenge, the new personal team member must become *Great Start-qualified** within the challenge time frame. That means the order(s) need to be received and accepted by the Company within March, April, May and June to count for this challenge.

4. If a new personal team member's Independent Beauty Consultant Agreement is received and accepted by the Company in December 2018 but she becomes *Great Start-qualified in March 2019 by placing a single or cumulative \$600 or more wholesale Section 1 order, does she still count?**

Yes. For purposes of this challenge, the initial or cumulative \$600 or more wholesale Section 1 order has been received and accepted by the Company within the challenge time frame of March 1 – June 30, 2019.

5. **If a new personal team member’s Independent Beauty Consultant Agreement is received and accepted by the Company in March 2019 but she becomes *Great Start*-qualified* in June 2019 by placing a single or cumulative \$600 or more wholesale Section 1 order, does she still count?**

Yes. For purposes of this challenge, the initial or cumulative \$600 or more wholesale Section 1 order has been received and accepted by the Company within the challenge time frame of March – June 30, 2019.

6. **If a new personal team member’s Independent Beauty Consultant Agreement is received and accepted by the Company in June 2019 but she becomes *Great Start*-qualified* in July 2019 by placing a single or cumulative \$600 or more wholesale Section 1 order, does she still count?**

No. For purposes of this challenge, the initial or cumulative \$600 or more wholesale Section 1 order must be received and accepted by the Company within the challenge time frame of March 1 – June 30, 2019.

7. **Is the monthly cumulative \$600 or more 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 and achieve the Seminar 2019 Consistency Challenge?**

- **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 or more wholesale Section 1 order, you will receive a jewelry piece for that month. That month also will count toward the Mary Kay *You Hold the Key* Seminar 2019 Consistency Challenge.
 - If your adjusted wholesale Section 1 production falls below the minimum cumulative \$600 or more wholesale Section 1 order requirement, you will not receive a jewelry piece. If by chance you already have received your monthly jewelry piece before your adjustment was made, you do not need to return the monthly jewelry piece. It is yours to keep. However, you will not receive credit for the Mary Kay *You Hold the Key* Seminar 2019

Consistency Challenge associated with achieving that month's Mary Kay *You Hold the Key* Challenge since you did not actually meet the minimum cumulative \$600 or more wholesale Section 1 order requirement.

- **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 Mary Kay *You Hold the Key* report on *myBusiness*SM on the *Mary Kay InTouch*[®] website.
 - If your adjusted cumulative wholesale Section 1 production falls below the minimum cumulative \$600 or more wholesale Section 1 order requirement, you will not receive credit for the Mary Kay *You Hold the Key* Seminar 2019 Consistency Challenge associated with achieving that month's Mary Kay *You Hold the Key* Challenge since the minimum cumulative \$600 or more wholesale Section 1 order requirement was not maintained.

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

New Independent Beauty Consultants whose Independent Beauty Consultant Agreements are received and accepted by the Company in **March, April and May 2019** are eligible if they meet the requirements below:

New Independent Beauty Consultant Agreement Received and Accepted by the Company	Months to Achieve the Mary Kay <i>You Hold the Key</i> Challenge	How to Achieve the Mary Kay <i>You Hold the Key</i> Seminar 2019 Consistency Challenge Bracelet
March 2019	April, May and June 2019 (all three months)	A new Independent Beauty Consultant whose Agreement is received and accepted by the Company in March must achieve the Mary Kay <i>You Hold the Key</i> Challenge in the month following the receipt and acceptance of her Agreement and in each remaining month. She must also have at least one <i>Great Start</i> -qualified* new personal team member within the challenge time frame.

April 2019	May and June 2019 (both months)	A new Independent Beauty Consultant whose Agreement is received and accepted by the Company in April must achieve the Mary Kay <i>You Hold the Key</i> Challenge in the month following the receipt and acceptance of her Agreement and in each remaining month. She must also have at least one <i>Great Start</i> -qualified* new personal team member within the challenge time frame.
May 2019	May and June 2019 (both months)	A new Independent Beauty Consultant whose Agreement is received and accepted by the Company in May must achieve the Mary Kay <i>You Hold the Key</i> Challenge in the month her Agreement is accepted, May, and in June. This is to meet the minimum requirement of two consecutive achievement months for consistency. She must also have at least one <i>Great Start</i> -qualified* new personal team member within the challenge time frame.
June 2019	Not eligible	A new Independent Beauty Consultant whose Agreement is received and accepted by the Company in June is unable to meet the minimum requirement of two consecutive achievement months for consistency and is, therefore, not eligible for this challenge.

10. As an Independent Beauty Consultant or Independent Sales Director, how will I receive my exclusive designer bracelet from the Mary Kay *You Hold the Key* Seminar 2019 Consistency Challenge?

When you achieve the Mary Kay *You Hold the Key* Seminar 2019 Consistency Challenge **AND** attend Seminar 2019, you will receive your bracelet at the Prize Party.

- 11. If an achiever who earns the exclusive designer bracelet from the Mary Kay *You Hold the Key* Seminar 2019 Consistency Challenge cannot attend Seminar 2019, will she still receive her bracelet?**

No. An achiever must be present to receive the reward.

- 12. Is there a report for the Mary Kay *You Hold the Key* Seminar 2019 Consistency Challenge?**

For Independent Beauty Consultants and Independent Sales Directors, this challenge will be included on the Seminar Tracking Report in *myBusiness*SM on *Mary Kay InTouch*[®].

*A *Great Start*-qualified new personal team member is one whose initial order or cumulative orders with the Company are \$600 or more in wholesale Section 1 products, and the order(s) are received and accepted by the Company in the same or following three calendar months that her/his Independent Beauty Consultant Agreement is received and accepted by the Company.