

# Star Consultant Program

## Frequently Asked Questions

June 16, 2020 – June 15, 2021

### 1. How can I achieve Star Consultant Status?

To participate in the quarterly Star Consultant Program, you must place a minimum of \$1,800 in wholesale Section 1 orders received and accepted by the Company during the program quarter. Additional wholesale Section 1 orders received and accepted by the Company during the program period will add to your program credits. Wholesale credit card orders are processed and credited for this program ONLY after the accompanying credit card charge is authorized by the credit card company. If authorization is declined, points from the order may not count for this program based on the cutoff date.

### 2. Is there a way for me to earn extra program credit toward my Star Consultant quarter?

Each qualified\* new personal team member you add equals 600 program credits. Team-building is a great way to support your wholesale Section 1 orders and move you to the next Star Consultant prize category. The minimum of \$1,800 in wholesale Section 1 orders must be processed before this credit is applied.

### 3. What does a qualified new personal team member mean?

For purposes of this program, a qualified new personal team member is one whose Independent Beauty Consultant Agreement is received and accepted by the Company within the program quarter and whose initial or cumulative orders of \$600 or more in wholesale Section 1 products are also received and accepted by the Company within the program quarter.

### 4. What are program credits for the Star Consultant Program?

Program credits are any combination of \$1,800 or more in wholesale Section 1 orders received and accepted by the Company during the program quarter, plus your program credits for any qualified\* new personal team members.

### 5. How do I select my Star Consultant prize at the end of the quarter?

You will receive an email letting you know that you have an action item on *Mary Kay InTouch*® to select your prize.

### 6. What if I do not have an email address?

If you do not have a valid email address on file with the Company, you will be notified by mail via a generic postcard. You may then call 800-272-9333, Option 4, to find out about your program credits and to select a prize.

### 7. I am a new Independent Beauty Consultant. How can I achieve Star Consultant status?

You must place a minimum of \$1,800 in wholesale Section 1 orders that are received and accepted by the Company during the program quarter in which your Agreement was received and accepted by the Company.

**8. Is there a report on Mary Kay InTouch® that shows my Star Consultant status?**

There are three reports on *Mary Kay InTouch*® to help you track your Star Consultant status. Go to Business Tools > myBusiness<sup>SM</sup> > Reports to access the three reports: the Star Consultant Tracking report, the Star Consultant History report and the Star Consultant Consistency report.

**9. Will my program credits be totaled at the end of the year if I achieve Star Consultant status consistently every quarter during the Seminar year?**

Yes. If you achieve Star Consultant status all four quarters during the program year, June 16, 2020 – June 15, 2021, your program credits will be added together to determine your total year-end program credits. To earn one of the fabulous prizes from the All-Star Star Consultant Collection, however, you must also attend Seminar 2021. See the All-Star Star Consultant Program page for more details.

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