

Star Consultant Program

Frequently Asked Questions

Sept. 16, 2021 – June 15, 2022

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. 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. 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. If you place less than \$1,800 in wholesale Section 1 orders, their equivalent program credits will not be added to your account.

3. Why did the Star Consultant Program change in September 2021?

To make the Star Consultant Program even more rewarding, we incorporated program enhancements that modernized the program while staying true to why Mary Kay Ash started it in 1975. Many of the upgrades were made in response to the feedback we received from the independent sales force.

4. With the updates that go live on Sept. 16, 2021, what stays the same and what is new?

What stays the same? The core ideas that make Star Consultant Program a success.

- An Independent Beauty Consultant must sell a minimum of \$1,800 wholesale Section 1 each quarter to play.
- An Independent Beauty Consultant can still earn 600 program credits for each qualified new personal team member.
- The quarterly achievement levels (Sapphire, Ruby, Diamond, Emerald, and Pearl) are still intact.

What's new? Let's make a good thing great!

- Star Consultants now have thousands of prizes and experiences from which to choose.
- Once earned, program credits can be redeemed any hour, any day!
- An Independent Beauty Consultant will now be rewarded for all her effort during a quarter. She can SAVE, CARRY-OVER and ACCUMULATE program credits. Nothing is lost!

- An easy-to-use rewards site offers a Beauty Consultant a personalized platform to track her credits, make wish lists, complete redemptions and much more.

5. How can I earn extra program credit toward my Star Consultant quarter?

Increasing your wholesale Section 1 orders is a great way to earn more program credits, but you can also earn credits by developing teams within the quarter. Each qualified* new personal team member you add earns you 600 credits. Developing a team can be 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.

6. 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.

7. What are program credits for the Star Consultant Program?

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

8. Did the value of the rewards change?

No. The value of the rewards remains unchanged from the previous version of the Star Consultant Program.

9. How many program credits do I receive for my Wholesale Section 1 order?

Please see below for the breakdown of where each Star Consultant prize category begins.

Name	Quarterly Wholesale Section 1 Order	Credits Earned
Sapphire	\$1,800	Starts at 2,000 credits
Ruby	\$2,400	Starts at 3,000 credits
Diamond	\$3,000	Starts at 4,000 credits
Emerald	\$3,600	Starts at 5,000 credits
Pearl	\$4,800	Starts at 7,000 credits
Pearl	\$6,000	Starts at 10,000 credits
Pearl	\$7,800	Starts at 17,000 credits
Pearl	\$9,600	Starts at 24,000 credits

However, you don't just earn credits at these specific values! For every wholesale Section 1 dollar, you earn a corresponding credit conversion. This

means that you are rewarded for ALL your effort – nothing is lost! What does this mean? This means that if you end the Star quarter with \$8,500 in wholesale Section 1 orders, you can earn IN BETWEEN 17,000 and 24,000 credits.

10. Where can I find a credit conversion chart with greater detail about how many program credits are earned for each wholesale Section 1 dollar amount?

See the Star Consultant Program challenge page on *Mary Kay InTouch*® for the Star Consultant Credit Conversion Chart.

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

For Q1 Seminar 2022 (June 16 – Sept. 15, 2021) prize redemptions, you will receive an email letting you know that you have an action item on *Mary Kay InTouch*® to select your Q1 prize starting on Sept. 20, 2021. You need to select your Q1 prize by Dec. 15, 2021.

For Q2 Seminar 2022 (Sept. 16 – Dec. 15, 2021) prize redemptions, you will receive an email letting you know that the quarter has successfully closed. Please proceed to the Star Consultant Program contest page on *Mary Kay InTouch*®, and click the highlighted button to access the rewards site.

As of Dec. 16, 2021, you do not need to wait until the 20th of the month following a closed quarter to redeem your program credits. Once the quarter closes and you have earned credits, you may redeem them at any hour, any day via the rewards site!

For future star quarters, all credits will remain in your account until redeemed and will continue to roll over to the next quarter. Once earned credits are in your account, you can redeem them for prizes at ANY TIME. For example, if you have 12,000 credits in your account on Jan. 3, and you want to redeem for a prize that is 10,000 credits, you can do so on Jan. 3. After that redemption, you will have 2,000 credits remaining in your balance, which you can redeem at any time.

12. What if I do not have an email address?

If you do not have a valid email address on file with the Company, you can still redeem program credits! Please visit the rewards site via the Star Consultant Program challenge page on *Mary Kay InTouch*®. On the rewards site, you can view how many total credits you've earned and prizing options. You can order from the rewards site directly. Please note that without an email address, you will not receive order or shipping confirmations.

13. Do I have to redeem all my earned program credits each quarter?

No. Once you have earned your quarterly credits, you choose if you want to redeem them now, partially or in full, or save them for use at a later time. If you only redeem a portion of your earned credits, you will not lose your balance of credits! They will remain in your account until you redeem them.

14. Can I redeem program credits for *MKConnections*[®] vouchers and gift cards?

There are always so many new prizes and experiences to choose from on the rewards site! However, you can also redeem credits for different denominations of *MK Connections*[®] vouchers and gift cards to retailers nationwide.

15. Do my program credits expire?

As long as you have an active Independent Beauty Consultant Agreement with the Company, your credits will not expire. If your Independent Beauty Consultant Agreement is terminated by the Company, you will have 30 days from the time of the Agreement termination to redeem credits for a prize. If your Independent Beauty Consultant Agreement is terminated and your credits were determined to have been earned through the unauthorized sale of *Mary Kay*[®] products, your credits will expire on the date of your Agreement termination.

16. Where did the quarterly printed Star Consultant poster go?

Beginning Sept. 16, 2021, your Star Consultant poster went digital! Why did we do this? Now that there are so many rewards and experiences to choose from, it is physically impossible to fit them all on a printed poster! But don't worry, you now have TWO great digital poster options to help you identify your personal rewards goals:

- **Quarterly/Seasonal digital poster:** this option helpfully highlights hot, seasonal rewards at each Star Consultant prize category. This can be found on the Star Consultant Program challenge page.
- **Customized Goal Sheet:** this option allows you to customize a goal sheet for you or another Independent Beauty Consultant to help motivate, encourage and communicate exactly what prizes excite you! This resource can be found on the rewards site. Simply click Wish List in the upper right corner of the rewards site. Once you've added a few prizes to your Wish List, you can populate the Customized Goal Sheet and save it to your computer. For more information on how to create a Customized Goal Sheet, visit the Star Consultant Program contest page.

17. Can Independent National Sales Directors participate in the Star Consultant Programs?

Yes. Independent National Sales Directors can participate in both Star Consultant Program and the *All-Star* Star Consultant Program.

18. 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*SM > Reports to access the

three reports: the Star Consultant tracking report, the Star Consultant history report and the Star Director and Consultant Consistency report.

Customer Service, Prize Shipment, and Returns

WHO: Mary Kay is partnering with fulfillment experts Rymax to help manage the newly enhanced Star Consultant experience.

CONTACT: Rymax at 1-800-496-6008 between 9 a.m. and 5:30 p.m. ET for Mary Kay Star Consultant Customer Service. You can also email Rymax Customer Service at StarConsultantSupport@brainstormlogistics.com.

19. I have a question about a Star Consultant prize, navigating the rewards site, an order I recently placed, or a Star prize that is in transit (including tracking of gift cards and MKConnections vouchers). Who should I call?
Please call Rymax at 1-800-496-6008 from 9 a.m. to 5:30 p.m. ET for expert, real-time assistance about any Star Consultant prizes or experiences.

20. Is Star Sales Director Program affected by the new Star Consultant Program enhancements?
No. The Star Sales Director Program is not affected by these enhancements. Please see the Star Sales Director Program contest page for further information about this promotion.

21. What should I do once I receive my prize?

Here are some helpful tips once you receive your prize:

- Carefully open your prize immediately upon delivery. Do not wait to open it.
- If you notice any damage or missing parts, promptly call Rymax at 1-800-496-6008. Keep the shipment carton, shipping labels, and all packaging materials. Take pictures of the damage, if possible. Doing all this will help expedite your case.
- Note the following important return time frames:
 - If you changed your mind and want to return the prize OR the item is defective, you have **45 calendar days** from delivery date to complete the return. Call Rymax at 1-800-496-6008 to arrange the details.
 - If the item is damaged during shipment, you have **30 calendar days** from delivery date to complete the return. Call Rymax at 1-800-496-6008 to arrange the details of a refund or replacement.
 - Some larger items are shipped via specialized truck delivery (TVs, fitness equipment, etc.):
 - If the larger prize arrives visibly damaged, you should refuse the product at delivery, if possible. If you were not present or able to refuse delivery, call Rymax at 1-800-496-6008 within **5 calendar**

days from delivery date to arrange details of the refund or replacement.

- If the larger prize is defective upon receipt, you have **30 calendar days** from delivery date to arrange the details of a refund or replacement. Call Rymax at 1-800-496-6008 for assistance.
- In order to receive a full credit refund, all returned prizes that are in otherwise good condition need to be unused and contain all original components and parts. For items not received in this condition, a credit refund will not be issued.
- Full Terms and Conditions can be found on the rewards site.

All-Star Star Consultant Program

WHO: All independent sales force members

BLING BUTTON(S): Yes. *All-Star* Star Consultant Bling Button.

HOW: When a Star Consultant achieves Star Consultant status for all four quarters of a Seminar year, they are rewarded with program credits that are automatically applied to their Star Consultant Program account at the end of Seminar year.

REWARD: The number of program credits an Independent Beauty Consultant receives at year-end will be determined by the total wholesale Section 1 orders they submit across all four quarters (June through July of the following year), which will be added together and converted to credits. This means a Beauty Consultant can earn more credits to reward their consistency from quarter to quarter!

Year-End Total of Wholesale Section 1 Orders	Credits Earned
\$3,600-\$7,199	1,000 credits
\$7,200-\$9,599	2,000 credits
\$9,600-\$11,999	3,000 credits
\$12,000-\$14,399	4,000 credits
\$14,400-\$19,199	5,000 credits
\$19,200+	6,000 credits

22. Mary Kay debuted this *All-Star* program enhancement after Q1 was complete. Will I get *All-Star* credit for my wholesale Section 1 orders from Q1 (June 16 – Sept 15, 2021)?

Yes. Your Q1 orders will be added together with the following three quarters of the Seminar year and converted to credits for *All-Star* recognition.

23. Do I need to attend Seminar to receive my *All-Star* program credits?

No. You do not need to attend Seminar to receive your *All-Star* credits. Instead, your earned credits will automatically be deposited into your account at year-end.

24. If I am a new Independent Beauty Consultant and submit my Independent Beauty Consultant Agreement after the Seminar year has begun, can I achieve *All-Star*?

Yes. If your Agreement is received and accepted by the Company between Sept. 16, 2021, and March 15, 2022, as a new Independent Beauty Consultant, you are eligible to participate. You must achieve Star Consultant status in the quarter your Agreement is received and accepted by the Company and consistently for every following quarter. You must achieve Star Consultant status for a minimum of two Star Consultant quarters. See the chart provided.

Month and Year New Independent Beauty Consultant Agreement Is Received and Accepted by the Company	Star Consultant Quarter Requirements for Seminar <i>All-Star</i> Star Consultant Status	Total Star Consultant Quarters Required to Achieve <i>All-Star</i> Star Consultant Credits	Minimum Year-End Wholesale Production for <i>All-Star</i> Star Consultant Status
June 2021 July 2021 August 2021 Sept. 1–15, 2021	<i>Four total: Quarters 1, 2, 3 AND 4</i>	4	\$7,200
Sept. 16–30, 2021 October 2021 November 2021 Dec. 1–15, 2021	<i>Three total: Quarters 2, 3 AND 4</i>	3	\$5,400
Dec. 16–31, 2021 January 2022 February 2022 March 1–15, 2022	<i>Two total: Quarters 3 AND 4</i>	2	\$3,600
March 16–31, 2022 April 2022 May 2022 June 2022	<i>Not Eligible</i>	N/A	N/A

Quarter 1: *June 16 to Sept. 15, 2021*
 Quarter 2: *Sept. 16 to Dec. 15, 2021*
 Quarter 3: *Dec. 16, 2021, to March 15, 2022*
 Quarter 4: *March 16 to June 15, 2022*

25. Where can I find a report on *Mary Kay InTouch*® that shows my *All-Star* Star Consultant status?

Go to *Mary Kay InTouch*® > Business Tools > *myBusiness*™ > Reports to access the Star Director and Consultant Consistency Report to see if you are on-target for *All-Star* Star Consultant.

26. Will there be an *All-Star* Star Consultant Luncheon at Seminar?

No. There will not be an *All-Star* Star Consultant Luncheon at Seminar.

27. Will there be a prize for the Top 10 *All-Star* Star Consultant achievers in each Seminar?

No. There will not be an additional prize for the Top 10 in each Seminar.

*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.