

SEPA Transition – FAQs

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1. What is SEPA and what does it stand for?

SEPA is the English abbreviation for **Single Euro Payments Area**. It is a new and common payment scheme which was introduced to Europe and commonly known since February this year. The general idea of the SEPA scheme is to harmonise all payment transactions in the European Union (EU) with the goal to allow more efficient and safer international money transfers.

2. Why does Nu Skin introduce SEPA and as of when is it effective?

Like any other company in Europe, Nu Skin is obliged to adapt to this change accordingly and will soon migrate to the new SEPA Direct Debit Core scheme. For some markets this transition was already made and little by little the remaining markets will now follow to align all payments.

For Germany, this change is effective from 01 August 2014.

3. What changes will Customers or Distributors experience with this transition?

There will not be any changes for those who already use Direct Debit for their orders with Nu Skin. For them, all will remain the same. A slight change in process applies to new Direct Debit orders. For any new bank account that is indicated for Direct Debit orders an authorisation form, a so-called mandate, needs to be signed and returned to Nu Skin. This only needs to be done once. If the bank account does not change, the payment type will be saved for the created ADR. For any new order, the authorisation form will need to be signed again.



4. How will people who want to use Direct Debit know what they need to do?

When a new Direct Debit order is placed on the web, the person who places the order will be prompted to confirm that s/he acknowledged the SEPA Direct Debit rules by ticking a box next to the message.

Furthermore, for new Direct Debit payment Nu Skin needs to receive a signed form for authorisation to withdraw money from a person's account for any initial ADR order placed from 01 August 2014. This form will be sent attached to an e-mail after the order process is completed. The authorisation will remain valid for any future ADR order placed under the same International Bank Account Number (IBAN).

Ticking the box displayed on the web will release the automatic e-mail with the authorisation form to be sent to you with the request to return it back to Nu Skin. Orders cannot be released for shipping unless Nu Skin receives the signed form back **by latest 14:00h on the last business day of the month.**

5. What will happen if the form is incomplete or not returned at all?

Orders, for which Nu Skin receives an incomplete form back, will not be released for shipping. The same applies to orders for which Nu Skin does not receive the signed mandate at all. To avoid delivery delays we advise you to send back the signed form right after you receive it via e-mail from Nu Skin.

6. Why does the signed form need to be submitted by 14:00h on the last business day?

At Nu Skin, we want to ensure fast delivery for all orders. However, it is also important that your Personal Sales Volume (PSV) and Product Points (if applicable) are not only visible in real time, but actually count for the same month in which the order was placed. To ensure that this is guaranteed, we need to receive the signed mandate back by 14:00h on the last business day of the month at the latest.

If you have any general questions regarding SEPA Direct Debit or need assistance, please contact your local [Account Manager or Customer Service](#) for support.

Your Nu Skin Team