

## Vietnam Frequently Asked Questions

### Sign-Up

1. Q: What is the distributor ID number sequence for Vietnam?  
A: It will be the letters VN followed by seven numbers. i.e. VN1234567.
2. Q: Who can sponsor in Vietnam?  
A: Only a Nu Skin Vietnam Distributor can sponsor in Vietnam. Therefore, only a Vietnamese national who signs up as a distributor with Nu Skin Vietnam can sponsor in Vietnam.
3. Q: How do I become a distributor in Vietnam?  
A: Sign a duly completed Distributor Agreement (“DA”) and submit it to Nu Skin Vietnam, along with the required documents to become a Nu Skin Vietnam Distributor.
4. Q: What are the requirements to sign-up as a Nu Skin Vietnam Distributor  
A: To sign-up as a Nu Skin Vietnam distributor, you must submit the followings to Nu Skin Vietnam office in person or via mail:
  - (a) a completed and signed ORIGINAL hardcopy of Nu Skin Vietnam DA\* in which you need to provide:
    - (1) your full name
    - (2) your Vietnamese identification Card Number
    - (3) date of issue of your Vietnamese Identification Card
    - (4) issuing authority of your Vietnamese Identification Card
    - (5) date of birth
    - (6) address
    - (7) phone number
    - (8) banking information\* (required for receiving commissions and bonuses)
    - (9) personal income tax number\* (required for receiving commissions and bonuses)
  - (b) a photocopy of front and back sides of your Vietnamese Identification Card\*
  - (c) 2 photos of size 4cm x 6cm
  - (d) payment for Business Portfolio (Price: Vnd 200,000 inclusive of VAT)

\* Nu Skin Vietnam may hold your bonuses (without interest) if we do not receive and accept all of your signed ORIGINAL DA, a photocopy of front and back sides of your Vietnamese Identification Card, your banking information and personal income tax number.
5. Q: What is the minimum age requirement to become a distributor?  
A: They must be at least 18 years old with a Vietnamese Identification Card.
6. Q: Can I sign-up as a distributor if I am a full time student?  
A: No. Full time student cannot sign up as a Nu Skin Vietnam Distributor
7. Q: Can I sign up as a company or corporation?  
A: No. Distributors are not allowed to sign up as a company or corporation.

8. Q: Can I start sponsoring and purchase products immediately after signing up?  
A: The sign-up is complete only when we receive your completed and signed DA and necessary documentation and the information are entered in the system. If we didn't receive the necessary documentation, the sign up is not complete and you will not be able to sponsor or purchase products.
9. Q: When will I receive my Nu Skin distributor ID card?  
A: We will mail out the distributor card within 7 working days from the date of receiving the signed DA and necessary documentations.
10. Q: Can non-Vietnamese living in Vietnam become a distributor?  
A: No. You must be a Vietnam national and be able to submit a valid copy of your Vietnamese Identification Card

### **Sponsoring**

11. Q: How does an international distributor sponsor in Vietnam?  
A: Direct foreign participation is not allowed in Vietnam including participation in Multi-Level Selling (MLS). Therefore, international distributors are not allowed to sell products or sponsor in Vietnam.
12. Q: Where can I get an ISA (International Sponsoring Agreement) and PPA (Product Purchase Agreement) form?  
A: The DA you signed in your own home market should include ISA and PPA. Therefore, no ISA or PPA form is needed. Please contact your Account Manager for more details.

If you are a new Nu Skin Vietnam Distributor looking to sign-up downlines in any of our overseas Nu Skin markets, you may request for an ISA from Nu Skin Vietnam office.

13. Q: Can VN Distributors sponsor anywhere in Vietnam?  
A: Yes. VN Distributors can sponsor anywhere in Vietnam, including Hanoi and any other cities in Vietnam.

### **Becoming an Executive**

14. Q: What is the sales compensation plan in Vietnam?  
A: The Global Wealth Maximizer Plan and the Commission Maximizer Plan are available in Vietnam.
15. How do I become an executive?  
A: Submit a Letter of Intent (LOI) Form; accumulate 6,000GSV within 6 months from the first LOI month; A Qualifying Executive must maintain at least 100PSV and 1,000GSV during the Qualification period.
16. Q: Is ARO (ADP/ADR) required upon submission of LOI in Vietnam?  
A: ARO is currently not available in Vietnam, therefore, ARO is currently not required in Vietnam for new LOIs and to complete Executive qualification.

17. Q: As an Executive, is ARO (ADP/ADR) required as part of my monthly Executive maintenance and to receive my monthly commission check?  
A: Until we launch ARO in Vietnam, ARO is not required in Vietnam for Executive maintenance purposes and is not a requirement to receive commission.
18. Q: As a Vietnam Executive, can I sponsor in other Nu Skin markets and earn commissions from overseas downlines?  
A: Yes, all Vietnam Distributors are allowed to sponsor distributors in other Nu Skin markets and they will earn commissions from the group sales volumes based on the Vietnam Sales Compensation Plan.

### **Commission Payment**

19. Q: How are commissions paid in Vietnam?  
A: Commissions will be paid through a designated bank account as provided by the distributor at the time of sign-up (before the 25th of each month).
20. Q: What information do I need to provide in order to receive commission?  
A: The information required on the form includes a Personal Income Tax number (10 digit); bank account details; and other information requested on the DA and Direct Deposit Form.
21. Q: If I don't have a bank account in Vietnam can I receive my commissions?  
A: In order to receive your commissions, you must provide Nu Skin Vietnam your bank account information and your commissions will be paid through the designated bank account before the 25th of each month.
22. Q: If I don't have a Vietnam Tax ID Number how can I receive my commissions in Vietnam?  
A: In order to receive your commissions, you must provide Nu Skin Vietnam your Tax ID number.

### **Products/Ordering**

23. Q: What Personal Care and Pharmanex products will be available in Vietnam?  
A: Please refer to Nu Skin Vietnam's product catalogues or check out our website at [www.nuskin.com/vn](http://www.nuskin.com/vn).
24. Q: Are there plans to have ARO (ADP/ADR) in the future?  
A: Yes, the ARO program is an integral part of customer retention, rewarding our loyal product users for continued use of the products. There are plans to offer the ARO program in Vietnam in the future.
25. Q: How are products purchased in Vietnam?  
A: Products can be purchased in person at the Nu Skin Walk-in Center at 201 Nam Ky Khoi Nghia Street, Ward 7, District 3, HCMC. You can also place your order by phone, fax and email.
26. Q: What payment types does Nu Skin accept?  
A: We accept payment by cash, credit card, or bank transfer.

27. Q: Which banks can we use for bank transfer to pay for our products orders?

A: Please see below.

Name of Account Owner	Address of Account Owner per Bank Records	Name of Bank:	Bank Address:	Account Number:
CÔNG TY TNHH NU SKIN ENTERPRISES VIỆT NAM	201 Nam Ky Khoi Nghia, Ward 7, Dist 3, HCMC	Vietnam International Commercial Joint Stock Bank (VIB) - FDI South	111A Pasteur, Ben Nghe Ward, Dist 1, HCMC	898 704 06 123 1111
CÔNG TY TNHH NU SKIN ENTERPRISES VIỆT NAM	201 Nam Ky Khoi Nghia, Ward 7, Dist 3, HCMC	Joint Stock Commercial Bank for Foreign Trade of Vietnam (VCB) - Ho Chi Minh Branch	29 Ben Chuong Duong Str, District 1, HCMC	007 100 070 4142
CÔNG TY TNHH NU SKIN ENTERPRISES VIỆT NAM	201 Nam Ky Khoi Nghia, Ward 7, Dist 3, HCMC	Asia Commercial Bank (ACB) - Nguyen Van Troi Branch	23 Nguyen Van Troi Str, Phu Nhuan District, HCMC	137 876 899
CÔNG TY TNHH NU SKIN ENTERPRISES VIỆT NAM	201 Nam Ky Khoi Nghia, Ward 7, Dist 3, HCMC	Vietnam bank for agriculture and rural development (Agribank) - Cho Lon Branch	43 Hai Thuong Lan Ong Str, Ward 10, District 5, HCMC	6220 2010 10090

28. Q: Can International accounts purchase products in Vietnam?

A: Yes, international accounts can purchase two pieces per product per month, as long as they have global ISA and PPA.

29. Q: Do Vietnam distributors need the global ISA and PPA to purchase/sponsor outside of Vietnam?

A: Yes

30. Q: Will Nourish the Children (NTC) be available in Vietnam?

A: NTC is currently not available in Vietnam. It may become available in the future.

### **Scanner**

31. Q: Will the scanner be available in Vietnam?

A: The scanner is currently not available for sale or rental in Vietnam. It may become available in the future.

32. Q: Can International Execs with a scanner bring their scanners into Vietnam?

A: No, they cannot. Severe penalties will also be levied on those who attempt to bring scanners into Vietnam.

### **Training**

33. Q: Can any Foreign Distributor conduct training?

A: Starting February 2013, only currently paid as Ruby and above and who have obtained approval from Nu Skin Vietnam can conduct trainings in Vietnam.

34. Q: Do I need to register my meetings and trainings with Nu Skin Vietnam?

A: All distributor meetings (international or local trainers) related to the Nu Skin business need to be registered with Nu Skin Vietnam.  
 (a) For meetings of 5 or more people, the distributors (whether they are local or foreign) must register with Nu Skin Vietnam;  
 (b) For meetings of 5 or more people and conducted by foreign distributors, they need the attendance of Nu Skin Vietnam staff. This rule is only applicable to foreign distributors because the Vietnam laws prohibit foreign participation in direct selling.

35. Q: How do I register my meetings/trainings with Nu Skin Vietnam?

A: The Distributor Training & Meeting Registration Form can be downloaded at [https://www.nuskin.com/content/nuskin/en\\_VN/opportunity/getting\\_started/attend\\_our\\_eventtraining.html](https://www.nuskin.com/content/nuskin/en_VN/opportunity/getting_started/attend_our_eventtraining.html). If you have any questions, please contact Nu Skin Vietnam office.

### **Transfer/Merge of Account**

36. Q: I am an overseas Distributor, how do I transfer my account to Vietnam?  
A: You will need to submit a transfer of account application to Nu Skin Vietnam, along with all the necessary documentation. You can complete a transfer form of your account online starting August 1, 2012, print and sign the online Distributor Agreement transfer form and submit the documents by mail or by hand to Nu Skin Vietnam office. The transfer won't be complete and your Nu Skin Vietnam Founding Distributor Account will be temporary until printed DA with completed requirements is received and accepted by the Nu Skin Vietnam office. A transfer processing fee of Vnd 500,000 (inclusive of 10% VAT) will be charged upon submission of original DA with other required documents to the Nu Skin Vietnam office.
37. Q: For Founding Distributors, do they need to submit the printed DA form and other required documents personally?  
A: No. It is not necessary for Founding Distributors to submit the printed DA and other required documents in person. The documents may be personally submitted, mailed-in or submitted on their behalf.
38. Q: For example, after the merge between the FR ID# and VN ID#, the person will have a VN ID and living in France - what exactly will happen concerning Tax declarations and commissions?  
A: All Nu Skin Vietnam Distributors will need to declare all commissions derived from their Nu Skin business and pay taxes in Vietnam.
39. Q: During the transfer, are they allowed to conduct their Nu Skin business activity while the transfer is in process? If not, will they lose their title or what exactly will happen if they can't maintain their title because of the transfer?  
A: Upon submission of the transfer request, an overseas Distributor must submit completed forms for Vietnam distributorship transfer within 30 days of request to transfer. Until the ID transfer is complete, they cannot sponsor in Vietnam or sell products in Vietnam. They can continue to build outside of Vietnam using their overseas Nu Skin Distributor ID until the transfer is complete.
40. Q: If a French distributor plans to transfer his/her account to Vietnam, is it allowed to continue with the activity using the French ID during the transfer?  
A: Yes. Until the ID transfer is complete, they cannot sponsor in Vietnam or sell products in Vietnam. They can continue to build outside of Vietnam.
41. Q: What can distributor do with a temporary ID?  
A: Until the ID transfer is complete, they cannot sponsor in Vietnam or sell products in Vietnam. They can continue to build outside of Vietnam.
42. Q: I am a Vietnamese national and a US Ruby Executive. Once my account is transferred to Vietnam, will I keep my status as a Ruby Executive and all my

downline organization?

A: Yes, when you transfer your distributorship from US to Vietnam, you keep your title and your downline organization, provided that you continue to meet your maintenance requirement as a Ruby Executive during the transfer process and until the transfer is complete.

43. Q: I am a Vietnamese national and a US Distributor and I just submitted my LOI this month and fulfilled my first month qualification. Can I transfer my account to become a Founding Distributor in Vietnam and continue my Executive qualification upon the completion of the transfer?

A: Yes, you may complete your Executive qualification in Vietnam as a second month Qualifying Executive. You will be required to complete your Executive Qualification requirements according to the Vietnam Compensation Plan. To become an Executive, you must accumulate 6,000GSV within 6 months from the first LOI month; A Qualifying Executive must maintain at least 100PSV and 1,000GSV during the Qualification period.

44. Q: Can a Vietnamese who established a Nu Skin Distributor account in Australia and is still a Temp account, transfer their account to Vietnam upon the opening of Vietnam?

A: These requests are reviewed on a case by case basis and when the company reviews such requests to move accounts between markets, distributors must provide residency verification for the market they are moving from and to.

45. Q: I transferred my account to Vietnam and now I wish to transfer back to my former country. What should I do?

A: A Distributor is only allowed to transfer their accounts overseas once during the lifetime of a distributorship and if all requisite documentation can first be provided for both markets. Once you transfer your Nu Skin distributorship from another country to Vietnam, any and all requests to transfer their accounts to another country or back to their original country will be reviewed on a case by case basis and must go through rigorous review by our Global Compliance team. Such requests for transfer outside of Vietnam are not guaranteed for approval and your request may be denied.

46. Q: If I am currently a US Distributor with a US citizenship and married to a Vietnamese national who is a joint participant in my distributorship, can we transfer our account to Vietnam and become Founding Distributors?

A: Your spouse who is a Vietnamese national is eligible to become a Nu Skin Vietnam distributor because he/she is a Vietnam national. If you want to transfer your US distributorship to Vietnam, you may need to resign from the distributorship and transfer the account to your spouse who is a Vietnamese national in order for him/her to do a transfer and become a Nu Skin Vietnam distributor.

47. Q: Can International accounts, both distributor and Executive, transfer their accounts to Vietnam?

A: Yes, any international distributor or Exec can transfer to Vietnam at any time provided that they can show proof of residency in their home market and provide a Vietnamese Identification card showing Vietnam nationality.

48. Q: Can Vietnam Nationals residing overseas with Nu Skin International IDs transfer their accounts to become Founding Distributors any time?

A: Yes, we will continue to accept Founding Distributor online transfer forms. You will need to print the online DA form together with the VN ID number, print and sign the online Distributor Agreement transfer form and submit the documents by mail or at the Nu Skin Vietnam office. The transfer won't be complete and your Nu Skin Vietnam Founding Distributor Account will be temporary until printed DA and other requirements is received and accepted by the Nu Skin Vietnam office. A transfer processing fee of Vnd 500,000 (inclusive of 10% VAT) will be charged upon submission of original DA with other required documents to the Nu Skin Vietnam office.

### **Other General Questions**

49. Q: If I have questions regarding the Vietnam market, who can I contact?  
 A: You may send an email to [48hrs\\_reply\\_vietnam@nuskin.com](mailto:48hrs_reply_vietnam@nuskin.com), via phone at (08) 3932.4300 or contact your local Nu Skin Sales or Distributor Support Manager
50. Q: Where will the Nu Skin Vietnam head office and showcase be located?  
 A: 201 Nam Ky Khoi Nghia Street, Ward 7, District 3, Ho Chi Minh City
51. Q: What are the Nu Skin Vietnam Operating Hours?  
 A: Ho Chi Minh City Walk-in Center Service Hours  
 Monday-Friday 10:00am – 7:00pm  
 Saturday 9:00am – 1:00pm  
 Closed on Sunday
52. Q: Will we have showcases in any other cities?  
 A: We currently have our office in Ho Chi Minh City. We will assess the possibility of expanding into other cities based on the growth and the needs of the Vietnam market and our local business builders.
53. Q: Are there any online sign-up capabilities for Vietnam?  
 A: Currently sign-ups are not available online. However, we may provide such facility in the future.
54. Q: What is the shipping fee? How long does it take to ship products to my place?  
 A: The shipping fee and lead-time depending on which province the products will be delivered.

#### Shipping Fee:

City/Province	Shipping Fee/order	Delivery Time
HCM, Binh Duong	VND 60,000	1-2 days
An Giang, Ben Tre, Binh Phuoc, Bac Lieu, Can Tho, Dong Nai, Dong Thap, Hau Giang, Long An, Soc Trang, Tay Ninh, Tien Giang, Tra Vinh, Vung Tau, Vinh Long	VND 80,000	2-3 days
Other Cities and Provinces	VND 100,000	3-5 days