

Digital-First Customer Service Transition

As you know our Customer service is evolving, and so are we. Today, no one wants to wait on hold or spend time searching for simple answers.

We are redesigning our service model to make support faster, easier, and more effective.

In the past, even simple questions required waiting, calling, or sending multiple emails. You should be able to get order updates, shipping information, warranty guidance, and answers to common questions quickly and easily.

That is why we are moving to a more digital-first approach. For simple needs such as order status, shipping updates, warranty guidance, promotions, or general questions, you will have faster access to answers through self-service, AI support, email, and chat. At the same time, agents will continue to be available for more complex, urgent, or sensitive situations. But our first point of contact will be through the Digital Tools.

We are modernizing support. This new model means:

- Faster answers
- Less waiting
- Self Service visibility
- Easier access to information

Our goal is simple: make it easier for you to get what you need, faster.

FAQ – Anticipating the Main Questions and Objections

Q: Does this mean I will no longer be able to speak with someone?

A: No. What is changing is that simple questions can now be answered faster through digital tools; where necessary, support agents will still be available to make outbound calls.

Q: Why are you making this change?

A: The traditional service model no longer provides the speed and visibility people expect today. We are redesigning service to make it faster, easier, and more effective.

Q: Is this just a way to reduce service or cut costs?

A: No. This change is about improving your experience. Our goal is to reduce waiting, give you faster answers, and make sure that when you need a person, you get better and more focused support.

Q: What types of questions should I use digital support for?

A: Digital support is best for common and repetitive needs such as:

- Order status
- Shipping updates
- Warranty guidance
- Promotions and general information
- Basic account or policy questions

Q: What happens if my issue is urgent or self-service does not answer my question?

A: If self-service or AI doesn't provide resolution, a human agent will follow-up.

Q: Why can't I just call like before?

A: Our new process will help us to solve many questions much faster through digital channels without waiting on hold or sending multiple follow-ups.

Q: How will this benefit me?

A: This new model gives you:

- Faster answers
- Less waiting
- More visibility
- Easier access to information
- Better support when your issue is more complex
- 24/7 AI Support

Q: What channels will be available?

A: You will have access to:

- Chat for faster interaction when more help is needed
- Email for more detailed or complex cases
- FAQ Documents

Q: What if I do not have access to digital tools?

A: We will ask you to work with your upline to initiate your support claim same as today.