



## FAQs

### What is MaVie?

MaVie means MY LIFE in French, we are global lifestyle community powered by brands that truly optimise your life. Our customised Membership Packages offer true personalisation benefits from a travel, lifestyle and wellness perspective. Our business opportunity is designed to create an extra income for our MaVie Associates around the world.

At our core we offer DNA based products that are individually tailored to our Customers' needs from skincare, wellness to nutritional supplements. We have created an innovative platform and invested millions of dollars to bring DNA Customisation to the mass market. We are super proud of our 'integrated lifestyle optimisation' which offers products and services allowing people around the world to reach their true potential, living life on **their terms**..... As we say at MaVie "**Life...Only Better!**".

### Where are the MaVie Headquarters located?

The company headquarters are located in downtown **Singapore**:

3 Shenton Way, Shenton House, #09-09 / 09-09A Singapore 068805.

### Is MaVie's business model and compensation plan exactly the same in each region around the World?

The business model is the same in each region, however the MaVie Compensation Plan and Customer Membership packages may differ in each market according to jurisdiction, in-country laws and regulation.

### What is your Mission and Vision statement?

Our mission is using our core values as a guide to create and support a pathway for any person seeking to personalise their lifestyle by customising their wellness, leisure and financial security. We empower them to live their life on their terms.

Our vision is to create the most sustainable business opportunity in the world by adapting the most advanced technology and science to create personalised wellness and customised lifestyle products and solutions.

## How do I contact MaVie Support?

You can reach our customer care team via email [support@mavie.net](mailto:support@mavie.net)

Phone numbers:

Hong Kong: +852 5808 6789

Singapore: +65 3158 9818

United States: +1 (866) 328-7250

The Netherlands: Coming soon

Australia: Coming soon

South Africa: Coming soon

## What are the opening hours for Customer Support?

Customer Support is available from 12:00pm – 20:00pm

## In which Countries is MaVie currently operational and registered in?

Australia, Botswana, Hong Kong, Singapore, South Africa, The Netherlands, UAE and USA

## In which countries can I legally do business in?

Australia, Botswana, Hong Kong, Singapore, South Africa, The Netherlands, UAE and USA

## Who are on the MaVie Executive Team?

MaVie's Executive and Leadership Team can be found at <http://www.mavie.net/home/aboutMavie>

## What kind of Business is MaVie?

MaVie is a Network Marketing business within the Direct Selling arena.

MaVie offers:

- Value based personalised and customised products and services
- A reliable opportunity for extra income based solely on the sale of Customer and consumer products; **with:**
  - a. Minimal start-up costs and zero-exit fees
  - b. Viable long-term business opportunities
  - c. High consumer protection standards such as order or contract cancellation rights and consumer satisfaction guarantees

### Is MaVie registered with the DSA?

Currently we are not registered with the Direct Selling Association: DSA

### How old is the company and the parent company?

MaVie as a brand was incorporated in 2018, whereas our DNA based companies have been in business since 2012 when the founder and CEO acquired a DNA technology company based in Europe.

### Do you have local bank accounts?

Yes, we have bank accounts in Hong Kong, Singapore, South Africa and United States.

### Are you registered with the relevant tax authorities within each market you operate?

Currently we are working with local Government Agencies within each of our Markets to be fully compliant with all taxation and VAT laws where necessary moving forward.

### How do you protect personal information and credit card data?

Please refer to our Privacy Policy on [www.mavie.net](http://www.mavie.net)

### How many offices do you currently have?

We currently have two (2) registered offices:

1. 3 Shenton Way, Shenton House, #09-09 / 09-09A Singapore 068805
2. 15/F, BOC Group Life Assurance Tower, No. 136 Des Voeux Road Central, Hong Kong

## Membership

- **What is the different between a MaVie Customer and an Associate?**  
**Customers** purchase MaVie Memberships, Products & Services; however, they are **not entitled** to earn commissions from the MaVie Compensation Plan.

When an **Associate** purchases a **Lifestyle Business Centre** and becomes Binary Qualified they are entitled to start earning commissions from the MaVie Compensation Plan when they sell Customer Memberships, MaVie Products & Services.

- **Can a Customer sponsor a new MaVie Customer or Member?**  
No, Customers cannot sponsor other Customers or Members. A Customer can only refer a new Customer.
- **Can I upgrade my membership from a Customer to an Associate?**  
Yes, Customers just need to contact our Customer Support and request to be upgraded to an Associate – [support@mavie.net](mailto:support@mavie.net)
- **Can I use my own account to buy MaVie Products & Services for my family and Friends?**  
Yes
- **Do you charge VAT and at what is the rate in each Country you operate?**  
We do not charge at the moment because is not necessary in terms of income threshold
- **How do I get a MaVie invoice?**  
Your transaction history and invoices are available to view and download in your Back Office.
- **Can I pay in local currency?**  
All products and services are USD priced. All transaction amount would be charged to your payment method in USD only.
- **Do I have to pay TAX and VAT?**  
Yes, where applicable.
- **Is Travel Insurance included in the Membership?**  
No
- **When is the minimum age for Membership?**  
The legal age is 18 years old
- **How do I cancel my MaVie Membership / Associate Lifestyle Business Centre?**  
Please email [support@mavie.net](mailto:support@mavie.net) to request cancellation
- **Can I get a refund if I cancel?**  
Yes, you may be entitled to a full refund if you cancel within fourteen (14) calendar days from the date of your enrolment. Simply contact our Customer Support at [support@mavie.net](mailto:support@mavie.net). You may need to obtain prior approval from the Executive Team depending on certain circumstances.
- **Is there a cooling off period from the time I join MaVie?**  
Yes, there is a cooling off period of fourteen (14) calendar days
- **How do I log into the Back office?**  
You can simply log in from [www.mavie.net](http://www.mavie.net)
- **Can a Customer (Member) earn commission?**  
No, only registered Associates are entitled to earn commissions.

- **What payment methods do you accept?**  
 Visa, MasterCard, WeChat, China Union Pay
  
- **How soon after enrolling as a MaVie Customer can I book a VieTrip or use the OTA?**  
 As enrolments are in real time, Customers have access to their benefits as soon as their enrolment is complete. Customers become **ACTIVE** when their payment is accepted and processed.
  
- **Do you have any Emergency Assistance Benefits?**  
 Yes, this is available as an optional extra at [www.mavie.net/travel](http://www.mavie.net/travel)
  
- **Can I sell my Customer Membership?**  
 No, this is prohibited.
  
- **What is the difference between a Preferred Customer Membership and an Advantage Customer Membership?**  
**A Preferred Customer Membership** has additional benefits and is available in all Markets that MaVie is operational in.  
  
**An Advantage Customer Membership** has reduced benefits versus the Preferred Customer Membership program and is only available in Africa.
  
- **How can I upgrade from Advantage to Preferred Customer Membership?**  
 Please contact Customer Support and request an upgrade – [support@mavie.net](mailto:support@mavie.net)
  
- **Can I have more than One Customer Membership?**  
 Each Customer may apply for and possess only one **Advantage or Preferred Customer Membership Program**. The Company reserves the right to delete or deactivate any **Advantage or Preferred Customer Membership Program** if we have reason to believe the duplicate account belongs to the same person. We also reserve the right to cease any or all Customer benefits generated or arising from a duplicate / deleted Customer Account.
  
- **How many people does one Customer Membership cover?**  
 The Membership covers your household for online shopping and travel however only 1 DNA account is included in the membership. Additional accounts can be bought separately.
  
- **What is the difference between VieDollars, ViePoints and Reward Credits?**  
**VieDollars** are similar to real cash, \$1USD equates to 1 **VieDollar**, you earn VieDollars as cashback when you shop in the Lifestyle Shopping Mall, you also earn VieDollars as part of your Commission payout. You can use VieDollars to purchase any MaVie related product, service or Customer Membership. You can use VieDollars towards your Travel bookings including

hotels, car hire, flights etc. Or you can use your VieDollars to purchase DNA products including DNA Reports.

**ViePoints** accrue with your Initial Membership Fee and 4 Weekly Subscription Fees.

Reward Credits are earned when you book Travel through our OTA or utilize our Echo Rewards Program.

○ **Do I receive ViePoints as part of my Customer Membership?**

Yes, as a **Preferred Customer** you will earn **300 ViePoints** for your Initial Membership fee of \$299.98 and you will earn an additional **69 ViePoints** every subsequent 4 Week Cycle for your \$68.99 Subscription.

As an **Advantage Customer** you will earn **100 ViePoints** for your Initial Membership fee of \$99.98 and you will earn an additional **29 ViePoints** every subsequent 4 Week Cycle for your \$28.99 Subscription.

○ **Where can I burn / use my ViePoints?**

In the Merchant Program (**VieMerchant**) when this becomes available in your region.

Your ViePoints will accrue from the date of your enrolment.

○ **Do my ViePoints have an expiration date?**

Yes, they will expire after 10 years **or when your Customer Membership is cancelled or terminated.**

○ **How does the DNATravel Price Promise - 150% Price Guarantee work? How do I claim?**

Please consult the DNATravel T&Cs on our website.

## Lifestyle Associate

○ **How do I enroll as a Lifestyle Associate?**

Go to [www.mavie.net](http://www.mavie.net) to enroll as an Associate

You will need a Sponsor ID to enroll, please refer to the person who introduced you to MaVie.

○ **How do I cancel my Lifestyle Associate Membership?**

We are sorry you wish to leave us, however you may cancel your Lifestyle Associate Membership by simply sending your request via e-mail :

[support@mavie.net](mailto:support@mavie.net)

○ **How do I present the MaVie Business Opportunity?**

Associates generally use word of mouth marketing to present the opportunity to others, you can do this via social media and other communications tools which are available. You can also log on to our Vimeo Channel

<https://vimeo.com/lifeonlybetter> to see our many **MaVie Videos**

which you are free to share with your friends and family.  
Please ensure you are familiar with MaVie Policies and Procedures document.

- **What are the rules around representing the Business Opportunity?**  
We encourage all Associates to operate with integrity, professionalism and humility. We do not permit our Associates of over-hyping or over-promising any income potential at MaVie, exaggerating product benefits or making any false scientific claims or misinterpretations about our business model, our products, services or income opportunity. The company reserves the right to terminate any Associate if we deem they have misled, misrepresented or operated in an unprofessional manner.  
Please ensure you are familiar with MaVie Policies and Procedures document.
- **What sales & marketing materials are available and can use to promote the MaVie Business?**  
Membership Kits, Welcome Videos, Website Videos, Presentation Slides, Info Brochures and Product Brochures.
- **Am I permitted to advertise the MaVie Opportunity in the media?**  
No, you must seek Company approval before you speak, advertise or discuss our business model with anybody from the Media.  
Please ensure you are familiar with MaVie Policies and Procedures document.
- **How do I cancel my Lifestyle Associate Business Membership?**  
You may cancel your Lifestyle Associate Membership by simply sending your request via e-mail to [support@mavie.net](mailto:support@mavie.net)
- **How do I log in to my Lifestyle Associate Back Office / Personal Website?**  
You can log in from [www.mavie.net](http://www.mavie.net)
- **Can I have more than 1 co-applicant listed on my Lifestyle Associate Business Membership?**  
No, you can only have 1 co-applicant. Husband and Wife / Spouse or Significant Other.
- **Can my Spouse / Partner / Significant Other have their own Lifestyle Associate Membership / MaVie Business?**  
Yes
- **Can I change my Sponsor? What is the process**  
Please contact customer support for more information. [support@mavie.net](mailto:support@mavie.net)
- **If my Lifestyle Associate Membership was cancelled can I reactivate it in the same position in the Binary / Enrolment Tree?**  
If your position has been inactive for more than 3 months you will not be able to reactivate in the same position.

- **Is there any TAXABLE Benefits for a Lifestyle Associate?**  
There may be some Tax Benefits from operating your own Business, please consult your Accountant or Tax Advisor in your local Market.
- **Can I promote MaVie and sell at Trade / Consumer Shows?**  
No, you must have written permission from the Company in order to engage in any such marketing activity.
- **Can I sell MaVie Products and Services to companies, businesses, associations or church organisations?**  
Yes, please contact Customer Support for further information:  
support@mavie.net
- **How do I register my personal business as the holding entity?**  
Please contact Customer Support for further information: support@mavie.net
- **Can I register people in other Countries?**  
Yes, you are able to sponsor Associates and enrol Customers in all Markets MaVie is currently registered in.
- **Can I transfer my Associate Lifestyle Business?**  
Yes, please contact Customer Support for further information:  
[support@mavie.net](mailto:support@mavie.net)
- **How do I sell my MaVie Associate Business?**  
You can only transfer it to a new or existing Associate under your binary organisation or terminate it. Any monetary involvement in such a transaction is strictly between the transferor and transferee, subject to the approval by the MaVie Compliance Department.
- **How are commissions paid in each Country?**  
All commissions are paid via iPayout and / or e-wallet. Associates can withdraw their commissions by transferring monies to their local bank account.
- **I have a grievance, what is the procedure?**  
We are sorry to hear you have an issue at MaVie, we always strive to resolve your problems quickly and fairly.  
Please email your query to our Customer Support department:  
[support@mavie.net](mailto:support@mavie.net)  
We will make sure your information is treated with respect and confidentiality.
- **Do I have to be a Customer before becoming a Lifestyle Associate?**  
No, you do not need to be a Customer before registering as a Lifestyle Associate. You can always add the Customer Membership Package at a later date.



- **Am I permitted to speak on behalf of the Company via Radio, TV or Media broadcasts?**

No; we do not allow any type of Associate Interviews unless specifically directed by the Company. You must always seek approval from the Company before you engage in any type of Media assignment on behalf of MaVie. Failure to comply with these Terms and Conditions may result in the suspension or termination of your Associate account.

- **When will I get my first commission payment?**

Your Commission run is **calculated 14 days** after the date you enrol as a Lifestyle Associate, this is known as the “Cooling Period”. Commissions are paid into your iPayout / e-wallet account a few days after this “Cooling Period” You can find this information in your Back Office. If you require further information regarding your Commissions please contact Customer Support: support@mavie.net

- **How are commissions paid in each Country?**

All commissions are paid via iPayout / e-wallet. Associates can easily withdraw their commissions by transferring to their local bank account.

- **Is commission paid in local currency?**

Commissions are currently paid in USD.

- **Can I use Social Media to promote the company, products and business? What are your guidelines?**

You can use your own Facebook, Instagram, Twitter, SnapChat, WeChat etc in your own name. You are not permitted to use the MaVie trademark within your social media posts. Please refer to our Social Media Do's and Dont's for up to date information.

- **Can I produce, create, distribute my own branding and Sales Materials?**

No, you must seek Company approval first.

- **Can I create my own MaVie presentation, PowerPoint deck?**

No, you must seek Company approval first.

- **Does MaVie have its own in-house Compliance Department?**

Yes you can email our Compliance Team: [compliance@mavie.net](mailto:compliance@mavie.net)

- **Can I enrol more than 1 person in my household?**

Yes.

- **Can I deduct my monthly fees from my commission?**

Yes.

- **Can I have more than one Lifestyle Associate Business?**

No, you can only have 1 Business Membership per person.

## Compensation Plan

### 1. What kind of Compensation plan do you use?

MaVie uses a hybrid Binary Compensation Plan

### 2. What does Binary mean?

A Binary Compensation Plan allows Associates to have only two front line Associates. If an Associate sponsors more than two Associates the excess are placed at levels below the sponsoring Associates front line. This is known as “**Spillover**”.

### 3. What is Spillover?

In a Binary Plan the width is limited to only two Associates on the front line of your binary tree therefore any new Associates that are signed up will “**Spillover**” to available empty places in your downline.

### 4. What is meant by Flushing?

The company zeros out the excess volume stored in the individual's binary tree that has not been used to generate income for the binary owner after a certain timeframe.

### 5. Do I have to enroll a certain amount of people to earn any commission?

You must sell four (4) Customer Memberships of which two (2) must be sold to a “**customer only**” to become Binary Qualified, you only need to do this one time. From this point forward, you can earn income through the Binary.

### 6. How does Auto Balance work?

Auto Balance involves your personal “Customer Only” Memberships. At the end of each week when the Compensation Plan engine calculates your Team Bonus portion of your income and identifies your **Small Leg Volume (SLV)**, the system automatically places your “customer only” **Commissionable Volume (CV)** on the **SLV** in which you are paid on. This feature helps to maximise the income of the Associate.

## Enrollment

### 7. How do I enrol as a new Customer? Either Preferred or Advantage Customer.

Please click on the link below to enrol as a Customer

<https://bit.ly/2lg1joE> Or logon to [www.mavie.net](http://www.mavie.net)

### 8. I want to join as a Preferred Customer, but I do not know any other MaVie Members or Associates, how can I join?

Please contact [support@mavie.net](mailto:support@mavie.net)

### 9. Can I change the placement of my downline by myself after submitting the enrollment?

You will need to contact Customer Support as soon as possible: [support@mavie.net](mailto:support@mavie.net) and request a **PLACEMENT & SPONSORSHIP CHANGE FORM**.

### 10. Can I delete the wrong enrolled account?

You will need to contact Customer Support as soon as possible: [support@mavie.net](mailto:support@mavie.net)

## 11. Does the deleted account hold the placement in hierarchy tree?

No

## Password

### 12. How to reset password?

You can modify your password by logging into your MaVie personal website,  
>> click the icon on up right corner,  
>> choose "Account Settings",  
>> choose "Modify Password",  
>> enter your "Old Password", enter your new password in "Enter Password" and  
"Confirm Password",  
>> save.

## Change Information

### 1. How do I change my Account Name?

Please contact Customer Support: [support@mavie.net](mailto:support@mavie.net)

### 2. How to change my Display Name?

You can change your display name by logging into your MaVie personal website,  
>> click the icon on up right corner,  
>> choose "Account Settings",  
>> choose "Personal Information",  
>> edit "Nickname",  
>> save.

### 3. How to change my e-mail?

You can change your e-mail by logging into your MaVie personal website,  
>> click the icon on up right corner,  
>> choose "Account Settings",  
>> choose "Personal Information",  
>> edit "Email Address" and "Confirm Email Address",  
>> save.

### 4. How to change my phone number?

You can change your phone number by logging into your MaVie personal website,  
>> click the icon on up right corner,  
>> choose "Account Settings",  
>> choose "Personal Information",  
>> edit "Cell Phone" or "Home Phone",  
>> save.

### 5. How to change my ID number?

Please contact Customer Support: [support@mavie.net](mailto:support@mavie.net)

## Order

### 6. Can I change my purchased order or package?

Please contact Customer Support: [support@mavie.net](mailto:support@mavie.net)

7. Can I cancel and refund the order?

You may cancel your order by contacting our customer care at [support@mavie.net](mailto:support@mavie.net) within fourteen (14) calendar days from the date of order to obtain an approval and returning the products ordered (if delivered to you) in their original unopened condition together with the original undamaged box and/or packaging at your own risks and costs to **MaVie; 1701-02 New Trend Centre, 704 Prince Edward Road East, San Po Kong, Hong Kong** within 7 days of the delivery of the products to you.

## Bonus

8. How do I check my bonus?

Simply log in to your back office with your Mavie ID and password

## Refund Policy

9. Can I have a Refund for my Customer Membership?

If a request for cancellation notice is received more than fourteen (14) business days prior to the Payment Date, you will still be charged the Monthly Customer Membership Fee in the month of your submission of notice of termination. Your termination will become effective in the month following the month in which the notice of termination is received by the Company.

10. Can I have refund for a MaVie Product?

You may cancel your order by contacting our customer care at [support@mavie.net](mailto:support@mavie.net) within fourteen (14) calendar days from the date of order to obtain an approval and returning the products ordered (if delivered to you) in their original unopened condition together with the original undamaged box and/or packaging at your own risks and costs to **MaVie, 1701-02 New Trend Centre, 704 Prince Edward Road East, San Po Kong, Hong Kong** within 7 days of the delivery of the products to you.

11. Can I have refund for unused services or packages?

All customised plans including fitness training plans and nutritional plans offered by MaVie are non-tangible and irrevocable goods. We do not issue refunds once the order has been confirmed.