

TOPIC	QUESTION	ANSWER
ELKEN & IELKEN COMPENSATION PLANS	What is Elken?	Elken is an award-winning Direct Selling Company headquartered in Kuala Lumpur, Malaysia. Since its establishment in 1995, Elken's vision has always been to enrich lives. Elken is a leader in training, motivating and recognizing all our members so that they can realize their full potential. Our brand promise 'Builds You to Build Others' lies at the heart of everything we do.
	What is the iElken Compensation Plan?	iElken is the brainchild of more than 20 years of experience in the direct selling industry and is designed to be both rewarding and sustainable. This new seamless and global plan is created to ensure that Elken stays competitive and relevant while providing a more simplified, attractive remuneration package for our members.
	Why does Elken have 2 Compensation Plans?	iElken is Elken's new seamless global Compensation Plan designed with an increasingly globalised and borderless world in mind.
	Can I buy iElken products from a store?	No, Elken products under iElken plan are available exclusively on the Elken Website or through our enrolled members only.

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RETAIL CUSTOMER	Can I just be a Retail Customer?	Yes, you can go to Elken Website ( <a href="http://www.elken.com">www.elken.com</a> ) and purchase products as a Retail Customer without enrolling as a member.
	Can a Retail Customer purchase products at Member Price?	No, a Retail Customer can only purchase products at Customer Retail Price (CRP)

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MEMBER ENROLMENT	How do I become a member?	Visit the Elken Website ( <a href="http://www.elken.com">www.elken.com</a> ) to register as a member.
	Can anyone become a member?	Anyone above the legal age of 21 years old is allowed to register as a member with iElken.
	Is there any member enrolment fee?	During enrolment, a new member must pay the annual membership fee of the equivalent of USD 10.00 in local currency. An iElken Member Kit will be provided to all new members with the following tools and access: <ul style="list-style-type: none"> <li>• e-Business Manual</li> <li>• e-Product Catalogue</li> <li>• Access to Elken eShopee</li> <li>• Business, Marketing and eCommerce tools</li> </ul>
	What is the membership validity?	Members with Personal Sales of 60CV and above in a Commissionable Week will have a membership validity of 52 weeks. Your membership validity will be reset to 52 weeks whenever you achieve Personal Sales of 60CV and above in a Commissionable Week.
	Is there any annual fee to renew my membership in iElken?	There is a membership renewal fee of the equivalent of USD 10.00 in local currency per annum.
	Can a customer enrol as a member without a sponsor?	Yes, anyone above 21 years old with a valid ID can enroll as a member at the Elken Website ( <a href="http://www.elken.com">www.elken.com</a> )
	Can a new member immediately purchase any product from the eShop upon enrolment?	As a registered member, you can purchase products from the iElken website at member price.
	How do I recommend someone to buy products as a Retail Customer?	As an enrolled member, you can refer them to the iElken Website ( <a href="http://www.elken.com">www.elken.com</a> ) and they are able to purchase products as a Retail Customer with your Member ID as the referrer. As a Brand Ambassador, you can send them a link to your replicating website for them to browse and purchase products. Retail Profit will be paid to you as the referrer.
	What happens when I recommend someone to buy products as a retail customer?	When a Retail Customer purchases products at the iElken Website with your Member ID as the referrer, you will enjoy the Retail Profit.
	What happens to the CV from my Retail Customer?	CV from your Retail Customer will be calculated as your Personal Sales if you are an activated Brand Ambassador or higher.

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ACTIVATION OF MEMBERSHIP	Why do I need to activate my membership?	As an activated Brand Ambassador, you will enjoy extra bonuses and features provided in the iElken Compensation Plan.
	How do I activate my membership?	You can activate your membership by purchasing a Welcome Pack upon registration as a member or at any time after you have registered as a member.
	What is the difference between a Brand Ambassador and a Member?	A member is an individual who has enrolled in the iElken Compensation Plan to build his/her network by selling products or referring others. A Brand Ambassador is a member who has purchased a Welcome Pack and has a position in the iElken Placement Tree. A Brand Ambassador can earn additional bonuses in the iElken Compensation Plan.

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WELCOME PACK	What is a Welcome Pack?	A Welcome Pack is a special product package that Elken designed and created for prospects/members to activate his/her membership and become a Brand Ambassador. There are 3 different types of Welcome Packs in the iElken Compensation Plan.
	Why do I need to buy a Welcome Pack?	Purchase your Welcome Pack to activate your membership and get a position in the iElken Placement Tree. You will become a Brand Ambassador with the purchase of the Welcome Pack, and remain active for 4 Commissionable Weeks (CW) fulfilling a Commissionable Cycle (CC).
	Can I upgrade my Welcome Pack purchase?	No. Once you have purchased a Welcome Pack, you cannot purchase another Welcome Pack. As such, there is no upgrade allowed in the purchase of Welcome Packs.
	What does a Welcome Pack consist of?	A Welcome Pack consists of products and iElken Business Suite (a comprehensive Back Office System) that includes membership modules, sales reporting, genealogy monitoring, e-commerce modules, e-wallet management and campaign modules, all in an interactive personalized website.
	What do I earn when I recommend a member to buy a Welcome Pack?	As a Brand Ambassador, you will be eligible to enjoy the Welcome Bonus when you recommend your direct or first indirect downline to purchase a Welcome Pack, provided you are in an active Commissionable Week (CW)

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	What is the Special BA Incentive?	The Special BA Incentive is an additional incentive given to selected Brand Ambassadors for each level of sponsored downlines for a period of 4 Commissionable Weeks (CW)
	Who is eligible for the Special BA Incentive?	Members who activate their membership with the purchase of a Gold or Platinum Welcome Pack are eligible for the Special BA Incentive.

SPECIAL BA (BRAND AMBASSADOR) INCENTIVE	How long can I qualify for the Special BA Incentive?	The Special BA Incentive is only valid for a period of 4 Commissionable Weeks (CW) from the week of purchase of a Gold or Platinum Welcome Pack.
	When is the Special BA Incentive Payout calculated?	Payouts are calculated at the end of each Commissionable Week (CW) and will be paid 21 days after the end of each week's closing.
	Can I requalify for the Special BA Incentive?	No, the Special BA Incentive is only available in the first 4 Commissionable Weeks (CW) to a Brand Ambassador who purchased a Gold or Platinum Welcome Pack.

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COMPENSATION PLAN	What are the 5 bonuses in the iElken Compensation Plan?	There are 5 Bonuses in the iElken Compensation Plan :- <ul style="list-style-type: none"> <li>• Retail Profit</li> <li>• Welcome Bonus</li> <li>• Team Bonus</li> <li>• Mentor Bonus</li> <li>• Quarterly Dividend</li> </ul>
	What is a Commissionable Volume 'CV'?	A Commissionable Volume (CV) is a value assigned to a product and used to track rank qualifications and calculate commissions.
	What is a Commissionable Week 'CW' ?	A Commissionable Week (CW) in iElken begins every Saturday morning at 12.00am and ends the following Friday, 11.59pm Hong Kong time (GMT +8).
	What is a Commissionable Cycle 'CC'?	A Commissionable Cycle (CC) is when you achieve a minimum Personal Sales of PS ≥ 60CV in any given week, thereby giving you an 'Active' status for three subsequent weeks to fulfill a cycle.
	How can a member remain in 'Active' status?	As a member, you only require Personal Sales of 60CV and above in a Commissionable Week to stay active and eligible to earn Retail Profit for the next 52 weeks. As a Brand Ambassador, you will require Personal Sales of 60CV and above in a Commissionable Week to stay active for ONE (1) Commissionable Cycle (1 + 3 CW)
	Can a Brand Ambassador transfer CV to another member to activate their membership?	No, a Brand Ambassador cannot transfer CV to another member to activate their membership. A membership can only be activated with the purchase of a Welcome Pack.
	Can a member use the CV from Personal Sales to activate his/her membership?	No, as an enrolled member who is not activated, all Personal Sales CV will be calculated as the Direct Sponsor's Personal Sales.
	Can a member be activated by sponsoring two direct Brand Ambassadors?	No, a membership can only be activated with the purchase of a Welcome Pack.

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RETAIL PROFIT	What is Retail Profit?	Retail Profit is the difference between Customer Retail Price (CRP) and Gross Member Price (GMP).
	Who is eligible to earn Retail Profit?	As an enrolled member, you are able to enjoy the Retail Profit when you introduce Elken products to Retail Customers.
	When will the Retail Profit be paid?	Payouts are calculated at the end of each Commissionable Week (CW) and will be paid 21 days after the end of each week's closing.
	Is there Retail Profit for Welcome Packs?	There is no Retail Profit for Welcome Packs. However, as an active Brand Ambassador, you are eligible to enjoy a Welcome Bonus when your direct or first indirect downlines purchase a Welcome Pack.

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WELCOME BONUS	What is a Welcome Bonus?	A Welcome Bonus is the 2nd Bonus in iElken's Five Bonus Programme. As an active Brand Ambassador or higher, you are eligible to enjoy a Welcome Bonus when your direct or first indirect downlines in the sponsor tree purchases a Welcome Pack.
	Who is eligible to earn Welcome Bonus?	To qualify for the Welcome Bonus, you need to be an active Brand Ambassador or higher :- <ul style="list-style-type: none"> <li>• You must have PS ≥ 60CV in any of the 52 Weeks</li> <li>• You must be of the minimum rank of Brand Ambassador or higher with valid iElken membership</li> </ul>
	How much is the payout for Welcome Bonus?	There are two levels (for Welcome Pack purchase by direct and indirect downline) of Welcome Bonus and both are of absolute value in local currency.
	When will the Welcome Bonus be paid?	Payouts are calculated at the end of each Commissionable Week (CW) and will be paid 21 days after the end of each week's closing.

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TEAM BONUS	What is the Team Bonus?	The Team Bonus is designed to reward you for helping and supporting those who join you. The more you help them succeed, the higher your Team Bonus will be.
	Who is eligible to earn the Team Bonus?	To qualify for the Team Bonus, you need to be a Qualified Brand Ambassador or higher :- <ul style="list-style-type: none"> <li>• You must have PS ≥ 60CV or still in an active Commissionable Week</li> <li>• You must have at least 2 Sponsored Active Brand Ambassadors or higher, each from a different line</li> </ul>
	How much is the payout for Team Bonus?	The Team Bonus Payout is based on the percentage of the actual achievement of Team Bonus (10% or 15%), multiplied by the PAY-LEG Group Commissionable Volume (GCV)
	How do I qualify for the 10% Team Bonus?	To qualify for the 10% Team Bonus, you need to be a Qualified Brand Ambassador or higher :- <ul style="list-style-type: none"> <li>• You must have PS ≥ 60CV or still in an active Commissionable Week</li> <li>• At least 2 Sponsored Active Brand Ambassador or higher, each from a different line</li> </ul>
	How do I qualify for the 15% Team Bonus?	To qualify for the 15% Team Bonus, you need to be a Qualified Brand Ambassador or higher :- <ul style="list-style-type: none"> <li>• You must have PS ≥ 60CV or still in an active Commissionable Week</li> <li>• You must have at least 6 Sponsored Active Brand Ambassadors or higher, each from a different line</li> </ul>
	When will the Team Bonus be paid?	Payouts are calculated at the end of each Commissionable Week (CW) and will be paid 21 days after the end of each week's closing.

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	What is the Mentor Bonus?	A Mentor Bonus is designed to reward you for being a team leader and is based on your Sponsor Tree.
	Who is eligible to earn the Mentor Bonus?	To qualify for the Mentor Bonus, you must have formed your iElken Tri-Formation with a minimum qualified rank of Star Diamond

MENTOR BONUS	How much is the payout for the Mentor Bonus?	The Mentor Bonus Payout is based on your qualified rank each Commissionable Week, and the Team Bonus income from your sponsored downlines. Please refer to the Mentor Bonus Payout table on page 16 of the Business Manual.
	When will the Mentor Bonus be paid?	Payouts are calculated at the end of each Commissionable Week (CW) and will be paid 21 days after the end of each week's closing.
	What is a 'generation' in the Mentor Bonus?	A generation is based on a roll-down concept which stops at a qualified Star Diamond or higher in each sponsor line.

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QUARTERLY DIVIDEND	What is the Quarterly Dividend?	A Quarterly Dividend is a special bonus to reward you for achieving selected ranks in the iElken Compensation Plan.
	Who is eligible to earn the Quarterly Dividend?	To qualify for the Quarterly Dividend, you must have formed your iElken Tri-Formation with a minimum qualified rank of Star Crown.
	How much is the payout for the Quarterly Dividend?	The Quarterly Dividend Payout is based on your accumulated number of shares for every quarter, divided by the company's total shares for that quarter and multiplied by 3% of CV from the total iElken business.
	When will the Quarterly Dividend be paid?	Payouts are calculated at the end of each Quarter (Jan – March, Apr – Jun, Jul – Sept, Oct – Dec) and will be paid 21 days after the end of each quarter's closing.

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RANK ADVANCEMENT	What is a Rank?	Ranks are achievement levels within the iElken Compensation Plan. Ranking is permanent in terms of 'title'. Commissions will be paid according to your 'Active' Rank Qualification in each Commissionable Week (CW).
	What is a Qualified Rank?	A Qualified Rank is when you are a Brand Ambassador or higher with PS ≥ 60CV in an active week with at least 2 sponsored active Brand Ambassadors or higher (each from a different line).
	How do you achieve a rank at iElken?	Your performance in a Commissionable Week will determine your rank in that Commissionable Week. There are 3 criteria to determine rank achievement at iElken :- <ul style="list-style-type: none"> <li>You must have PS ≥ 60CV or still in an active Commissionable Week</li> <li>You need minimum qualification requirements and rank of sponsored downlines</li> <li>You need a minimum weekly GCV on PAY-LEG</li> </ul> Refer to the Rank Qualification Criteria table on page 20 of the iElken Business Manual.
	What is the highest rank in the system?	The system will record the highest rank you have achieved in a Commissionable Week as your highest rank in the system.
	How does the highest Rank in the system benefit when payouts are based on the Qualified Rank for the Commissionable Week?	Payouts are calculated each Commissionable Week based on your qualified rank for that Commissionable Week. The highest rank in the system will determine your GCV Carry Over Criteria for each Commissionable Week. For example : Mary is a qualified Empire Diamond and she has a balance of 60,000GCV on her POWER-LEG to be carried over to the next Commissionable Week. As an Empire Diamond, her GCV Carry Over allowed is only 40,000GCV but since her highest rank in the system is Star Crown, she will be able to carry over her full 60,000GCV as the GCV Carry Over allowed for Star Crown is 80,000GCV.
	What is Pay-Leg?	The dual team leg that has the lesser amount of GCV (left or right) at the end of a Commissionable week.
	What is Power-Leg?	The dual team leg that has the greater amount of GCV (left or right) at the end of a Commissionable week.
	How many ranks are there in iElken?	There are 11 different ranks - Member, Brand Ambassador, Star Diamond, Royal Diamond, Empire Diamond, Star Crown, Royal Crown, Empire Crown, Star Founder, Royal Founder and Empire Founder.
	How quickly can I move up the ranks?	The speed in which you move up the ranks will depend on your performance and your team's performance.
	What are the benefits of my rank?	Each rank is entitled to different benefits. Every rank enjoys Retail Profit. Brand Ambassadors and above enjoy the Welcome Bonus; Qualified Brand Ambassadors and above (with iElken Tri-formation) enjoy the Team Bonus and Optimising Personal Sales; Qualified Star Diamonds and above enjoy the Mentor Bonus; Qualified Star Crowns and above enjoy the Quarterly Dividend. Please refer to the Bonus Qualification Criteria table in your Business Manual.
How do I check on my qualified rank status?	You may logon to your IBS HOME page to check on your Achieved Rank, Next Qualifying Rank and Highest Rank.	
Will the Company recognise me for my efforts?	Yes, the Company will organise events to recognise rank promotion from time to time.	

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GROUP COMMISSIONABLE VOLUME CARRY OVER	What is Group Commissionable Volume (GCV) Carry Over?	Group Commissionable Volume Carry Over is the amount of unutilised GCV that a qualified member is allowed to carry over to the next Commissionable Week
	What is the GCV amount allowed to be carried over ?	To determine the maximum amount of GCV allowed to be carried over to the next Commissionable Week :- <ul style="list-style-type: none"> <li>You need to have PS ≥ 60CV or still in an active Commissionable Week</li> <li>Depends on the highest rank you have achieved in the system.</li> </ul> Please refer to the GCV Carry-Over Criteria chart to see the maximum GCV on the POWER-LEG to be carried over at the end of each Commissionable Week.
	When is the unutilised GCV amount allowed to be carried over ?	You need to be an active Brand Ambassador or higher to carry over the unutilised GCV (if any) in your POWER-LEG to the following Commissionable Week.
	What happens to my GCV if I am not active in the Commissionable Week?	If your rank status is inactive, you can only carry over a maximum of 2,000GCV.
	What happens to my GCV if my allowed GCV is less than my actual GCV?	If your unutilised GCV is more than your allowed GCV Carry Over, the maximum carry-over criteria will apply. You are only allowed to carry over the maximum GCV allowed and not your unutilised GCV. Any unutilised GCV that is not carried over will be flushed out.

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	What is the Auto Maintenance Programme (AMP)?	The Auto Maintenance Programme (AMP) will allocate CVs from a single transaction of ≥ 360CV accordingly into 6 or more Commissionable Cycles although all the products are contained within one shipment.

AUTO MAINTENANCE PROGRAMME (AMP)	What are the benefits of AMP?	The Auto Maintenance Programme gives you the convenience of maintaining your Personal Sales (PS) of ≥ 60CV per Commissionable Cycle in advance, ensuring that you are eligible for commission for a worry-free period of 6 or more Commissionable Cycles. The AMP also rewards you with Free Gifts whenever you choose this hassle-free and convenient program.
	Can I choose AMP for every transaction?	AMP is only available for transactions of 360CV or above. You can choose AMP for every transaction with 360CV or above. There is no limit to how many times you can choose AMP.
	What happens when I choose AMP for more than one transaction?	For every completed transaction under AMP, the system will calculate the number of active Commissionable Cycles (CC) under AMP with a minimum of 60CV per CC. The Balance CV (if any) which is not allocated will be added into the 1st CC to give maximum returns in the beginning. Subsequent purchases (regardless of purchase date) under the AMP will extend the active CC accordingly. The active CC will not overlap and will only start after the active CC ends.
	5. Can I cancel my AMP?	Yes, you may cancel your AMP by giving written notice to the Company at the address as stated herein subject to the Company's Product Guarantee and Refund policy as stated in its Business Manual or amendments thereto. The balance CV (if any) that has not been allocated to your account as part of your Personal Sales will be forfeited.

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OPTIMISING PERSONAL SALES (OPS)	What is Optimising Personal Sales (OPS)?	The Optimising Personal Sales (OPS) is a special feature in iElken and is specifically designed to maximise your Team Bonus and Rank advancement only. Excess CVs are placed where they will generate the greatest amount of Team Bonus during that Commissionable Week. OPS starts at PS 360CV and above. All Commissionable Volume from either retail customers, members or personal purchases in excess of the PS 60CV requirement for a Commissionable Week is optimised.
	How do I choose OPS?	The system will automatically optimise all Commissionable Volume from retail customers, members or personal purchases in excess of the PS 60CV requirement for a Commissionable Week.
	Who is eligible for OPS?	To qualify for OPS, you must have formed your iElken Tri-Formation with a minimum qualified rank of Brand Ambassador and higher with PS ≥ 360CV in a Commissionable Week.
	What is a Sponsor Tree?	A Sponsor Tree is where you, your direct downlines and indirect downlines are placed. Every new direct downline you sponsor will create a new Sponsor Line in your Sponsor Tree.
	Can I choose my position in the Sponsor Tree?	Once you have enrolled as a member, you will automatically become a new Sponsor Line directly under your sponsor.
	Can I change sponsors?	It is against Company Policy for any Member to change sponsor through any means. Please refer to clause 4.1(a) in the Member's Rules & Regulations.
	What is a Placement Tree?	A placement tree is the main tree where all members of the iElken Compensation Plan will be placed in relation to each other.
	Can I choose my position in the Placement Tree?	Your sponsor shall have the sole right to determine your placement under his/her existing account within his/her downline group.
	Can I change positions in the Placement Tree?	Upon written consent of the current Sponsor, members may make a request in writing to the Company's Head Office for a one-time placement change or correction within 3 days from the date of joining. A Placement Change Fee may apply.
	What happens to my position in the Placement Tree if I am not in 'Active' status?	Your position in the Placement Tree is not affected by your Active or Inactive status. However, you are unable to earn any bonus when you are Inactive and can only carry over a maximum of 2000GCV on your POWER-LEG.
	8. Will I lose my position in the Placement Tree upon my resignation?	Yes, upon your resignation or termination, you will lose your position in the Placement Tree.
	9. After my resignation, can I re-join at the same position in the Placement Tree ?	No, upon your resignation or termination, you will lose your position in the Placement Tree.
Which countries can I recruit from?	You may recruit in any country that iElken has started its operations.	
What are the benefits of recruitment?	You may earn a Welcome Bonus and Team Bonus by introducing this great opportunity to your relatives/friends.	

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SPONSOR TREE & PLACEMENT TREE	How can I start recruiting?	Join as a member by paying a membership fee of USD10 (or its equivalent in local currency). Alternatively, you may purchase a Welcome Pack when you join iElken to immediately activate your membership and become a Brand Ambassador.
	How do I place my new recruit?	You may place your new recruit on your left or your right to form your Placement Tree, or set it as Auto for automatic placement by the system.
	Can iElken sponsor existing Elken member who has yet to join iElken?	This is not allowed unless the Elken member is your own direct sponsor in Elken's Network.
	Can I register 2 different accounts using the same email address?	No. For security purposes, 1 email address can only be used to register 1 account.
	Can a BA upgrade to Gold or Platinum?	Existing BAs are not able to upgrade to Gold or Platinum as each member can only buy a Welcome Pack once.
	How do I view my network?	You may logon to IBS, click on Genealogy, choose Sponsor Network Tree or Placement Network Diagram to check on your downlines' status
	What is the different between Sponsor Tree & Placement Tree?	Sponsor Tree is your immediate downlines, their downlines and so on. Placement Tree is where you, your uplines and your downlines (and so on) are placed in relation to each other.
	How do I use IBS to enroll?	You may logon to IBS, click on Genealogy, choose Placement Network Diagram, then click on the PLACE icon to start filling out the Online Member Application Form. Or, go to Genealogy and click on Enroll Now.
	Can both my spouse and I join iElken?	Married couples are allowed to maintain two separate memberships under the same line of sponsorship provided they are directly sponsored by their spouse.
	1. If I resign and terminate my iElken membership, can I re-join as a iElken member later on?	Yes, you can re-join as a member after 6 months from the date the Company receives your resignation letter.
	2. How to waive my membership renewal fee of USD 10?	The membership renewal fee is waived when you maintain PS ≥ 60CV in any of the 52 weeks. Your membership validity will be reset to 52 weeks whenever you achieve PS ≥ 60CV in a Commissionable Week.

3. What happens to my membership if I do not renew my membership?	You are required to keep your account active for consecutive 52 weeks , failing which your membership shall be terminated by the Company.
4. Can I sell my membership?	Yes, you can sell your membership subject to prior written approval from the Company's Head Office and upon fulfilling conditions stated in Clause 7.1 in the Member's Rules & Regulations.
5. Who can I sell my membership to?	Please refer to Clause 7.1 (b) of the Member's Rules & Regulations
6. What happens to my membership upon my demise?	Upon your demise, your membership will be transferred to your beneficiary subject to the Company's Beneficiary Policy and relevant laws of the country concerned. Please refer to Clause 7.2 in the Member's Rules & Regulations.

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INCOME & E-WALLET	Why does Elken pay me bonuses?	Elken rewards qualified members based on their consumption of Elken products and their network sales volume. Only BAs and above are qualified for bonuses at iElken.
	How can I increase my income at iElken?	Your potential income at iElken is unlimited and depends on the size of your weekly sales volume.
	How will bonuses be paid?	All income earned will be transferred into your eWallet. eWallet is an account dedicated to receive the commission of iElken members. In order to view your eWallet balance, you need to be a BA and activate your eWallet.
	How do I check my eWallet?	You can check your eWallet balance when you activate your eWallet.
	How do I withdraw from eWallet?	You need to provide your bank account info and upload your ID before you can withdraw from your eWallet and transfer the money into your registered bank account.
	Can I use eWallet to buy Elken products?	Yes. You can shop for Elken products using your eWallet.
	Can I use eWallet in shopping malls?	No. In order to protect our members from fraud, iElken's eWallet is only available for use within the iElken online environment
	Can I transfer money from my eWallet to my Sponsors or Recruits?	Yes. You can transfer your balance in eWallet to your recruits (within the same country) or withdraw and transfer it into your bank account. Before you can do so, you need to activate your eWallet and obtain your second password for eWallet to complete the transaction.
	If my eWallet security has been compromised and some money is missing, what should I do?	The eWallet is protected with high security on par with online banking standards. Should you find your eWallet security compromised, please.....??? To keep your eWallet safe, do not reveal your login ID and password to anyone.
	If my wifi connection became disconnected in the middle of a transaction, how can I find out the status of my payment?	If you do not receive any response from the system after the internet connection is restored, call our CS hotline to confirm whether the transaction has been successfully processed .
	Do I need to pay tax after my withdrawal?	All bonuses that you earn from Elken is subject to the applicable income tax or withholding tax. The withholding tax and relevant taxes are deducted before the Company makes payments into your eWallet. For countries where withholding tax is not required, members are advised to declare your income to your local Revenue Dept as required by law.
	Do I receive a physical bonus statement?	No. All bonus statements will only be available online.
	How do I know if my bonus amount is correct?	The Online Bonus statement will provide a detailed computation of every individual bonus and can be clearly and easily understood.
	How can I track my transaction history in eWallet?	Each time you login onto your eWallet module, you are able to view your transaction history for up to the past 24 months.
	What happens to the transaction history in eWallet that are outside of the 24 months viewing window frame?	eWallet's transaction history above 24 months will be archived in our database. Should you require a retrieval of your historical data, you may contact our Customer Service for support.
Are there any charges to use the eWallet?	eWallet is part of the standard feature in the iBS. Upon renewal of your yearly iBS fee, your access to eWallet is free of charge unless your eWallet stays dormant for more than 52 consecutive weeks.  Dormancy Charges of US\$20 (or its equivalent in local currency) will be charged to your eWallet account every 4 weeks via deductions to your eWallet balance from the 53rd week of dormancy.	
What is the definition of a dormant eWallet account?	A dormant eWallet account means that there has been no bonus credited into your account and no withdrawal / transfer performed in the eWallet over a period of 52 weeks. To avoid having your account being classified as dormant, you will need to either receive a bonus any time during the 52-week period or perform a withdrawal/transfer from your eWallet account.	

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	Can I split my single order and ship the products to 2 different addresses?	No. Currently, we only allow 1 shipping address for every order.
	Can I cancel a confirmed order?	Yes, it is possible to cancel an order depending on its status. Please call up your local Customer Service to find out more.
	How do I get a refund from the cancellation?	Refer to Rules & Regulations (R&R) clause 9 on Product Guarantee & Refund
	If I receive the parcel even though my order cancellation was successful, how can I return the parcel to the company?	You will be required to call up your local Customer Service hotline for support. Under normal circumstances, you are required to provide the following details for the return of stock: a. Product name & quantity b. iElken order number c. Date you would like the courier company to pick up the stock from you  Upon completion, our Customer Service will get in touch with you again once the stock is received in order to follow up on your refund.
	After my order has been confirmed, can I still change my shipping address if I have not received my parcel?	A change in shipping address can only be performed for orders that have not been dispatched by the Courier company. Should the customer fulfill this requirement, he/she will have to contact Customer Service to notify them of the change.
How do I check the delivery status of my parcel?	Malaysia: Customers will receive an SMS notification with the following info: a. Name of courier company/ Courier consignment number/Courier web site link b. Customers can visit the courier's website link and key in their consignment number in a delivery tracking template to get an update on the delivery progress  Singapore/Thailand/Hong Kong: Contact the Customer Service at the respective country for a delivery update status.  Brunei: - Self-collection	

SHIPPING POLICY	Will I be given advance notice of the day and time for my delivery?	Customers may refer to the delivery leadtime guide for the respective country's estimated date of delivery after placement of orders
	The courier delivery staff left the parcel at my door when I was not around. I am not happy.	Notify Customer Service and provide the following details: a. Name of Courier company b. iElken order number c. Stock delivered Next step: a. Customer Service to conduct investigation within 2 working days and revert to Customer on action taken
	What happens when a delivery occurs when there is no one at home to receive it?	The courier company will bring back the stock and may contact the Customer to make another delivery attempt.
	What should I do if the contents of my parcel do not match my order?	Customers may contact the local customer service agent to inform and validate the order. Subsequently, arrangements will be made to retrieve the wrong items and a separate delivery will be made as replacement.
	What should I do if the contents in my parcel are damaged upon delivery?	Customer may contact the local customer service agent to inform and validate the damage. Subsequently, arrangements will be made to retrieve the damaged items and a separate delivery will be made as replacement.
	Can I refuse to accept a parcel if the outer carton box appears dirty and dented?	Yes, customers can refuse acceptance of the goods.  Please remark "Reject" on the Courier consignment note handed to you by the deliveryman. Subsequently, call up the local Customer Service to inform them of your refusal. You are required to provide: a. Product name b. iElken order number c. Name of courier company d. Receive date  Subsequently, arrangements will be made to retrieve the wrong items and a separate delivery will be made as replacement.
	Can I collect the parcel instead of having it delivered?	Yes, self-collection is accepted in all locations where Elken has an office except for MY.
	What are the tariffs charges applicable for my purchase?	a. Surcharge for not fulfilling minimum purchase value b. Surcharge for delivery of Bio Pure Water Purifiers & ROU unit (no surcharge is imposed for self-collection) c. Surcharge for Non- Standard Location is imposed for the customer's delivery location
	Why are tariff charges imposed on my order?	Tariffs are imposed because of special logistic arrangements needed to facilitate the delivery.
How long will the parcel delivery require?	Delivery lead-time: Based on orders received before the cut off time at 2pm. Orders received after 2pm - N + 1 day  Malaysia: - WM & EM: 2 to 3 working days - EM: Direct Courier from WM: 5 working days - WM & EM: ODA - Out of Delivery Area - 7 working days  Singapore: - Delivery within 2 to 3 working days  Thailand: - Within Bangkok: 2 to 3 working days - Outside Bangkok: 3 to 4 working days  Hong Kong: - Delivery with 2 to 3 working days  Brunei: - Self-collection	

TOPIC	QUESTION	ANSWER
IT TROUBLESHOOTING	Why does iElken website take a long time to load?	iElken's servers use the latest IT technology and are located in Malaysia's best hosting facilities. We have several communication lines with internet (totally 10 operators) that serve all our customers' locations. Speed can be downgraded due to congestion at intermediate points between our servers and our clients, or because of high traffic at our client's operator. This happens too at public wifi locations and, frequently, due to unstable 3G and 4G/LTE connections in mobile devices. Try changing locations or usage hours for improvement.
	My iElken page loads but I can't see properly, or nothing appears after loading. Buttons or actions also do not seem to work.	Members may operate iElken's website using a number of different browsers and devices. We aim for all of our customers to have the same experience, regardless of the type of computer, tablet or mobile device used. However, if you encounter any difficulties, you may try using a different browser. Although there are many browsers available, we recommend Google Chrome for the best performance on our website.