

**Frequently Asked Questions (FAQ) : Amway Privileged Customer**

**AMWAY PRIVILEGED CUSTOMERS (APC)**

**What is Amway Privileged Customers (APC)?**

- APC is a new customer programme designed for individuals who wish to enjoy & purchase products directly from Amway at Amway Price (AP) and be rewarded.
- APC programme opens opportunity for ABOs to build sustainable income and benefits ABO in numbers of ways:
  - Grow business and expand the way ABO reach out to customers
  - Maintain a community of engaged customers
  - Enhance ABO Core Plus Early Income Journey

**What are the differences between an ABO and APC?**

- APC programme is designed for individuals who wish to purchase products for personal consumption and earn AMPoints which can be used to redeem against future purchases.
- Unlike ABOs, APCs focus on personal consumption and do not have rights to sponsor and sell or earn income/bonus pay outs.

	<b>ABO</b>	<b>APC</b>
Registration	RM60/B\$30/S\$30 New Sign-Up Fee (SG ABOs get a S\$30 Welcome eCoupon upon sign-up; valid for 60 days)  RM20/B\$10/S\$10 Renewal Fee (SG ABOs get a S\$10 eCoupon upon renewal; valid for 60 days)	RM20/B\$10/S\$10 Annual Membership Fee (SG APCs get a S\$10 Welcome eCoupon upon sign-up; valid for 60 days)
Earnings	Earn unlimited income and bonuses as your business grows	Earn AMPoints to redeem against future purchases
Purchase of Products	<ul style="list-style-type: none"> <li>• Buy products at AP and retail to customers</li> <li>• For own usage/consumption</li> </ul>	<ul style="list-style-type: none"> <li>• Buy products at AP for own usage/consumption</li> <li>• Limited to 3 units per SKU per day</li> </ul>
Business Activity	Sponsoring & Selling	Not applicable

### **Who can sign-up as an APC?**

- Those who are aged 18+ and above.
- Must be a **Citizen, Permanent Resident** or **Foreign Resident with Legitimate Pass** (Pass issued by the Government of the host country) where their APC membership is based.
- Must register with a valid local address in the country where their membership is based.
- Must be sponsored by a Malaysia/Singapore/Brunei ABO. Amway will assign an ABO sponsor if the individual does not have one.
- For married couples, both husband and wife will share the same APC membership.
- Individuals can only have 1 APC or ABO membership within Malaysia, Singapore or Brunei.

### **What is the procedure to register as an APC?**

- Individuals can register as an APC online at [www.amway.my](http://www.amway.my) / [www.amway.sg](http://www.amway.sg) / [www.amway.com.bn](http://www.amway.com.bn)
- Upon registration successful, APCs will receive an email link or SMS via their registered email/mobile number to create their unique Amway ID. APCs can use their email or mobile number as their login for Amway ID.
- For ABOs, an APC must create their Amway ID in order for the APC sales to be considered as Verified Customer Sales for their sponsor ABO, which in turn allows the ABO to be eligible for the Customer Sales Incentive.

### **How much is the APC Annual Membership Fee?**

- The APC Annual Membership Fee is RM20/B\$10/S\$10.
- Singapore APCs get a S\$10 Welcome eCoupon upon sign-up; valid for 60 days.

### **What will new APCs receive when they first sign-up?**

- For MY/BR/SG: eCatalogue, access to AmwayNow Digital Magazine
- New APC Experience Programme eCoupons RM20/RM20/RM20 (Minimum Order Value RM200).
- New APC Experience Programme eCoupons B\$10/B\$10/B\$10 (Minimum Order Value B\$100).
- New APC Experience Programme eCoupons S\$10/S\$10/S\$10

(Minimum Order Value S\$100).

**How does the APC membership programme benefit prospective customers who are interested in purchasing from Amway?**

- APCs can purchase products at Amway Price with a low annual membership fee.
- APCs earn AMPoints each time they purchase Amway products which can be used to redeem against future purchases.
- APCs can enjoy shopping for their favourite Amway products online or at any Amway Shop nationwide.

**How does the APC programme help ABOs grow their Amway business?**

- APC opens up opportunities for ABOs to build and retain a community of engaged customers.
- With the introduction of the APC, ABOs can easily grow their customer base, thus making it easier for them to grow their Amway business and expand the way they reach out to their customers.
- Enhances the Core Plus+ Early Incentive Journey for ABOs.
- Helps new ABOs earn more PV and bonuses from purchases made by their registered APC.
- Helps new ABOs earn sooner (CSI and eventually Core Plus+) as they acquire more APCs.
- Helps ABOs build profitable and sustainable business structures.
- Helps ABOs grow their income opportunities as they are able to earn more bonuses when their new ABOs grow their income.

**Why are married couples required to share the same APC membership?**

- Married couples are required to share the same APC membership as this is one of the criteria for APC membership.

**Why is there a limitation of 3 units per day per SKU for APCs?**

- This limitation is to ensure that APCs purchase Amway products for their own consumption and use **only** and will not partake in the retailing of the purchased products.

**Is there a physical member card? Where can APCs find their e-card?**

- The APC eCard is located within the Amway Central Malaysia/Singapore app. APCs will show their eCard to cashiers upon checkout at Amway Shops to confirm membership as well as to collect their AMPoints.

**Is it required for APCs to present their e-card at Amway Shops to make a purchase?**

- APCs are recommended to present their eCard when making a purchase at Amway Shops to collect AMPoints and to ensure a seamless shopping experience.
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**CONVERT FROM APC TO ABO**

**Can APCs convert their APC membership to an ABO membership?**

- Yes, they may do so at any time during their APC membership period. Terms & Conditions apply. APCs are recommended to enquire for more information from their upline sponsor or Amway.
- However, there will be a 1-month cooling off period if the APC sign up as an ABO under a different sponsor/upline.

**What is the process to convert the membership?**

- APCs can convert to become an ABO by logging in to [www.amway.my](http://www.amway.my) / [www.amway.sg](http://www.amway.sg) / [www.amway.com.bn](http://www.amway.com.bn)
  - APCs will have to complete the ABO registration process and pay for the ABO sign-up fee
  - Once APCs have completed the registration process, their APC membership number will be maintained with the same sign up/renewal date.
  - APCs must redeem all their AMPoints prior to conversion. Otherwise, all AMPoints will be forfeited upon conversion to an ABO membership.
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## CONVERT FROM ABO TO APC

### Can ABOs convert their ABO membership to an APC membership?

- Conversion is allowed during the grace renewal period (3 months before & 3 months after).
- A 6-month inactivity period applies if the ABO signs up under a different sponsor.

### What is the process to convert the membership?

- ABOs can convert to become an APC **online** at [www.amway.my](http://www.amway.my) / [www.amway.sg](http://www.amway.sg) / [www.amway.com.bn](http://www.amway.com.bn)
  - ABOs will have to complete the APC registration process and pay for the APC sign-up fee. Terms and Conditions apply. Please refer to your upline ABO.
  - Once ABOs have completed the registration process, the ABO's membership number will be maintained with the same sign up/renewal date.
  - The ABO's LOS downlines will be passed up to the upline sponsor.
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## RESIGNATION

### What is the resignation process for APC?

- APCs can resign online and at any time. The APC Membership Fee paid will **not** be refunded upon resignation.
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## RENEWAL

### What is the renewal process for APCs?

- APCs can renew **one month prior** and **one month after** the membership has lapsed with no late renewal penalty.
- APCs are encouraged to enrol for the Auto-Renewal of Membership to avoid missing out on the opportunity to continue shopping for Amway products at Amway Price (AP).
- APC Membership Renewal Fee: RM20/B\$10/S\$10

**What is the process if an APC membership has expired (after the renewal period) and the APC wishes to re-register as an APC/ABO?**

- The re-registration process follows the new sign up process.

**Do APCs have to enrol for the Auto Renewal of Membership?**

- APCs do not have to enrol, but it is recommended that they do so to continue enjoying the benefits of being an APC and continue shopping for Amway products.

**Is it required for APCs to input any credit/debit card detail for auto-enrolment?**

- To enrol for Auto Renewal, the APC's credit card must be tokenised.

**If APCs do not enrol for the Auto Renewal upon joining, are they able to enrol at a later date?**

- Yes, APCs can enrol for the Auto Renewal online.
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**AMPOINTS**

**What is an AMPoint?**

- AMPoints are loyalty points earned by APCs when they purchase Amway products.

**How do you earn AMPoints?**

- AMPoints are earned when APCs purchase Amway products.
- For every RM1.00/B\$1.00/S\$1.00 spent, APCs earn 1 AMPoint.

**What do you use the AMPoints for?**

- AMPoints can be used to redeem against future Amway product purchases.

**What is the value of AMPoints in RM/B\$/S\$?**

- For Malaysia & Brunei: 200 AMPoints is equivalent to RM1.00/B\$1.00
- For Singapore: 180 AMPoints is equivalent to S\$1.00

### **How do you redeem your AMPoints?**

- APCs can choose to redeem their AMPoints by converting their AMPoints into an eCoupon via online or at Amway Shops.
- APCs can then proceed to use their eCoupon when making their purchases.
- The eCoupon denomination is RM5.00/B\$5.00/S\$5.00.
- For Malaysia & Brunei: The minimum AMPoints to convert to a RM5.00/B\$5.00 eCoupon is 1000 AMPoints.
- For Singapore: The minimum AMPoints to convert to a S\$5.00 eCoupon is 900 AMPoints.
- The eCoupon validity is 60 days from the date of issuance.

### **Is there an expiry date for the AMPoints?**

- AMPoints do not have an expiry date.
- Unused AMPoints will be forfeited when APCs resign.
- It cannot be converted to Cash, Credit Voucher or transferred to their ABO sponsor or to another APC.
- If an APC wishes to convert to an ABO, all AMPoints must be redeemed prior to conversion. Any outstanding or balance AMPoints will be forfeited upon conversion to an ABO membership.

### **AMPoints cannot be used to redeem the following:**

- Food and beverages at R&J Café & Phyto Cafe (Food & Beverages)
- After Sales Services charges
- Delivery charges
- Cash

### **Can APCs transfer the AMPoints to their ABOs or another APC?**

- AMPoints are NON-Transferable.
  - Unused AMPoints will be forfeited.
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## SHOPPING

### How can APC order/purchase Amway products?

- APCs can shop online for Amway products at [www.amway.com/](http://www.amway.com/) [www.amway.sg/](http://www.amway.sg/) [www.amway.com.bn](http://www.amway.com.bn)
- APCs can shop at any Amway Shops nationwide.
- Payment can be made by Cash, Debit Card or Credit Cards.
- Each APC can purchase up to 3ea per product/SKU per day for their own use.

### What is the minimum order value (MOV) to enjoy free delivery for online orders?

- RM 200 / B\$ 100 / S\$ 100

### What is the delivery lead time for online orders?

- 3 working days (Central) / 5 working days (Outstation) subject to couriers.
- Orders will be delivered to the APC's registered address (not applicable for P.O. boxes).
- SG delivery lead time: 2 days\* (excluding orders made on weekends or Public Holidays)

*\* Schedule may be subject to change due high order volumes in light of the pandemic and public holidays.*

### Can I order online and pick-up my orders?

- Yes, you can. However, pick-up for online orders is currently only available at the Product Pavilion, Petaling Jaya.
- An SMS notification will be sent to you when the order is ready for pick-up.
- SG: Order pick up is via RDC @ Pacific Tech Centre.

### Is the Amway Satisfaction Guarantee applicable to products purchased by APCs?

- Yes, it does. Kindly refer to our Terms & Conditions.

### Do APCs enjoy the same promotions as ABOs?

- APCs will be able to enjoy the same promotion mechanics as ABOs.

### If an ABO volume down to an APC, what is the quantity that an APC can buy in a day?

- APCs can purchase up to 3ea per SKU per day for their own use only.



**Since an APC can only purchase 3ea per SKU per day, are they still eligible for promotions which require a minimum purchase of 5ea?**

- Yes, APCs can still enjoy the promotions, provided the purchases they make adhere to the limit of 3ea per SKU per day. APCs can mix the SKUs that meet the promotion criteria.
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**OTHERS**

**Are APCs eligible for the Free PA (Personal Accident) when they renew their membership?**

- APCs are not eligible for the Free PA which is only extended to renewed ABOs. (Note: This is not applicable for renewed ABOs in Singapore)

***Can APC attend Amway-organised events and functions?***

- *This will depend on the nature of the events and functions. Certain Amway-organised events and functions are open to ABOs only. Please refer to your upline Platinum/Diamond for details.*

**Can APCs participate in Amway's Brand Experience Centre (BEC) Programmes?**

- APCs can participate in Amway's BEC Programmes such as the Health & Beauty Assessment (60 minutes per session) (Note: This is not applicable in Singapore)
  - To register for a Health & Beauty Assessment slot, APCs must purchase the BEC coupon online.
    - A booking coupon and product redemption coupon will be generated.
    - The booking coupon shall be used to book the assessment slot.
    - The product redemption coupon shall be used to redeem the suitable product recommended after the assessment.
  - For group bookings, a minimum of 10 pax is required.