



## CUSTOMER RESPONSE TEMPLATES

With the change over currently taking place we need to be careful that we are all following Modere's rules. Please see the example responses below to help guide you on appropriate ways to respond to different questions/scenarios

**SCENARIO: My mentor is on the "Healthy Living – Slim Living" Customer Support Page but has not been listed as a "Slim Living Mentor". Can I still do the Slim Living program?**

**RESPONSE: Yes you can, I will mentor you**

NOTES: You can mentor this customer for free but they MUST stay in their original mentors POD. You can however keep any new referrals from this customer. Make sure you send their original mentor a courtesy message though to let them know.

**SCENARIO: My mentor is NOT on the "Healthy Living – Slim Living" Customer Support Page. Can I still do the Slim Living program?**

**RESPONSE:** We would love to help you but unfortunately Modere has policies about being supported by the person who initially introduced you to their amazing products. Unfortunately **\*\*Insert Name\*\*** is not in our team therefore we would not be able to give you the Slim Living program. Please note though, **\*\*Insert Name\*\*** is a terrific Mentor and the program she has is also great.

NOTES: If they don't know who their mentor is they will need to call Modere. If their Mentor is NOT in our team then you MUST tell them sorry we cannot assist at this time. Alternatively, if you choose to do so, you can mentor this customer for free but they MUST stay in their original mentors POD.

**SCENARIO: Customers continues to push to move over to Slim Living even after being told that they already belong to a different SM.**

**RESPONSE:** I understand that this is a little confusing. Our only other alternative is to request that Modere close your current account. However, to do this Modere does have certain guidelines. Your account can be transferred to me within 14 days of your account being opened. If your account was opened more than 14 days ago and you have never placed an order then it can be closed 3 months after it was created. If you have placed an order then it cannot be closed until 6 months after your last order.

NOTES: This is NOT to be advertised to customers in public forums! This is only to be done in private conversation and only if the customer keeps insisting to change. You are NOT to suggest this first. Always try to send them back to their original mentor. ONLY if they insist on change after you have referred them back are you allowed to tell them about this.

**SCENARIO: You have told the customer that you cannot help them because they belong to a different SM and they do not qualify to have their account moved/closed. They then say something like "Can I just open an account for my Husband" etc?**

**RESPONSE:** I'm so sorry but Modere will only allow 1 account per household so I would not be able to do this for you.

NOTES: You are NEVER allowed to suggest that they open a new account for someone else in order to go with you.