

General Guidelines

Communication Channels:-

All enrollments/orders/customer enquiries and BD related enquiries can be channel through

Call Centre - 1800 823 823

Fax - 1800 826 826

E-mail - csmalaysia@melaleuca.com (For enrollments we accept scanned documents followed by originals copied of CMA/IMEA by end of the month).

- bdmalaysia@melaleuca.com

(Dedicated for BD enquiries)

To enquire BD related matters in person please proceed to the BD counter at Level 1.

Dead Lines

1. Submission of **original copies** of Customer Membership Agreement Form (CMA) and Independent Marketing Executive Agreement Form (IMEA) **Within the month of enrollment.**
2. All documents below are to be received (by Melaleuca) by **25th of the month 4pm :-**
 - Change of Enrollee/Organization Form complete with all required signatures
 - Change of customer status – Preferred to Direct in writing
 - Cancellation of Account in writing and acknowledged by the account holder
3. All **clarification on business reports** pertaining commission/ disputes should be highlighted to the company by the **last Thursday of the month 4pm**. E.g June Business Report will be sent out by 15th of July, any disputes or clarification should be highlighted to us by last Thursday (29th of July) of 4pm.

ANY DOCUMENTS/INSTRUCTIONS RECEIVED AFTER THE DATELINES (AS ABOVE) WILL ONLY TAKE EFFECT THE FOLLOWING MONTH.