

Dear doTERRA India,

This is the moment you have all been waiting for 🎉! We are excited to announce that we are ready to commence operations in India 🇮🇳 🌿 📦 🗺️ 🏠 🌍 🍷. This means that our Global Access Members are welcome to migrate their accounts to the new doTERRA India Market.

Since reviewing documents such as PAN cards, Adhaar cards, etc. is a manual process for thousands of accounts in the beginning, please allow a couple of business days to be fully migrated into the market.

Here are instructions below on what to do before migrating your account:

What should I do before migrating my account?

We encourage all GAC members to gather their proof of address, proof of identity, and FSSAI registration information prior to migrating their accounts. Members may also provide a PAN card in order to receive a lower commission withholding rate. FSSAI registration is required at a small cost as some oils are classed as 'Food Grade'. Here is the link to register and the information to input <https://www.docdroid.com/FOSwgl0/fssai-process-pdf>

How do I migrate my account?

All GAC members may follow this link: <https://tools.doterra.com/s/newmarket> to the India Migration Survey. You will be prompted to enter your Virtual Office username and password in order to access the migration survey. Providing this information is required in order to ensure that the account holder is instigating the account migration.

Wellness Advocates will then be taken to the migration page after logging in with their Virtual Office information. This page will have a brief summary of the migration process and a button that says Migrate My Account. Clicking this button will move your account to the India market but the process of migration will not be fully completed until you follow the steps below.

Please note your account will only automatically migrate if you have \$0 in your AR balance. Those with \$100 or less have the option to convert their balance to LRP points. Please contact customer service by email india@doterra.com or phone 0008000503246 between 12.30 pm to 8.30 pm. Balances above \$100 must be used on an order or cashed out via ProPay. Please contact customer service at india@doterra.com or propaygac@doterra.com with questions regarding your balance.

What should I do after clicking the migrate button?

Clicking the Migrate Now button will take Wellness Advocates to the migration confirmation page and members will be directed to the new India Virtual Office login page.

Indian Wellness Advocates logging in for the first time will be asked to provide updated account information such as:

- Address- [Please make sure this address matches with your address proof or we will update the address on the address proof as your permanent address. You may change it later.]
- Phone
- Adhaar Number
- PAN Number
- FSSAI Registration or Application Number
- Confirm participation in the India Loyalty Rewards Program (Opt-in replacing LRP Template)
- Confirm agreement to the new India Terms & Conditions

Wellness Advocates will then click Continue and will be asked upload proof of identity, proof of address, and supporting copies of other IDs that have been provided.

Providing this information is mandatory in order to be able to sign up or sponsor new team members. Our India support staff must then validate these documents. We kindly ask that you allow 1-2 business days for document verification and approval, but our teams will do our best to approve documents as they are submitted during the business day.

What happens after I submit all my documents and information?

Congratulations! At this point your account is a dōTERRA India account and you are eligible to order from the India warehouse or product centre. You are also able to sign up new Indian Wellness Advocates as soon as your documents are verified and approved.

We understand there may be questions regarding this process. Please contact India customer service via email (india@doterra.com) or phone (0008000503246) should any questions arise.

Sincerely,

dōTERRA India 🤝