LIFEWAVE

A NEW LEVEL OF SUPPORT FOR **LIFEWAVE LEADERS**



More support. Fewer obstacles. More time to focus on building your business.

We're enhancing the LifeWave leader experience with faster, more personalized service and greater continuity of support. Qualified leaders will have access to Premier* Support to help resolve service needs, navigate issues, and keep things moving — so you can spend less time overcoming obstacles and more time building your business.

Executive Support is available at two levels based on rank qualification.

Premier Support
Earned at 1-Star Executive

Achieve 1-Star Executive or above for at least five weeks during the calendar year to qualify. The five weeks do not need to be consecutive.

You'll have access to a Premier Support line for help with your LifeWave account, orders and other service needs.

Dedicated Premier Agent
Earned at 2-Star Executive

Achieve 2-Star Executive or above for at least five weeks during the calendar year and you'll receive an additional benefit: your own designated Premier Associate. This white-glove level of service pairs you with a dedicated specialist who becomes familiar with your account and provides personalized support for your service needs. Your specialist serves as a consistent point of contact, helping manage requests, navigate more complex needs and coordinate next steps when escalation is required.

When Does Premier Support Access Begin?

First, be paid as a 1-Star or 2-Star Executive or above five times within a calendar year. Once you qualify, your new benefits begin on the first day of the second calendar month following the month you qualify.

For example: If your fifth qualifying week occurs anytime in July, your upgraded experience begins Sept. 1.

How Do I Continue Receiving Premier Support?

Once you've earned Premier Support, keeping it is simple. During each calendar year, be paid as a 1-Star Executive or above for five weeks to maintain VIP line access, or as a 2-Star Executive or above for five weeks to maintain your designated Premier Associate.

Each year you meet the qualification requirement, your benefits continue through Jan. 31 of the second year following that qualification year.

For example: Qualify in 2026 and your benefits continue through Jan. 31, 2028. Meet the five-week requirement again in 2027, and they'll extend through Jan. 31, 2029.

The Right Support for Your Needs

LifeWave's Premier Support and Sales Team work together to create a more seamless support experience, connecting you with the right resource based on what you need.

Premier Support

For service and account needs:

- Account updates and order issues
- Service issue resolution
- Commission escalations
- Compliance questions

If you have a designated Premier Agent, your specialist serves as your primary contact for these needs.

Regional Sales Team

For business-building support:

- Rank advancement strategy
- Strategic business planning
- Leadership development
- Regional events

Your Regional Sales Manager or Regional Sales Director remain your resources for building, growing and leading your LifeWave business.



LIFEWAVE®