

Frequently Asked Questions

Knowledge Is Power!

Ask any leaders in For•Mor and they'll tell you that most distributors have the same questions about the same things. Our goal with in this section is to help new distributors quickly learn what the most common questions and answers are.

If it is to be,
then it is up
to me!

Searching For Answers In All The Right Places

Section Five covers the support distributors can expect from For•Mor. Several other sources for information include: this Distributor Guide, the Product Guide, Double Diamond and Corporate Conference Calls, both the audio and printed monthly newsletter, meetings, audio and video tapes, CDs, your sponsoring team, even the Internet and library.

Sponsor And Distributor Responsibilities

Every distributor in For•Mor who wishes to pursue the business opportunity of For•Mor assumes certain responsibilities, including learning more about the company, the products, the compensation plan, and support systems. This includes making sure new distributors have this Distributor Guide! It is not that this or any activity is required, but rather necessary if a new distributor expects to grow and succeed in his or her business. Network marketing is a learn-while-you-earn proposition, even for distributors with experience in the industry. Every single job and career carries with it unique knowledge and protocol, and networking is no different. A good sponsor's first responsibility to a new distributor is to help him or her become aware of where to find pertinent information. The new distributor also needs to take the initiative, and take responsibility for his or herself. Both the sponsor and a new distributor need to work together if either expects growth and activity.

Cooperation Versus Competition

People new to the network marketing industry need to learn and understand that network marketing is an industry of cooperation – not competition. In conventional jobs and careers, the norm is that co-workers are typically not anxious to share their secrets and talents with others in hopes of creating value, promotions, and raises for themselves. In network marketing, your sponsoring team is anxious to teach you what they know, and hope you take it to new heights and extremes! Unique to For•Mor is the Extraordinary Leaders Total Company Bonus Pool which rewards leaders, even if they are not in your upline sponsoring team, to encourage, help, and motivate distributors. People who are new to network marketing need to realize this paradigm shift to cooperation.

In Conclusion...

To be the best you can be, take the initiative and responsibility to learn the basics and everything will start to fall into place for you. Expect your sponsor and upline team to help you, but don't expect them to hold your hand. You can look forward to friendly customer service from the company, but you shouldn't expect customer service to explain each detail of the compensation plan to you. The information is available in no less than a dozen places! Distributors must understand that company employees cannot offer medical advice, or suggest products for illnesses. It's not their job – and it's the law! Start on the right path by taking a few moments to look at the most frequently asked questions about the company, the products, the compensation plan, and support!

For•Mor’s Most Frequently Asked Questions

In this section, we will address the most frequently asked questions. In Section 5 of this guide, For•Mor Service and Support – we help to identify who you should be directing certain types of questions to, or where answers may be found. It is incumbent on you as a distributor, and your responsibility as a sponsor to start learning what the “answers” are, or just as effective – where to find answers when you have them. Becoming familiar with this section will eliminate 80% of the questions we know that distributors usually have! In some cases, the answers are taken directly from Section 9, For•Mor Policies and Procedures.

Product Questions

1) *My friend has (condition or disease), what products should I tell him/her to take?*

Unless you are a licensed doctor or health care professional, you should not be “prescribing” products. If someone has a legitimate health challenge, they should certainly be under the care and watch of a health professional. However, it would not be irresponsible to suggest they listen to or read materials that may be available from either For•Mor, or the public domain. If you’re aware of a product that might help, you might offer guidance towards information that can help your friend learn more. Let them know if they’d like to try a product, we offer satisfaction – or their money back!

As you learn more about For•Mor, you’ll realize that we are advocates of fundamental nutrition which can help cleanse, nourish, and balance the body. Supplements don’t heal sickness and disease – the body does. Our goal is to get the nutrition into the body that it requires to do its job!

2) *I have (condition or disease) condition, is it safe to take this or that product?*

This is a variation of the answer given above. Someone that is diagnosed with a condition is no doubt already under a health-professional’s care. A person should always ask their doctor or health professional if there is any question about taking any product.

At the same time, if you have learned about products that might help you, and you don’t get a satisfactory answer to your questions from your doctor, or you feel in your heart that your doctor or health care professional is close-minded to nutrition and supplements, you have every right in the world to seek out the advice of another doctor. It is YOUR life and YOUR health!

3) *Are thermogenic products safe to take?*

Thermogenic products raise the body’s metabolism by using ingredients like natural ephedra from Ma Huang or other herbs and superfoods. There seems to be constant controversy over thermogenics, as there is with almost every facet of nutrition and supplements. If there are suggested guidelines for using a product, or certain ingredients require a warning on the label by the FDA, For•Mor always manufacturers within these guidelines, and puts any warning on the label. Follow the instructions on the label!

4) *What products should I buy?*

In Section 2 of this guide, we suggest the foundational products needed to create a good nutritional program. Buy products to fill areas of nutrition where you feel you might have voids. Once again, look for vitamins, minerals, antioxidants, enzymes, probiotics, fiber and amino acids to build a solid foundation. Then, add specialty products to address certain conditions, challenges, or for enhanced performance.

Business-Building Questions

1) *I'm a brand new distributor – what do I do, where do I start?*

Great question! If you're reading this, you're on the right track! Every new distributor should take the time to go through this Distributor Guide. There is a wealth of information which you can easily start to digest.

New distributors can learn a great deal by listening in on the Double Diamond Conference Calls which occur most every day of the week. On Tuesdays and Saturdays, For•Mor hosts a corporate call. For•Mor's top leaders host additional calls, and you can learn what they are doing, and ask for help and assistance.

2) *Can my spouse join, too?*

Please refer to Section 4 of this guide, page 2 – Sponsoring and Building Strategies

For•Mor International does allow spouses to have a separate position, providing it is personally-sponsored first level. The second spouses position cannot be built at a rate faster than the first position. Please refer to the Section 4 for optimum building strategies if you chose to sponsor a spouse in For•Mor.

3) *My upline is not helping me – can I change sponsors?*

For•Mor Terms and Conditions, Section 9, page 3 – item #22

Changing sponsors is not allowed except in the rare event of Distributors using unethical means and methods, or when the six immediate upline Distributors' notarized signatures (when there are six, or all of them when less than six) are obtained approving the move. A Distributor is entitled to cancel this Agreement at any time upon written notification of the election to cancel to the Company's office address. Any Distributor who terminates the Distributorship Agreement shall not be eligible to become a Distributor again for a period of 90 days.

4) *How do I organize and keep track of my business?*

Great question that many people don't ask! A good start would include:

1) Get a daily organizer, and keep track of meetings, conference calls, follow-ups, important telephone numbers, web addresses.

2) To keep track of your prospects, start using the Prospect Contact Record provided in Section 10. Take the form out and make a few dozen copies.... it won't even cost you a dollar! While you're at the office supply store, get some a-z tabs, or any type of a-z organizer, and file your prospects by last name. With your daily organizer and a-z file, you will never miss a follow-up call, and you will always have all the information you need. If you choose the Premium Service on ForMorCentral.com, you are provided with a tremendous database that you can use, and share prospect information with others who are online.

3) To start prospecting, consider a COA voicemail (see Section 7) and choose one of the pre-recorded greetings. Publish this number anywhere and everywhere you can. Check your voicemail every day, and make your call backs. Log your follow-up calls into your daily organizer, and fill out a Prospect Contact Record.

4) It makes sense to keep track of any business related expenses and receipts. This doesn't have to be complicated. You can track them in a 3-ring binder, noting the day, method of payment, payee, and amount. Keep your receipts in a safe place – a shoe box is fine!

Miscellaneous Questions

1) ***Questions about doing business Internationally.***

Updated information about doing business in different countries is posted on the International page at ForMorCentral.com

2) ***Why can distributors in some countries purchase “For Personal Use Only?”***

Every country has its own laws, customs, and procedures. For many countries, the only way distributors can purchase products is if they are purchasing for their own personal use – they cannot sell or retail the products.

3) ***I have an idea or suggestions – what is the best way to submit it to For•Mor?***

A short, concise fax or e-mail are the best way to communicate ideas with For•Mor. It allows for easy routing to the right person. Please include your name, ID number, and your return telephone number or fax as well.

4) ***Why doesn't For•Mor publish more explicit product information, and make claims like some other companies do?***

For•Mor is a great company with great products, and makes every effort to stay within the guidelines set by the FDA, the FTC, and the Better Business Bureau for promoting information. There are very specific rules and laws concerning product claims. For•Mor submits information for review to a legal firm which specializes in this field. Truthfully, many small companies and start-up companies are way out of line with what they claim and publish. These companies will be disappointed and no doubt suffer severe set backs when, not if, their information is reviewed by the appropriate agency.

This is exactly why For•Mor follows a strict advertising and Internet policy concerning information published about the products. If you feel compelled to create your own materials, be aware you will need to submit them for approval. If you are making claims about products and ingredients, with your approval, it may need to be sent through legal channels to be cleared. It is the distributor's financial responsibility to pay these fees if they choose to pursue these activities.

5) ***Questions about For•Mor – the company and owners.***

Most everything you could want to know is contained in Section 2 of this guide. Page 4 provides a fast list of “bullet” facts that will answer 95% of you or your prospect's questions.

6) ***About the fees for special services.***

For•Mor pays out 65% of wholesale revenues back to the field in bonuses – more than any other company we are aware of. Requests for downlines, printouts, bad payments, etc., take valuable time and costs money. For•Mor is only too happy to provide the information you need, but if it is above and beyond the norm, don't be surprised if there is a fee for the service! It is necessary to maintain our high-payout. ForMorCentral.com can provide most any information you require about your distributorship and your team.

Just Answers

1) ***The e-Commerce system is FREE to Q-Club members – \$25 annually to non-Q-Club.***

2) ***Your Q-Club Authenticator is the last five digits of the credit card or checking account you have on file with For•Mor for your Q-Club. If you change your method of payment, you will need to update your “Personal Settings” when you return to the Members Area of ForMorCentral.com***