

FAQ

Your Questions Answered

The more you know about AmeriPlan USA®, the more you understand...

Q: How soon will I receive my IBO kit?

A: After the 3 day waiting period you will be sent your Ameriplan IBO Business Kit by Priority mail. When you choose the option to pay for physical kit, those IBO kits are shipped UPS Ground and will arrive within 3-5 business days.

Q: Do roll-ups count for pin level promotions?

A: Yes. Roll-ups will count toward any pin level.

Q: Is the Basic IBO Annual Enrollment Fee refundable?

A: New IBO's have a 3 day refundable cancellation period from their received date.

Q: Is the optional IBO Kit refundable?

A: The Sales Aid portion of the Kit is refundable at 90% of the cost only if the package has not been opened and the seal has not been broken and the materials are current. The first months IBO benefits fee (\$50) is not refundable.

Q: When do IBOs get paid?

A: Once the Basic IBO is 'activated' by buying or selling a Platinum Plus membership their Advances are paid daily. Residual and builder's bonus checks are paid once a month on the 18th.

Q: Can sales aid certificates be faxed in with the order form?

A: No. The certificates must be mailed in with the order form and received before their expiration date.

Q: Can there be more than one IBO in a household?

A: Yes, but if the IBOs are related, they must be under the same sponsoring IBO.

Q: Can a member/IBO pay for another member/IBO?

A: Yes, A member/IBO can pay for another member/IBO, but those members will not count for contests or promotions.

Q: Why can't I see my first member in my Personal Sales Group?

A: An IBO acquires a Sales Group after they have promoted to RSD. Therefore, any member of IBO Sign-ups made before an IBO becomes an RSD will be a part of the upline IBO's Sales Group.

Q: Is there a place I can download an application if I run out?

A: Yes, go to Customer Service Downloads on the IBO Support website.

Q: Can Basic IBO/member fees be deducted from my commissions?

A: Yes, if you have sufficient monthly residual and/or builders bonus to cover the Annual Basic IBO Enrollment Fee, and/or membership fee(s) (if any, such fees will be deducted from the IBOs residual/builders bonus check instead of being drafted from the IBOs bank account or credit card.

Q: What are the web addresses of our ICP websites?

A: www.iboplus.com/username
www.mybenefitsplus.com/username
www.deliveringonthepromise.com/username
www.myhomebusinesspays.com/username
www.everyonebenefits.com/username
www.idsecurenetplus.com

Q: Where do I go to log onto the IBO Support website?

A: www.ameriplan.net

Q: If an IBO puts the wrong ID# on an application and it goes under another IBO can it be changed?

A: No, once the application is received the sponsoring IBO cannot be changed.

Q: I think my check is wrong. How do I check it?

A: You should always check your reports. The two that you should check are the Residual Commissions Report and Sales Directors Builder's Bonus Report. You should always be able to see on whom you were paid on these reports. Also, refer to your commission detail to see if any check deductions apply. Be sure to verify your checks. You can access these reports in your "Back Office".

New Products July 1, 2010

Q: How does a current IBO upgrade or downgrade to the Platinum Plus program?

A: They will need to either fax, mail or email their written request to customersupport@ameriplanusa.com

Q: Will IBOs who enrolled prior to July 1st be required to pay the \$19.95 annual fee?

A: No, they will be grandfathered and are not required to pay the annual fee as long as they remain in an active status.

Q: How will the new changes affect the states where there are special rules for enrolling IBOs?

A: With the new changes to enrolling as an IBO all states will be treated the same. No more special applications or different enrollment methods.

Q: Will there be any changes to the APFlex program?

A: No APFlex will remain the same

Q: Is Freedom Pass still available and will there be any changes to it?

A: Yes, Freedom Pass is still available and no changes have been made to it.

Q: Is the Basic Wellness Plan, Access Saver & SecureNet still available?

A: No.

Q: Have the Dental Plus and Total Health plans changed?

A: No they will remain the same.

Q: Will the \$19.95 annual enrollment fee count towards MR, contest or promotions and is it commissionable?

A: No

Q: Is enrollment for all products now open to all 50 states?

A: No, there are still states Ameriplan has chosen not to do business in those states are Montana, North Dakota, South Dakota, Alaska, Vermont, Wyoming and Puerto Rico

Q: If a \$19.95 IBO who is not activated sells a Platinum Plus membership who will receive the commission?

A: Commissions will be paid to the \$19.95 IBOs enroller.

Q: How does an IBO who has already enrolled for \$19.95 sign up for a Platinum Plus membership?

A: They will need to log in to their back office and purchase the membership through there.

Q: If an IBO sells a Platinum Plus membership to become activated what happens if that membership cancels?.

A: The IBO will have to replace that membership by either buying or selling a Platinum Plus membership.

Q: What happens if an IBO sells a Platinum Plus membership and then purchases their own membership. Will the membership the IBO bought keep them activated if the one they sold decides to cancel?

A: Yes it will as long as the IBO purchased it through their IBO support site. There will be no exceptions made if this procedure is not followed.

Q: Will there be any changes to commissions?

A: Any applications received July 1, 2010st and after will be paid according to the new commission rules. A 3 month non-chargebackable advance will be paid consisting of 30% for the first month, 20% for the second month, 20% for the third month. Then

20% residuals as long as the business remains active.

Q: Do existing SecureNet members need to do anything to be moved over to IDSecureNet Plus?

A: No all existing SecureNet members will be moved over to IDSecureNet Plus automatically.

Q: Are there any add-ons available to a \$19.95 IBO?

A: No, but they are able to purchase any of the memberships that Ameriplan offers.

Q: Are IBOs in South Carolina, Connecticut, Louisiana, Maine, Maryland, North Carolina, Utah and Washington states grandfathered?

A: Yes, they do not need to purchase the \$19.95 Basic IBO Annual enrollment, nor the \$50.00 Platinum Plus in order to receive their commissions.

Q: Is there a \$20.00 Registration fee on the Platinum Plus membership?

A: No, The registration fee on the Platinum Plus membership is waived indefinitely.

Q: Are there any add-ons available to a Platinum Plus membership?

A: Yes, you may add on a Total Health membership for \$30.00 per month.

Q: If an IBO wishes to convert to a Platinum Plus membership will the enroller continue to receive a 30% commission?

A: Yes, If the enroller is an Existing IBO – prior to July 1, 2010.