



The Big Reveal **FAQs**

Saturday, 5/6/2017 at 1:30 p.m. CDT

Special U.S. Event

✔ What is The Big Reveal?

The Big Reveal is a US live streaming event for Plexus® Ambassadors. Despite it being a US event, all worldwide Plexus Ambassadors are invited to attend. You'll want to watch because, aside from all the fun, we're making a huge Plexus announcement that you won't want to miss.

✔ Can I attend The Big Reveal?

Our company's Founders, Jewel Ambassadors, and those who reside near the live event have been invited to attend in The Big Reveal in person. We're not planning to extend additional invitations at this time but any and all Plexus Ambassadors are welcome (and encouraged) to watch via live online streaming. Even better, grab a few members of your team and watch together!

✔ When can I register for The Big Reveal?

Registration for the live streaming event begins at 12 p.m. CDT on Monday, April 17, and ends at 10 a.m. CDT on Saturday, May 6th.

✔ I received notification that my registration was unable to be confirmed. What should I do?

The most common reason for this is that your Ambassador ID was entered incorrectly. Your Ambassador ID must exactly match the one Plexus has on file for you. We have to ask for this during registration since this event is exclusively for Plexus Ambassadors. Best thing to do is head back to www.plexusbigreveal.com and try again, double checking your ID and other information as you enter it. If you still receive a registration error, contact customer service at 480-998-3490.

✔ I am not a US Ambassador. Can I still register to watch The Big Reveal?

Yes! The Big Reveal is a special US event but all Plexus Ambassadors are invited to watch. Just be sure you share the event appropriately using approved materials for your specific country.

✔ I love a mystery as much as the next person, but what's with all the secrecy?

Every gal's got to have a few secrets up her sleeves. We promise, this'll be worth the wait.

✔ What is The Big Reveal special offer?

Ambassadors who attend The Big Reveal in person as well as those who register to watch the livestream will receive access to a special offer—we'll announce this offer during the event. This offer was designed with Ambassador needs in mind and will help you to build your business. You will receive access to this special offer based on when you registered to watch The Big Reveal online. Those who register to watch early will receive earlier access to the offer. Registrants will receive an email and/or text when the offer is available to purchase in their Back Office.

✔ Why are we being emailed and/or texted when we have access to purchase the special offer in our Back Office?

We're anticipating extremely high traffic to the Plexus websites during and after The Big Reveal. To stagger traffic to the Back Office and prevent the system from crashing for everyone, we will email and text all registrants when access has been provided on their account. You won't be able to order until you have been contacted by email or text.

✔ When will I know when I have access to the special offer?

Registrants will receive access to the offer on a first come, first served basis. The sooner you register, the sooner you'll have access. You will receive an email and/or text when the offer is available in your Back Office. We are asking all Ambassadors to stay off Plexus sites until you have been notified.

✔ I noticed there's a limited number of The Big Reveal special offer available. What if it runs out before I'm able to order?

If the first offer is sold out, another special offer will be made available.

The Big Reveal

FAQs

(Continued)

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✔ What time can I access The Big Reveal special offer?

We'll use the contact information you provided during live streaming registration for all communication regarding The Big Reveal. Please check your email or text for information about the time you'll have access to the special offer. It is very important that you do not visit your Back Office until your special offer access has been unlocked, to prevent the website from crashing for everyone.

✔ What communication will be provided regarding The Big Reveal?

- Registration confirmation
- Event reminder 3 days prior
- Event reminder 90 minutes prior
- Text reminder 60 minutes prior (if applicable)
- Email and/or text when your special offer is available in your Back Office
- Other emails as needed

If you registered for The Big Reveal and haven't received these communications, please check your spam or junk mail and then contact plexusbigreveal@plexusworldwide.com.

✔ What if I can't attend or watch The Big Reveal?

We've got you covered! Even if you know you can't be there or watch live, it is still important that you register on plexusbigreveal.com, as this unlocks your special offer. To watch a recording of The Big Reveal, you will need to register to receive access to the video at plexusbigreveal.com. Registration for video access will be available in the hours following livestream event.

✔ How can I share this excitement with my team and fellow Ambassadors?

Share the event using [#plexusbigreveal](https://twitter.com/plexusbigreveal) and even better, plan a viewing party! We've made it easy with our [Big Reveal Party Guide](#) and supporting [video](#) from Diamond Ambassador, Melissa Eickenhorst. Help us have thousands of Big Reveal viewing parties all over the US. Remember that even though you might all be watching together, it's important that all Ambassadors register to watch at www.plexusbigreveal.com as this unlocks access to an exclusive offer.

✔ Oh no! When I tested my connection and audio on my computer, I couldn't hear/see the test video. What do I do?

Make sure you have:

- A high-speed Internet connection
- Operating system of Windows Vista/Windows 7 or 8 (or) Apple Mac OS X 10.7+
- Desktop browsers of Internet Explorer 9+, Firefox 15+ or Chrome 20+. Mac operating systems, you must have Mozilla Firefox 15+ or Chrome 20+ or Safari 10.1

✔ I have the right stuff, and I'm still experiencing technical issues testing my connection. What do I do?

You should also check that you have:

- Cookies enabled.
- Javascript enabled.
- Pop-up blockers may need to be enabled depending on the event you are watching.

✔ Oh no! When I tested my connection and audio on my mobile phone, I couldn't hear/see the test video. What do I do?

On your mobile phone, make sure you have:

- An operating systems of Safari for iOS 4.0, Android 3.0 (Honeycomb) and later and Windows Phone 7

✔ What communication will I receive after The Big Reveal?

Check your email following The Big Reveal for further instructions and additional materials.