



## GO GREEN...

Go Digital and Online!

### Bank Charges for Bonus Payout

Amway Singapore will be waiving the bank charges for pay-outs made via **Bank Transfer**. This will begin from December 2018 for November 2018 Bonus pay-outs made via Bank Transfer. Bank charges for Bonus pay-out via cheque (\$0.80) will continue to be borne by the ABO recipient.

### Online e-Statements

Amway is committed towards creating a sustainable environmentally friendly society and aim to reduce our overall paper consumption. All ABOs are encouraged to utilise the e-Statement which is faster, flexible, secured and allow you to save your statements on your own computer, laptop or smartphone for later viewing.

Amway is pleased to announce that effective **January 2019**, we will implement e-Statement for bonus statements for all ABOs. Paper Statement will still be available if ABOs choose to receive paper statements, however, a non-refundable Paper Statement Fee of S\$24 will be charged annually as administration fees.

*Note: The first year charges for the Paper Statement Fee will be pro-rated. The subsequent Paper Statement Fee will be charged in full.*



#### **1. Why is Amway charging customers a Paper Statement Fee?**

Amway is committed towards to create a sustainable environmentally friendly society and aim to reduce our overall paper consumption. We have invested in digital technologies that can provide password-protected softcopy statements at NO COST to ABOs. By implementing the Paper Statement Fee, we aim to encourage ABOs to switch to these secure, effective and convenient solutions.

#### **2. What is the Paper Statement Fee and how much is it?**

With effect from **January 2019**, a Paper Statement Fee shall be charged to ABOs who opt for Paper Statements. The non-refundable Paper Statement Fee of S\$24 for administration purposes will be charged annually together with the ABOship renewal date.

*Note: The first year charges for the Paper Statement Fee will be prorated. The subsequent Paper Statement Fee will be charged in full.*

#### **3. Who will be charged for receiving paper statements?**

ABOs who opt for the Paper Statements facility only.

#### **4. How can I opt-out from the Paper Statement facility once payment has been made and can I request for a refund?**

Opting-out from the Paper Statement facility is not allowed once the Paper Statement Fee has been successfully charged and it is non-refundable.

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## 5. When can I opt-out from the Paper Statement facility?

You may opt-out from the Paper Statement facility one month before the next ABOship renewal date.

## 6. How can I avoid the Paper Statement Fee?

You will receive your e-Statement by default at **NO COST**. You will be able to view, download and print your previous months' statements (up to 12 months) via <https://www.amway.sg> any time at your convenience.

## 7. I do not have access to the Amway website. Is there an alternative to avoid being charged the Paper Statement Fee?

Yes. You can get your e-Statements via email, which is a service that Amway has been providing since July 2018.

## 8. How often will I receive my Email Statements or e-Statements?

e-Statements will be available in the same frequency and date as your paper statements.

## 9. How do I enrol for Email Statements and when will I start receiving my e-Statements?

You do not need to enrol for Email Statements as by default, you will receive your statements via email effective July 2018.

## 10. If I change my mind, how do I switch to paper statements?

You may change your preference via the Amway website <https://www.amway.sg> at your convenience.

*Please note that the Paper Statement Fee of S\$24 for administration purposes will apply.*

## 11. How do I enrol for a Paper Statement?

1

Login to Amway website

Welcome to Amway!

Log into your account or sign up to create one.

Username or ABO Number

Password

Remember me

[Forgot your password?](#)  
[First time logging in?](#)

**LOGIN**

2

Select Preferences

My Cart (2) Message Center (0) Welcome AMWAY

PV/BV  
Current PPV 327.90  
Only 0.00 PV to 21%  
Performance Percentage

Profile

Order History

Shopping List

Vouchers & Coupons

Address Book

Contracts

Payment Details

e-Statement

**Preferences**

Account Settings

3

Turn "On" the Physical Bonus Statement Subscription

Shopping Business Knowledge

Customise your preferences to improve your Amway experience.

Default Display Page

Set display page to: Homepage (Shopping)

Membership Renewal

Auto-Renewal: Off

To renew your subscriptions automatically, you must have a valid payment method to cover the amount of your renewal.

Physical Bonus Statement Subscription

Bonus Statement Subscription: On

To renew your subscription automatically, you must have a valid payment method to cover the amount of your bonus statement subscription.