

## FAQs - Code of Ethics for Modicare Consultants

### **Q 1- Where is the Code of Ethics for Modicare Consultants & Social Media policy available?**

Ans- Code of Ethics for Modicare Consultants & Social Media policy is available on the Modicare Website ([www.modicare.com](http://www.modicare.com))

1. On Modicare website, menu at the bottom of landing page, under Policy Section
2. After login, it can be accessed through the top-right hand corner dropdown menu
3. Under Roshni Chatbot
4. Various Code of Ethics guidelines available under Tip of the day on website

### **Q 2- Can a husband and wife join in different registrations?**

Ans- No. Husband and wife are considered a Single entity. It is mandatory for husband and wife to always carry out Modicare Business jointly on one MCA no. (Consultant ID), even in the situation where one of them has not signed as a Co-Applicant; both are deemed to be Modicare Consultant automatically.

### **Q 3- Can anyone in the family apart from the spouse join Modicare Business?**

**Ans:** Anyone in the family, apart from spouse, of an existing Modicare consultant can have a separate joining. However, the family member can join under the primary code of the family in the same Line of Sponsorship (at any depth), but not in a different line of sponsorship (Crossline). Only exception will be allowed for married daughter.

The condition for joining by family member in the same line of sponsorship is effective from 26<sup>th</sup> August 2021.

### **Q4- Define “family” in the context of rule for joining by a Family Member.**

Ans: ‘Family’ means Spouse, Parents as well as Children of both applicant and co-applicant, Siblings (brother and/or sister), except the married daughter.

### **Q 5 - Can an active consultant become co-applicant on another MCA & vice- versa?**

Ans- A Consultant can operate only under one MCA Number. Consultant must not become co-applicant on another registration while being main applicant on one registration. Similarly, if an individual is a co-applicant on one registration, he/she cannot join as an applicant/co-applicant on any other registrations.

### **Q 6 - What is the cooling period for re-joining?**

Ans : Once a Modicare Consultant terminates/resigns from his/ her position in Modicare, he/ she can rejoin after inactivity period of 6 (Six) months post his/ her termination of the contract. However, for

those who have resigned at the valid title of Director or above, the above said cooling period shall be extended to 12 (Twelve) months.

**Q 7- What is meant by cooling period?**

Ans- During this period, a person cannot participate/represent in any activity and in any manner pertaining to Modicare Limited being held anywhere in the country. A person may apply to the Company for a fresh registration upon completion of 6 months/ 12 months, as applicable, of cooling period in writing.

**Q 8 - What action will be taken if anyone is found to have violated the Re-registration rule?**

Ans : If a Modicare Consultant violates the above-said rule and enters into a contract with Modicare as a Modicare Consultant during the cooling period, the said joining shall be treated as void ab initio and liable to be terminated. If such case is reported to Company within the first 180 days of registration, then the entire network/genealogy enrolled under this registration shall be transferred under the first (original) MCA no. of the respective Modicare Consultant.

**Q 9 - Can a consultant sponsor an existing consultant under his network?**

Ans- The Company prohibits a Modicare Consultant from directly or indirectly soliciting, interfering with or trying to entice another Modicare Consultant away from his line of joining. Consultant must not directly or indirectly, induce/entice other Modicare Consultant to change their line of sponsorship, poach or solicit reregistration of existing Consultant from other line of sponsorship

**Q 10 – If an individual is registered under a wrong sponsor by mistake, what will be the corrective action in this situation?**

Ans- In case of Registration under a wrong sponsor by mistake, the consultant will be required to follow Sponsor Correction Process by reporting the matter to Company within 30 days from the date of registration in writing along with No Objection letters from the current as well as Correct sponsor, and with signature proof of all three individuals.

Beyond 30 days, Sponsor Correction will not be possible and the other option will be to follow termination process and re-register after completion of cooling period.

**Q 11- While in Modicare, can i work in any other direct selling company?**

Ans- Modicare consultant must not promote opportunity / product / services of other company in direct or indirect competition to Modicare using Modicare platform. Also, he/she should not directly or indirectly deal with anyone from any competition companies. There is a Zero Tolerance on this policy. No leniency will be shown in dealing with a consultant who is found indulging in violation of this Rule.

**Q 12- Can a consultant promote any other non-Modicare business or schemes on Modicare Business platform?**

Ans- Modicare Consultant must not induce other Modicare Consultants for indulging in any other non-Modicare business or schemes on Modicare Business platform like in activities organized to promote Modicare Products or in Modicare events.

**Q 13- Can I create a small section in my office/ shop to promote or sell Modicare products?**

Ans- A Consultant who works in or owns a retail store must operate his or her Modicare business separate and apart from the retail store. No Consultant shall permit Modicare Products or services to be sold or displayed in retail stores, schools, fairs, or through any permanent location.

**Q 14 - Can a consultant sell Modicare products through online retail platforms/ e-commerce website?**

Ans- Modicare products must be sold through Direct selling methods; Modicare consultants are not permitted to create pages, websites, accounts, or other online sites to sell Modicare products.

**Q 15 - Can a Consultant offer special discounts from their side while selling Modicare Products?**

Ans- A consultant must not offer discounts or special promotions that are not offered by Modicare; also the consultants must not sell Modicare products below Distributor price (DP).

**Q 16 - What should a Modicare consultant keep in mind while creating any social media account/ name?**

Ans- Social media handle (or even a group) on any platform (Facebook/ Instagram/ Twitter/ Snapchat/ YouTube/ LinkedIn) can be created by a Modicare Consultant using any one of the following name options: –

- Consultant Name\_Modicare Consultant\_Location (e.g. Rakesh Kumar\_Modicare Consultant\_Kolkata)
- Distribution Point\_Modicare\_Location (e.g. Distribution Point\_Modicare\_Howrah)
- Consultant Name\_Modicare Consultant (e.g. Rakesh Kumar\_Modicare Consultant)
- Consultant Name\_Modicare\_Consultant Title (e.g. Rakesh Kumar\_Modicare\_Platinum Director)

For more details, please refer to the Company's social media and Content guidelines under this link. (please create link to the ppt)