

FAQs - Direct Shipment to Poland, Germany, Spain, Bulgaria and Romania

Q: LifePharm is open in Poland, Germany, Spain, Bulgaria and Romania. What does that mean for me?

A: This means that if you reside in any of these countries, you can update your country and get LifePharm products shipped directly to you faster and easier. This also will allow you to enroll new team members living in your country.

Q: How do I change my country?

A: To update your country to Poland, Germany, Spain, Bulgaria or Romania, submit a completed **W8-BEN form**, a copy of your national ID/passport and a new, signed Application and Agreement form to Europe@LifePharmGlobal.com. If you are changing your country to Poland, please submit the **Poland Market Application and Agreement Form**. If you are changing your country to Germany, Spain, Bulgaria or Romania, please submit an **Europe Emerging Market IBO Application and Agreement Form**.

Q: What is the IRS Form W-8BEN and what is it used for?

A: The Form W-8BEN, Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding, is used by foreign persons (including corporations) to certify their non-U.S. status. The form establishes that one is a non-resident alien or foreign corporation, to avoid or reduce tax withholding from U.S. source income.

Q: If I submit all the documents with my address in Poland, Germany, Spain, Bulgaria or Romania, would that address be automatically updated in my existing Auto-Delivery order on file?

A: No. You must first CANCEL your existing Auto-Delivery order with a U.S. or other shipping address. Then, re-create a new Auto-Delivery order with your address in one of the above countries.

Q: How do I enroll new IBOs?

A: You can enroll a new IBO by clicking "Enroll new IBO" anywhere in your Virtual Office or by contacting LifePharm Customer Service at 949.216.9600 or CustomerService@LifePharmGlobal.com. We also have country-specific toll-free numbers you can call.
Poland: 8001124573
Germany: 08001825214
Spain: 900967685
Bulgaria: 35924928456

Your new team member will also need to submit a completed **W8-BEN form** as well as either a signed **Poland Market Application and Agreement Form** or an **Europe Emerging Market IBO Application and Agreement Form** (for new enrollees in Germany, Spain, Bulgaria or Romania). You can submit both of these forms to Europe@LifePharmGlobal.com.

Q: Can I sell LifePharm products to Retail Customers?

A: LifePharm is fully open in Poland, but is only open as NFR (Not for resale/retail) in Germany, Spain, Bulgaria and Romania. Therefore, while you can sell the products to Retail Customers in Poland, you cannot sell retail in the other four countries. However, you can enroll new IBOs in all five countries.

Q: What products are available?

A: LifePharm offers single bottles and packs with Laminine, Laminine OMEGA⁺⁺⁺, DIGESTIVE⁺⁺⁺ and IMMUNE⁺⁺⁺ to Poland, Germany, Spain, Bulgaria and Romania. Please see the **price list** in your Virtual Office Resource Library for all the details.

Q: What languages are available?

A: If you live in Poland, you will have the option for English or Polish for your LifePharm Virtual Office and Replicated Site. IBOs in Spain, Germany, Bulgaria and Romania will be able to conduct their businesses in English.

Q: How many days does delivery take?

A: From the day you place your order, delivery to your address in Poland, Germany, Spain, Bulgaria and Romania will take an average of four to seven business days.

Q: When I change my country, what currency will I conduct my business in?

A: LifePharm products are in euros for all EU countries in which LifePharm operates, with the exception of the U.K. Commissions are also paid to the eWallet in euros for these EU countries.

Q: When will the rest of the EU launch?

A: LifePharm is constantly evaluating growth in different countries to determine where to expand to next. Make sure you're reading our LifePharm communications, especially the LifePharm eNewsletter, the Connection, for all announcements regarding expansions to other countries.