

Business Guide for LATVIA

CONTACT INFORMATION

Phone Numbers where agents are available:

Voice: 356 21 336 401
356 213 364 02
Fax: 356 21 336 403

Skype: Xango_latvia_1
Xango_malta_1
Xango_malta_2

Customer Service Hours: M-F 5:00am – 3:00pm (MST)
M-F 10:00 – 18:00 (Local Time)
Closed Saturdays & Sundays

Corporate Website: www.XANGO.lv

Email support or questions: service@XANGO.lv

Online Ordering/New signups: www.XANGO.lv

Ordering Information

How to place an order:

- Phone: 356 21 336 401
- Fax: 356 21 336 403
- Skype: Xango_latvia_1
- Internet: www.XANGO.lv
- Email: orders@XANGO.lv

Payment Options: Visa, Master Card, American Express, Bank Transfers*

Bank Transfer Information:

Bank Name: Bank of America
Beneficiary: XANGO Beverage Nederland BV
IBAN: NL24BOFA0266599427
BIC: BOFANLNX

Account Number: 266599427

***When selecting a bank transfer as your payment option:**

- The Customer Reference/Order Number must be on the bank transfer
- Distributors should be aware that bank transfers will delay ADP shipments
- Monitor the approval and release of funds each month with your bank

Delivery of Product: All products will ship within 5-10 business days of the order placement date.

Returns: Please contact Customer Service to confirm and authorize any returns. If the product arrives damaged or if the order could not be delivered because of address issues, refunds can be provided at 100%. If you refuse delivery, orders will be refunded at 90% (less shipping and handling).

Commission Payment Information:

- XANGO Prepaid MasterCard, supported by ProPay (subject to US\$2 minimum commission processing fee)
- Direct Deposit / BIC & IBAN (subject to 2 Euro minimum commission processing fee)

XANGO Prepaid MasterCard Sign Up:

Distributors can sign up for a XANGO Prepaid MasterCard by calling Customer Service or during the online distributor registration process. No paper application is available. The initial fee for the card will be €25,00 payable to XANGO. All subsequent annual fees will be charged directly to individually issued cards by our service provider, ProPay.

Customer Service will require the following information:

- a. First Name
- b. Last Name
- c. Address
- d. City/Town
- e. Postal Code
- f. Country
- g. Email Address
- h. Phone Number
- i. Distributor ID Number
- j. Date of Birth
- k. PIN Code of ATM Transactions
- l. A government-issued form of ID

After your application is complete, please 1) fax or e-mail a copy of your government-issued ID (letter l. above) to XANGO customer service and 2) log on to www.propaypayments.com and accept the terms and conditions. Once these two steps are complete, your card will be delivered in 10-15 business days.

Activate your Card

Once you receive your XANGO Prepaid MasterCard, you must first activate it before it can be used. Activate your card by logging on to www.propaypayments.com and click on the “Activate my Card” link. If you have any problems or if you do not have internet access, please contact XANGO Customer Service for further service.

Using your Card

Your XANGO Prepaid MasterCard Card can be used in millions of locations worldwide; anywhere MasterCard is accepted – INCLUDING XANGO! You can also withdraw cash from any ATM where the MasterCard or Cirrus logo is presented. Please notice that all commissions paid onto the XANGO Prepaid MasterCard will be in US dollars. This means that anytime you withdraw cash in a currency other than USD you will be subject to fluctuations in foreign exchange.

Additional Fees

- \$3.00 USD Int'l ATM withdrawal fees
- \$1.00 USD ATM Balance Inquiry Fee
- \$5.00 USD Card replacement fee
- \$0.00 Card-to-Card Transfer fee (ProPay Account/XANGO Prepaid MasterCards Only)

New Distributor Sign-up Information:

Choose one of three ways to sponsor a new XANGO Distributor:

1. Online

- Go to www.XANGO.lv
- Enter your Distributor ID and Password
- Select “New Sign-up”
- Select the region where your new distributor is located
- Complete the online distributor application

2. Phone/Skype

- With your new Distributor present, contact Customer Service
- Follow instructions from Customer Service agent

3. Fax

- Fill out a Distributor application and fax to customer service. If you don't have an application, you can download the form by following these instructions:
 - Go to www.XANGO.lv
 - Enter your Distributor ID and Password
 - Select “Business Tools”
 - Select “Library”
 - Select the “Distributor Agreement” link under documents
 - Print the form

Fax the completed Distributor application to 356.21.336.403

Distributor Agreement: All new Distributors signed up will be sent a Distributor Kit that contains a copy of the Distributor agreement, details of the worldwide compensation plan, and a copy of XANGO Policies & Procedures. These forms can also be found online at www.myxango.lv. Within thirty (30) days of initial sign-up, all Distributors will be expected to return a signed copy of the Distributor Agreement via fax copy or scanned to Customer Service.

Required Information: Distributors will be required to provide:

1. First Name
2. Last Name
3. Address
4. City/Town
5. Postal Code
6. Email Address
7. Phone Number
8. Distributor ID Number (will be assigned for new Distributor)
9. Date of Birth
10. Location of Birth
11. Gender
12. Personal Code (individuals) / Registration Number (businesses)

Required Registration for certain Distributors engaged in Food Storage, Distribution and Retail Sales:

If you maintain an inventory (storage) for distribution and sales to end-consumers, you are required to obtain a registration certificate from the Food & Veterinary Agency. The application form can be found online at:

http://www.pvd.gov.lv/uploaded_files/Majas_lapa_2/Veidlapas/1.pielik.-Pieteikums%20PR-1-ML.xls.

Application forms must be submitted to the local territorial divisions of the State Food & Veterinary Agency. Distributors who do not engage in storage, distribution and sales of XANGO food products to end- consumers are not required to register with the Food & Veterinary Agency.