

Business Guide for South Africa

CONTACT INFORMATION

Phone Numbers where agents are available:

Voice: 080.09.84071

Fax: 080.09.84072

Customer Service Hours: M-F 5:00am – 3:00pm (MST)
M-F 13:00 – 23:00 (SAST)
Closed Saturdays & Sundays

Corporate Website: www.xango.co.za

Email support or questions: orders@xango.co.za
service@xango.co.za

Online Ordering/New signups: www.xango.co.za
shop.xango.co.za

Ordering Information

How to place an order:

- Phone: 080.09.84071
- Fax: 080.09.84072
- Internet: www.xango.co.za
- Email: orders@xango.co.za

Payment Options: Visa, Master Card

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)

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 R175 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. ID Number (individuals)/ income tax reference (businesses)

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)

Bank Transfer Information:

Bank Name: Nedbank
Beneficiary: Makeway Trading 6
BIC/SWIFT: NEDSZAJJ
Account Number: 1013477812

*When selecting a bank transfer as your payment option:

- Additional fees may be charged by your financial institution for placing bank transfers. Distributors wishing to avoid potential fees charged by banks may place their bank transfers free of charge through any local Nedbank branch. XANGO has an exclusive relationship with Nedbank allowing Distributors to place bank transfers to XANGO free of charge. A Nedbank bank account is not required to use this service.
- The Customer Reference (different than Order Number) must be on the bank transfer.
- Bank Transfers cannot be used for ADP orders.
- Bank Transfers may result in delayed shipments of product. Shipments are not released until funds are confirmed.
- Monitor the approval and release of funds each month with your bank.

New Distributor Sign-up Information:

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

1. Online

- Go to www.xango.co.za
- 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

- With your new distributor present, contact Customer Service at 080.09.84071
- 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.co.za
 - 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 080.09.84072

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.xango.co.za. 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. ID Number (individuals)/ Income tax reference (businesses)