



## MEMO

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**FROM: THE MANAGEMENT**  
**TO: DISTRIBUTORS AND STAFF**  
**DATE: 12<sup>TH</sup> DECEMBER 2023**  
**SUBJECT: COMPLIANCE TO KEDI RULES AND REGULATIONS BY SERVICE CENTRE OWNERS**

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Dear All,

In order to serve distributors better and protect the interest of all esteemed distributors, the Company has always canvassed that Service Centre Owners should always provide good services to distributors and customers that transact their KEDI business in the Service Centres by submitting their Achievement, paying their bonuses and giving them their promo items collected from the Company.

The Company has also laid down rules and regulations to guide the activities and operation of Service Centres and to ensure that Service Centre Owners comply with such rules, the Management has made the following decisions:

- 1) Where the Company receives complaints from distributors/customers on fraudulent activities perpetrated by any Service Centre Owner, and such complaint has been verified by the Company and proven to be true, apart from other disciplinary actions the Company may take against such Service Centre Owner, the Company shall issue a warning notice to the Service Centre Owner and such Service Centre Owner shall not be entitled to receive the 5% Management Fee from the Company in that month the warning notice is issued and for the next five (5) months. Fraudulent activities by Service Centre Owners include but are not limited to the Service Centre Owner withholding the Achievement of downlines/distributors and refusing to submit same to the Company, withholding the bonuses of downlines/distributors already paid by the Company and refusing to pay same to them, withholding the promo items of downlines/distributors in their Service Centre, or imposing conditions that have not been stated by the Company before selling products to distributors/customers in the Service Centre.
- 2) If the Company receives a second complaint from distributors/customers about a Service Centre Owner that has been issued a warning notice in the past, and such complaint has been verified by the Company and proven to be true, the Company shall close down such Service Centre.
- 3) The Company will also inspect the Service Centres randomly from time to time and if it finds that the Service Centre Owner engages in fraudulent activities, the Company shall

take actions against such Service Centre Owner in line with No. 1 & 2 above.

The Management will also like to use this opportunity to remind all Service Centre Owners that the Company's rules and regulations that guide the activities and operation of Service Centres are stated in the KEDI Independent Distributor Manual and in the Service Centre Agreement. We implore all Service Centre Owners to read the rules and regulations again and comply with the rules and regulations at all times. We also implore you to provide good services to all distributors, downlines or customers that come to your Service Centre to transact their KEDI business. For customers who make inquiries from the Company, the Company will only recommend reputable Service Centres to such customers.

Please note that the aforementioned decision takes effect immediately and it applies to all Service Centre Owners, both old and new.

Thank you for your usual cooperation.

A handwritten signature in black ink, appearing to read "Anggor L", is centered on the page.

**SIGNED BY THE MANAGEMENT**