

Required Documents List for CRFs

(Note: All supporting documents including Admin Fees must be submitted at the time of request)

| Types of Customer Request | Documents Required | Remarks |
|---|--|--|
| Geneology 1. Missing TC in genealogy | 1. Written Request from IR 2. Valid ID copy from IR 3. Customer Receipt 4. Written request from the referrer of if TC is Orphan | 1. For duplicat IR: documents 1-3 are required 2. For Orphan: documents 1-4 are required 3. No Adim Fee |
| 2. Name Change (Change of Ownership) | 1. Agreement letter between Buyer and Seller 2. Consent letter from Referrer (seller's) 3. Valid ID copies of the Buyer, Seller and Introducer | 1. If seller's referrer is not furnished, consent from t of referrer- upto 5 levels above 2. Admin Fee of US\$100 3. Enrollment fee of US\$10 |
| 3. Change of Placement | 1. Written request from the referrer 2. Valid ID copy of the referrer 3. Corrected diagram with name, date and signature | 1. Admin fee of US\$150 per TC affected |
| 4. Error in keying Transaction (UV Transfer) | 1. Agreement letter between transferor and transferee 2. Consent letter from Referrer of the new IR. 3. Valid ID copies of all parties | 1. Admin Fee of US\$30 (plus 5% if purchased made by credit card) |
| 4. Correction of Referrer | 1. Affidavit from the concern IR 2. Affidavit from the referrer on record 3. Statement of the true referrer 4. Valid ID copies of all parties | 1. All documents submitted must be notarized 2. Admin Fee of US\$150 |
| Products 1. Change of Product | 1. Written request from IR | 1. Admin Fee of US\$20 per product |
| 2. Lost Product/Stolen Product | 1. Written request from IR 2. Copy of Airway Bill 3. Written Report from the courier agency | 1. Written request must be filed within 48 hours from the time of receipt |
| <u>Cancellation</u> | 1. Written request from IR 2. Copy of Valid ID 3. Customer Receipt | |

QuestNet Ltd.
Network Integrity Department

| | | |
|---|--|--|
| <p><u>For Singaporean IR</u> 7 days Cancellation</p> <p>Buy Back Guarantee</p> | <p>1. Written request from IR 2. Copy of valid ID 3. Customer Receipt</p> <p>1. Written request from IR 2. Copy of valid ID 3. Customer Receipt</p> | <p>1. Admin Fee of US\$30 (plus 5% if purchased made by credit card)</p> <p>1. Admin Fee of US\$150 (plus 5% if purchased made by credit card)</p> |
| <p><u>Information Change</u> 1. Change of Address</p> <p>2. Change of personal information (email address, contact no., date of birth, name correction)</p> <p>3. Change of Beneficiary name</p> | <p>1. Written request from IR with signature 2. Copy of valid ID 3 Proof of mailing address (eg. Utility bills, phone bills,etc)</p> <p>1. Written request from IR with signature 2. Copy of valid ID</p> <p>1. Written request and relationship to the concern IR 2. Copy of valid ID of the IR and the new beneficiary</p> | <p>1. No Admin Fee</p> <p>1. No Admin Fee</p> <p>1. No Admin Fee</p> |

Notes: (i) Valid ID refers to ID used during the registration process