



ProPay® MasterCard®

ProPay is available to all MXI Corp Associates outside of North America.

- 1) The original offer to enroll for ProPay is combined with the new distributor online application.

As long as the option to receive commissions via ProPay is selected during the enrollment process, and the \$19.95 charge for ProPay is paid, your ProPay account registration will be submitted.

- 2) You can check to be sure that the registration for your ProPay account was completed and accepted by logging into your MXI Corp Back-Office, clicking on the "My Business" Tab.

If the option "ProPay Registration" appears in this drop down menu, the registration was NOT completed or accepted, and you must click on this link and complete the process.

*If the option for "ProPay Registration" does not appear in this drop down menu, your ProPay application was accepted.

- 3) Once this process has been completed, immediately send two forms of identification to customerservice@propay.com or via fax to (801-341-5302). Be sure to include your email address and distributor ID number on the Photocopy, so that ProPay is able to locate your account.

The first form of ID must be a current government issued photo ID of some sort; for example: Driver ID, Passport (front and back must be visible of this photo ID).

The second can be any of the following:

- Gas or Electric Bill with your current name and address
- Birth certificate
- Marriage license
- A pay stub that has been mailed to you (address must be visible)
- Tax documents that have been mailed to you (address must be visible)
- Social Insurance Card
- National Residence Card (for the country you are currently residing in)
- Renters Agreement
- Divorce decree or court documentation.

ProPay will not authenticate an account or mail a ProPay Card to an associate unless they have received valid legible copies of the account holders two forms of identification.

(These documents are used for Identity verification and is required by law)

Once ProPay is able to validate your identity, (using the photo copies of your two forms of identification) you will receive an email welcoming you and advising that you may expect your ProPay card, via mail, within 4-6 weeks.

If you do not receive this welcome email, within 72 hours of submitting the copy of your ID, please resend your identification to ProPay.

- 4) Once you receive your welcome email, followed by your temporary ProPay password, please log in to your online account at www.Propay.com. If you do not use your temporary password within 24 hours, the temporary password may expire. If your password has expired, please contact ProPay at customerservice@propay.com to resend your temporary password.

If you have received your welcome email from ProPay and do not receive your ProPay card within 6 weeks, please contact propay@mxicorp.com or customerservice@propay.com to check the status of your ProPay card. Please be sure to include your correct mailing address, name, email address, and distributor ID number with this inquiry, so that we may verify your ProPay card was sent to the appropriate address.

- 5) Once you have received your ProPay card in the mail, you must phone the number provided on the ProPay MasterCard to activate your card for use. If you do not activate your card, you will not be able to use the card for purchases.
- 6) If you would like to use your ProPay card for payment of your autoship orders, please be sure to log in to your MXI Corp Back-Office and update your payment information using the ProPay MasterCard number.

(MXI Corp does not have this information on file.)



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Example of Welcome Email:

Thank you for applying for a ProPay Payment Service Account. We appreciate you fulfilling our request for additional information. Your account has now been activated.

You just need to log in now at www.propaypayments.com with your email address (distributor's email goes here) and password in order to begin. Your new password email will follow this one. Remember to copy/paste this into the password field on the homepage to avoid errors.

Expect your card to arrive within 4-6 weeks.

It may be necessary for you to supply your account number to the corporate office in order to receive commission deposits. This number can be found on the main page after logging in.

We are eager to assist your business with our payment services, and in helping you realize your business goals. We wish you all the best with your business endeavors and we will continually strive to strengthen our relationship with you and your business.

If you have further questions or concerns, you may call us during business hours (Mon-Fri, 6:30am-7pm Mountain Standard Time) at 888-227-8692 to speak directly with a representative. You may also email us at customerservice@propay.com.

Have a great day, and welcome to ProPay Payment Services!

Sincerely,

Resolutions

PROPAY Contact Information

ProPay Website Address: WWW.Propay.com

Email your Photocopied Government ID to: customerservice@propay.com

Fax your Photocopied Government ID to : (801-341-5302)

MXI Corp ProPay Liaison: propay.liaison@mxicorp.com

For a listing of all ProPay contact information: <https://epay.propay.com/customerservice/>

ProPay Customer Service

Email: customerservice@propay.com

Customer Service Representatives are available between the hours of 6:30 AM and 7 PM (Mountain Time) Monday through Friday by calling 866-573-0951.

For general questions about ProPay's eAuction or eAuction Pro accounts for eBay, call 877-776-7290.

For ProPay's Card Service Line, call 800-365-7816 inside the U.S., or 801-717-2527 outside the U.S., 24 hours a day, seven days a week.



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COMMISSION PAYMENTS TO PROPAY CARDS

PLEASE NOTE:

Payment of commissions to the MXI Corp ProPay cards are one week behind the online posting in your back office.

EXAMPLE:

In Week 22 MXI Corp calculates commission earnings for Primary Bonuses from weeks 19 and 20, as well as the quick check bonuses from week 21.

*These earning figures are posted to the back office on the Tuesday of Week 22 and checks are mailed out to the associates who receive payment via check.

However, if you have a payment type of ProPay card, these commissions do not post to your account until Wednesday at 10:00AM Pacific Standard Time, of the following week (week 23).

If you feel that your commission deposits are inaccurate, please email propay@mxicorp.com for researching.