The Opportunity

Everything you need to know about being a UW Partner

Utility Warehouse

Welcome to the opportunity of a lifetime

Whatever success means to you – congratulations! You've found the means to achieve it.

This booklet is designed to introduce you to the UW opportunity, how you can earn money and be part of part of something really exciting. If you have any questions at all or want to know what to do next, please contact our Partner Services team here at Network HQ, **partnerservices@uw.co.uk.**

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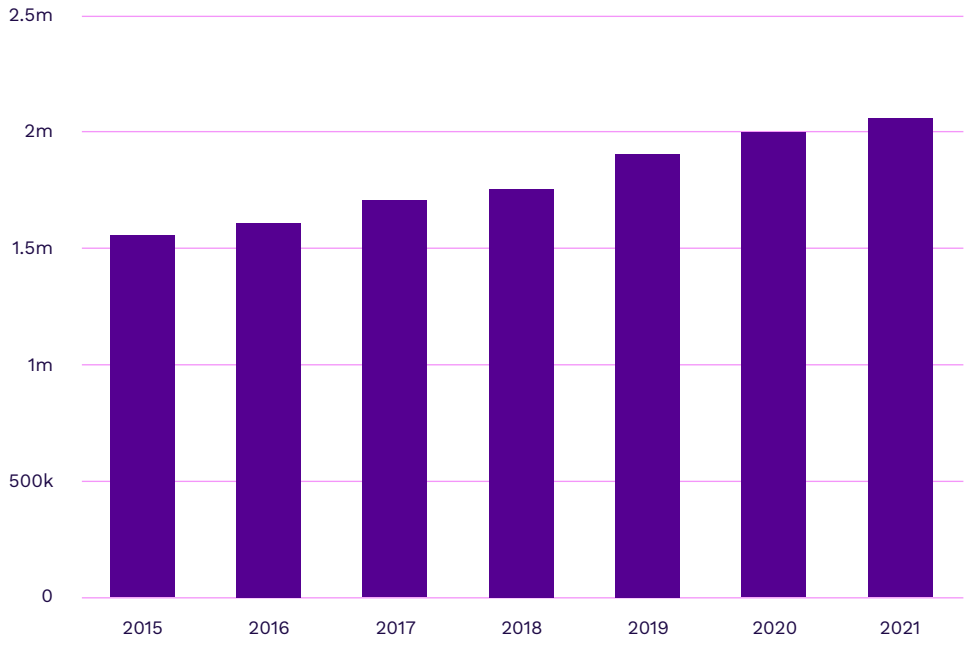
Be part of something big

This is your chance to earn money when it suits you, achieve your personal goals - whatever they may be - and create the perfect work-life balance. And best of all, you'll be helping people while you do it.

Our aim is to save our customers time and money

We're one of the UK's largest companies and a true British success story - a FTSE 250 business with annual sales approaching a billion pounds. The company was named Best Telecommunications PLC at the UK Stock Market Awards in 2011, 2012 and 2014. UW has also been named 'European Public Champion' in the highly prestigious European Business Awards and was awarded the Which? 'Utilities Brand of the Year' accolade in 2018 and 2020. This phenomenal growth has all been achieved by word of mouth referral marketing.

Services



We believe this is just the beginning – would you like to share in our future success?

Stuart Burnett (left), Co-Chief Executive, has a strong commercial and growth mindset, gained over a number of blue-chip roles in the legal and financial services sector. When he's not working, Stuart enjoys watching all forms of competitive sport with his two sons.

Andrew Lindsay, MBE, (right), Co-Chief Executive, has an exceptional level of drive and determination and is an Olympic Gold medal winner.

They are supported by an experienced, dedicated and hard-working team of professional managers, and over 1,250 full-time staff providing best-in-class customer service. UW is in the right place to grow substantially over the next few years and we have confidence in the future of the business.

Uswitch Energy Awards 2021

Best Buy Which? Wi-fi Routers February 2022

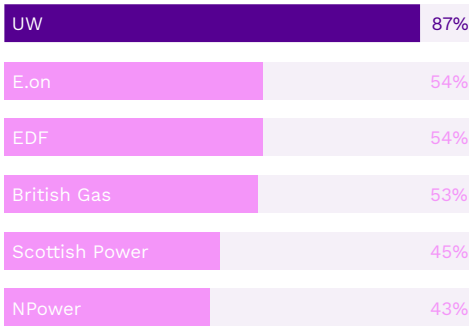
Award winning, year in, year out

UW's earned over 70 awards – and counting – in the last decade alone. Their independent endorsements include major accolades from Which?, Uswitch, Moneywise, Defacto and Moneyfacts to name a few. And, UW has been consistently rated as one of the UK's best energy suppliers. One of UW's most recent accolades is Which? Best Buy for the Wi-Fi Hub that comes free with all UW's broadband packages.

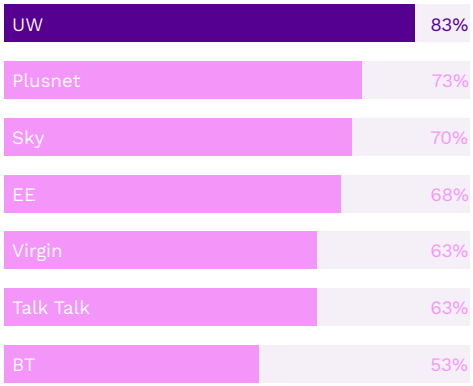
Massive UK success

We commissioned a major piece of market research to find out how consumers feel about their suppliers. The fantastic news is when it comes to customers trusting their utility supplier to treat them fairly, we really are head and shoulders above the competition! And not just for Gas and Electricity, but for Home Phone, Broadband and Mobile too – just have a look at the results.

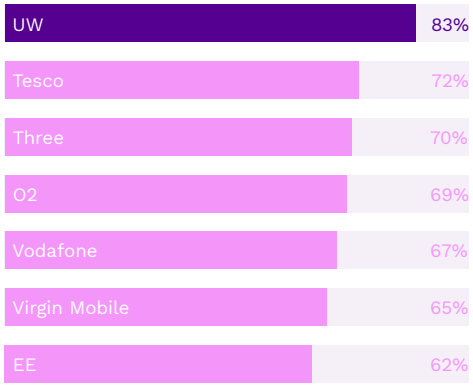
Energy



Home phone and broadband



Mobile



Our customers

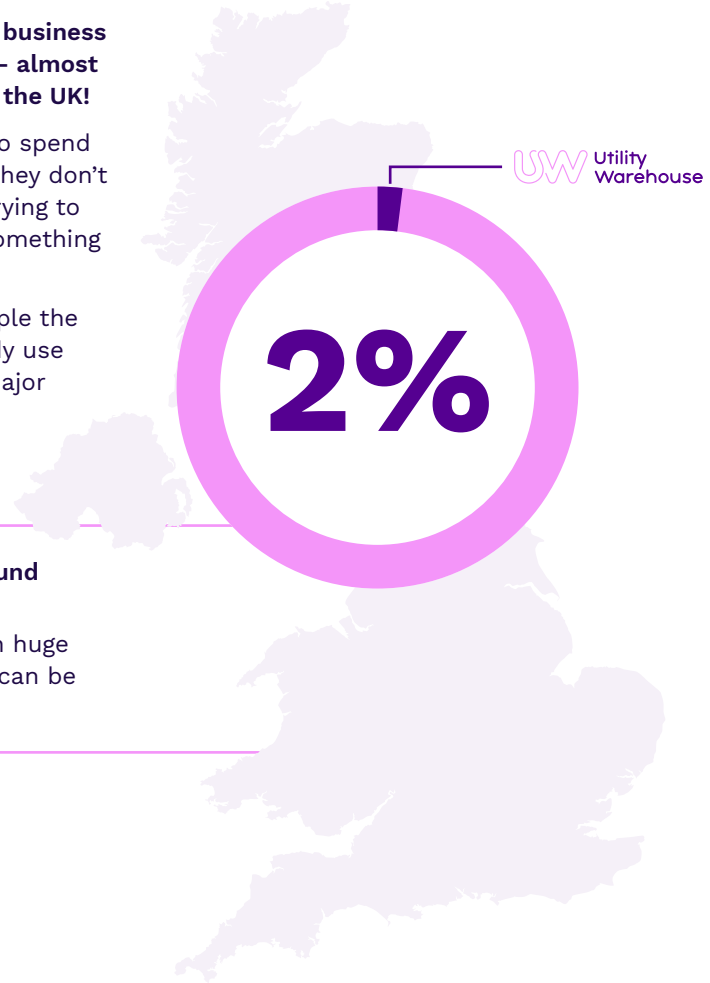
We believe that happy customers will stay with us longer, so we genuinely care about the level of customer service we provide. We are always looking to extend our range of services, and increase the savings we can offer our customers.

How big is the opportunity?

The best thing about this business is the size of the market – almost every single household in the UK!

We're not asking people to spend extra money on services they don't normally use. We're not trying to convince people to use something they don't need or want.

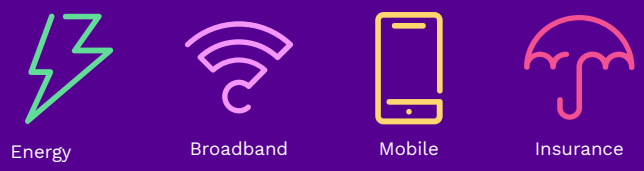
We're simply offering people the same services they already use every day, but with one major difference – better value!



We currently have around 2% of the UK market.

This is a company with huge potential to grow. You can be part of this future!

All your home services in one



As well as great savings on their utilities, customers receive a wide range of valuable additional benefits, including:

As simple as 1, 2, 3... 4

UW offers all four of your home services in one, simple monthly bill.

Energy, Broadband, Mobile and Insurance - the more you take the more you save... and you'll unlock a bundle of benefits.

Plus, by switching these services and taking a money-saving UW cashback card (see below), you'll also get a £50 free credit to spend on anything you want.

One monthly bill

With us, all of your services come on one monthly bill. It's simple to use and makes budgeting much easier.

Cashback card

The UK's most generous cashback card – providing savings of 1% on everyday shopping up to £120 cashback per year. Plus savings of between 3% and 7% unlimited cashback on shopping at over 50 top retailers instore and online, including Sainsbury's, M&S, Argos, Boots and many others. We also have over 2,000 online retail partners who offer discounts or cashback.

Five star customer service

Our call centre teams are based here in the UK and Which? magazine consistently ranks us as one of the best for customer service.

Peace of mind promise

Eligible UW customers get up to £200 towards early termination fees to help them switch, a guarantee of energy savings up to 5% below the Government's price cap and the ability to change their mind within their first 30 days without penalty.

Getting started

Now that you've joined, the first thing is to download the Partner app and use My Planner which will help you manage your contacts and find people to speak to. Then join a Supporting Partner on your first appointment! We're determined to help you succeed through free College of excellence (COE) training. Through the online Training Portal website (on the Partner Portal) we offer a wide range of training modules and videos covering everything you need to get started, gather new customers and grow a team. To help you build your confidence, we offer a range of live virtual training sessions each week.

Learning from successful Partners

All of our training courses have been developed with, and are delivered by successful Partners who are still growing their UW businesses. By attending, you get the opportunity to learn from people who have been in your position and can share what it really takes to make this business work.

Get Started

You can sign-up customers and Partners before you have completed your training, as long as you are supported by the person who introduced you to the business. Obviously they really want you to succeed, but to help we also reward them for the effort they put in to help you with your first customers.

If the person who introduced you is unable to support you, you can ask any other Partner who has six or more live personal customers and who has been active in the previous 60 days (i.e. must have personally gathered at least one customer or Partner) to support you on your early appointments.

Getting Started training

You must not sign up customers on your own without support until you have completed your online Getting Started training on on the app. This will take you around an hour and can be completed in short chunks to suit your availability.

Build your team

You can start growing your team straight away by introducing people to the business opportunity. Learn more by attending training (find dates on the Partner Portal) where you can develop your skills and confidence.

Live training courses from the comfort of your own home

We offer virtual training courses that are aligned to your progress in UW helping you grow your business and move up. Join Partners at the same level as you from the comfort of your own home at our range of virtual courses to learn new skills and share your experiences.

Online training

We have amazing online training available 24/7 on the Partner Portal. So, whenever you have a spare 10 minutes before an appointment or 30 minutes at lunch, hop online and sharpen your skills. Here's just a few training topics you'll find:

- How to get more appointments
- How to get more success in appointments
- How to build a team
- How to support your team

All of this training is available on the Learning Portal, accessible from the Partner Portal.

UW podcasts

Also available from the Learning Portal are our range of podcasts that can help you learn from successful Partners while you get on with the rest of your day. They are typically less than 20-30 minutes and cover a wide range of topics including:

- Using scripts to get appointments
- Being successful using our remote appointment tools
- How to get the most out of social media
- How to get more referrals during the appointment

All of this training is available on the Learning Portal, accessible from the Partner Portal.

Compensation plan

UW Partners have a unique opportunity to build a substantial regular monthly income by helping people save time and money on their utility bills.

This is not a 'get rich quick' scheme, but a way to build a meaningful monthly income by investing consistent time and effort in building your UW business. It is essential for you to help train and support new Partners you recruit, as well as introducing customers who take as many of the services offered by the Company as possible. This is the best way to build a strong business and maximise your income from the Compensation Plan.

UW are simply sharing with you the profits they make each month from supplying a wide range of essential utility services to your customers.

The concepts of the Compensation Plan are quite simple and once you get used to it, you'll find it easy to explain to potential new recruits.

The objectives of the Plan are:

- to reward customer-gathering;
- to reward effective team-building; and
- to encourage the duplication of strong teams throughout the business to provide long-term security and a growing income for all Partners.

Here's how you can join the business as a UW Partner:

The Partner position is designed for an individual who wishes to generate a regular additional monthly income by combining customer gathering with building a team of other Partners who also gather customers.

The joining fee to become a Partner is £10 and there's a £3 monthly fee from month three. New Partners receive a comprehensive training programme containing all the information you need to start building a UW business, plus unlimited resources, tools and tips, a dedicated website and email, regulatory licensing, public liability insurance and much more.

All Partners must complete the College of Excellence (COE) Online Training before gathering any customers yourself.

Both the COE Getting Started Online training and the Getting Started Classroom and virtual training are entirely free of charge, and you can complete these as many times as they wish in order to gain the confidence you need to start promoting our services effectively.

An overview of our Payment Plan

The Partner Payment Plan rewards Partners who gather customers who take our services, and successfully build a team by recruiting other Partners who they support and help to build a successful UW business too. This section explains the main terms that we use, and summarises the different types of bonuses and earnings you can receive.

Main definitions:

1. Joining date

For all Partners, the Joining Date is the date we successfully process their Partner application. This date is used for the Fast Start Bonus.

Where we refer to something that needs to happen within the first 30 days, this is the 30-day period starting from the Joining Date of the new Partner.

2. Core service

A 'Core Service' is any of the following main service types that we offer:

- Broadband
- Mobile
- Energy (gas and/or electricity)
- Insurance (includes Boiler & Home Cover, and Income Protector but not Home Insurance or Bill Protector)

Notes on Core Services:

i. All new customers gathered must successfully apply for at least one Core Service to meet any activity requirements under the Compensation Plan.

ii. For the purpose of calculating any bonuses or Group Residual Income, multiples of the same types of service are ignored. However, you will be eligible to receive a share of the customer's spend ("Personal Residual Income") on each service they are using, including multiples.

iii. Any 'Insurance only'; or any 'Mobile only' customer you sign up, with or without a handset, will not count towards any monthly activity requirements under the Compensation Plan, and will not be included in personal or group customer numbers for purposes of achieving Promotion or maintaining Status.

iv. Both Residential and UW for business customers must pay by direct debit for the services to qualify as Core Services.

v. Energy-only prepay meter customers will not count as a Core Service for Customer Bonus.

3. 'Double Counted' customers

Where you sign up a customer and you subsequently sign them up as a Partner, and the customer account is moved to the new Partner position, then you (the Recruiter) will earn exactly the same benefits, payments, rewards, bonuses (excluding Customer Bonuses) and incentives that you would have received under the Compensation Plan, as if they had remained as your own personal customer.

We do this by 'double-counting' them. So they will count towards the activity requirements, Personal Customer numbers, and towards any incentives (like holidays) for both the Recruiter and the new Partner (but obviously they will only be counted once within any Group Customer totals). And that means both the Recruiter and the new Partner can earn full Personal Residual Income on that customer subject to activity requirements/getting to 6 personal customers.

An upline Partner recruiting a Partner who then becomes a customer within 30 days will earn full Customer Bonuses, Holiday Points, be deemed to have been active and gain a Group Customer. The new Partner will not earn Customer Bonus, but will earn Holiday Points, be deemed to have been active and gain a personal customer.

4. Activity points

To receive Green Bonuses towards our electric vehicle Payment Plan you need to earn Activity Points. Each 3 Core Service customer you gather counts as one Activity Point.

5. Business Builder (BB) points

BB Points are directly related to Leadership Development Bonuses that apply to Group Leaders and Senior Group Leaders and above (see page 34 for details).

Summary of the various payments and bonuses you can receive

Although this may all look quite complicated, the principles are very simple: the harder you work, the more customers you gather, the better their quality, and the larger your team becomes, the higher the amount of income you will receive.

1. Customer Bonus - CB

You can earn a Customer Bonus for every new customer you gather. The more services the customer takes, the higher the amount of CB available. To generate CB, the customer must become active with at least one live Core Service (see the bottom of page 26 for details of when CB is paid). There is no limit to the number of customers you can intoduce or the amount of CB you can earn – in fact, the more the better, as the more personal customers you have, the quicker your monthly income will grow.

Remember – an experienced Partner is available to accompany you on appointments to help you gain confidence in your ability to promote our services successfully. CB is paid at different rates based on whether you sign up homeowners or tenants and whether you're supported by an experienced Partner on appointments or not (see page 22 for details). You do not earn CB on your own account.

2. Residual income

Residual Income is the way we share with you the profits we are making from the customers they have gathered personally (Personal Residual Income), and also (but at a different rate) a share of the profits we are making on customers gathered by Partners in their team (Group Residual Income).

All new Partners who joined from 19 April 2021 with a minimum of six personal customers (each taking at least one Core Service) who have completed the COE Getting Started Online training course and whose identity has been verified by the date the commissions are calculated, are eligible to receive Personal Residual Income. All Partners need to maintain a minimum of three personal customers to receive Residual Income.

Additional eligibility requirements apply to Partners before they can receive Personal Residual Income or Group Residual Income on Home Insurance, Income Protector, and Boiler & Home Cover.

Personal Residual Income is calculated at different rates for each type of service; in general, the higher the profit margin we earn on a service, the more Residual Income we can afford to pay! The rate also depends on a number of other factors including whether the customer is a Home Owner or a Tenant, the position you have reached on the Stairway to Success (which we call your Status), the size of your personal customer base, and whether you successfully gathered a customer during the previous calendar month.

On average you can expect to earn Residual Income of between £30 and £60 per year from each 3 Core Service customer you have gathered personally. So, if you work consistently and gather one of these each week for your firsttwo years, you could build a monthly income of around £300 - £500 just from your Personal Customers. In addition, you will also be receiving Group Residual Income from the activity of your team!

Group Residual income is calculated at a fixed amount for each service being supplied to customers gathered by members of your team. The rate at which this is paid increases as you climb the Stairway to Success; for many Partners, this eventually forms the main element of the residual income they are receiving each month from their UW business.

3. Supporting Bonus - SB

In order to encourage coaching, we pay the Partner who supports a Partner on successful appointments and shows them the ropes. A Supporting Partner must have 6 or more live personal customers and have been active in the previous 60 days before the appointment they are supporting on (ie. must have personally gathered at least one customer or Partner),

4. Leadership Development Bonus - LDB

To encourage Leaders to drive and support promotions within their teams, Group Leaders and Senior Group Leaders can qualify for a LDB as detailed on page 33.

5. Promotion Bonuses - PB

To encourage and reward Partners who are working consistently at building their business, a Promotion Bonus is payable on achieving promotion to a new title of Team Leader or above within a pre-determined period of their most recent promotion.

6. Plus Clubs

Any Partner who has gathered 20, 50, 100, 200, 500 or 1,000 Active personal customers is automatically promoted to our exclusive 'Plus Clubs'. While they remain a Plus Club member, they are paid a higher level of Personal Residual Income each month, and are eligible to receive a range of other valuable benefits.

7. Partner Vehicle Plan

Once you have successfully established yourself as a 50 Plus Club member with a Residual Income of £50 per month, you can apply for an electric bike. And once you are a Team Leader with 75 (or more) customers, with an average monthly Residual Income of £100 over the previous three months,

you can apply for a brand new electric or petrol BMW Mini (or if you are SGL in Status, you can apply for a brand new Tesla). Additional bonuses (based on earning Activity Points) are available to Partners on the Car Plan, which can help bring down the cost of owning these cars.

8. **Retirement Plan**

   IDs who have achieved a Status of SGL (or above) can choose to retire from the business and 'lock-in' their future entitlement to Residual Income. Under our Retirement Plan, your income can even continue to grow depending on activity within your Group.

Payment of commissions and bonuses

All commission and bonus payments are made based on your highest Status during the Commission Calculation Period (ie. to continue receiving Residual Income as a TL, you must have the Status of a TL at some time during this period). Promotions will be calculated and applied immediately prior to the payment of each month's commission. No payments are made for recruiting Partners or on purchases of marketing materials. A single monthly statement will be issued showing all commissions and bonuses due.

Please be aware that submitting a customer application for anyone other than yourself before you have completed your Getting Started Online training course is a serious breach of our Policies and Guidelines, and may result in the immediate termination of your position. The only exception to this is if you are supported by an experienced Partner who is authorised to sign up your customers with you present.

Building your 'Status' as a Partner

The initial stages

The following positions are the building blocks of your business as a Partner. Each promotion will increase the rate at which you receive Group Residual Income, for as long as you maintain your new Status.

The qualification requirements for each of these are set out as follows. Each Title, once achieved, is permanent, although your Status will always be based on the Status of the Partners in your Downline and your Personal and Group customer numbers at any point in time.

Distributor – 'D'

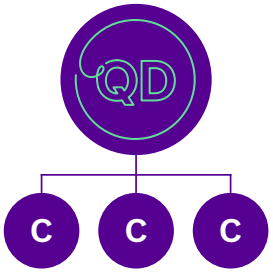
As a new Partner, you can earn CB on all the new personal customers you gather provided your identity has been verified.

Your first objective is to become a Qualified Distributor (QD) by completing the compulsory training and gathering a minimum of three personal customers who each take at least one Core Service.

The more personal customers you gather, the quicker you'll start building a substantial monthly income and the more income you'll receive, in addition to the other commissions and bonuses you will have earned.

Your next goal is to get to 6 customers in your first 45 days when you will automatically 'graduate' your Partner position.

Qualified Distributor – 'QD'



Once you have completed the COE Getting Started Online training and have three personal customers, you will be promoted to Qualified Distributor (QD).

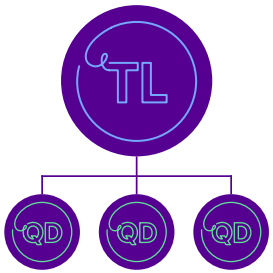
As a QD you will continue to receive CB on every personal customer you gather, and will also start earning Residual Income on your personal customers when you get to six personal customers.

Team Leader – 'TL'

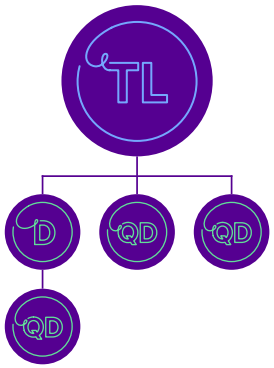
A Team Leader must have a minimum of 10 personal customers, and have three separate QD legs. The Partners making up these legs may not all have been personally sponsored by you (see example 2). You must also have a total of 50 Group Customers, including your personal customers.

As a TL you are eligible to receive a promotion bonus depending on how long you have taken to achieve TL Status.

Example 1

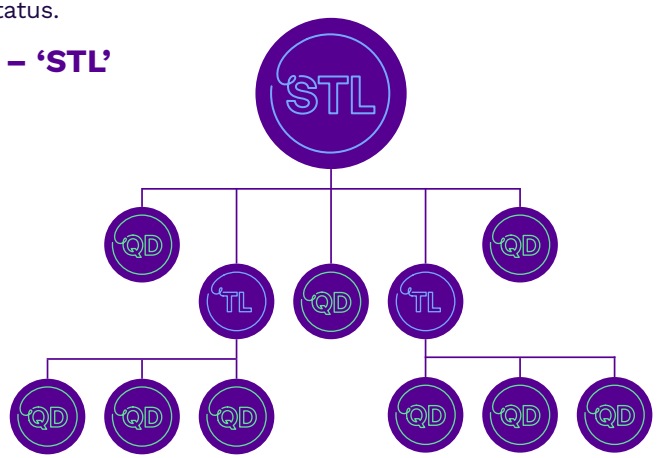


Example 2



Senior Team Leader – 'STL'

To become a Senior Team Leader you must develop your group to have separate qualified legs, of which at least two must be TL legs. You also need a minimum of 15 personal customers and at least 250 group customers (including your own personal customers).



Once you are promoted to STL, you are eligible to receive a promotion bonus depending on how long you have taken to achieve STL Status.

Group Leadership positions

UW offers you the opportunity to continue climbing up the Stairway to Success through a range of Group Leadership Positions. We've already shown how you can reach STL. From there, if you want to move upwards, you need to work with your team to help them become STLs as well. This is a very positive process, because it results in both customer gathering activity and team building, which in turn increases the monthly income of everyone involved.

On the Stairway to Success there are four Group Leadership Positions:

Group Leader – 'GL'

Senior Group Leader – 'SGL'

National Group Leader – 'NGL'

National Network Leader – 'NNL'

Group Leadership position requirements				
	GL	SGL	NGL	NNL
Personal Customers	20	25	50	100
Total Group Customers	750	2,000	7,000	25,000
Qualified Distributors	2			
Team Leaders	3	3	1	
Senior Team Leaders	1	2	2	2
Group Leaders		1	2	3
Senior Group Leaders			2	2
National Group Leaders				1

Once you have achieved promotion to a Group Leadership position, we provide commission protection to enable you to consolidate your new team structure. Your commission will be calculated at the rate which applies to your new Title for a period of 90 days. Thereafter payment is always based on your Status, not your Title, during the commission calculation period. This protection will not affect the payment to any upline who will be paid Group Residual Income in accordance with the true Status of anyone who is protected, except in the case of a newly promoted NGL where the Status protection of that leg will apply to any upline NGL or NNL for a period of 90 days.

Important notes on Status and Promotions

1. Promotion (and determination of your own Status at any time) is based on the Status of the Partners in your downline and your personal and group customer numbers.
2. If a Partner in your downline achieves a higher Status than you, for the purposes of calculating your total group customer numbers, only 25% of the customers in their group will be included in your group numbers.
3. In order to build your team and gain promotion, we allow you to place new Partners you have recruited in your downline. You have seven days (one week) from the date we process their Partner application form in which to make this decision; once placed, they cannot subsequently be moved.
4. If a Partner in your downline opts to retire their position at SGL then it will be held at SGL status for the purpose of the upline structure, however only a single SGL leg can be permanently secured for an upline status.

SGL Stars

An SGL working their business and progressing towards NGL can be recognised by earning up to 3 Stars as the structure of their business grows.

Title	Minimum Group Customers	SGL legs in team
SGL 1 Star	4,000	1
SGL 2 Star	6,000	2
SGL 3 Star	8,000	3

Notes on SGL Stars

1. The SGL legs in the team are based on Title.
2. SGL Star Titles do not affect any payments under the Compensation Plan.

NGL Stars

As an NGL builds their business towards NNL, they can earn NGL Stars; these increase the maximum monthly residual income they can receive:

The NGL structure is as follows:					
	SGL Legs	**GL Legs**	**STL Legs**	**TL Legs**	**Group Customers**
NGL	2	2	2	1	7,000
NGL 1 Star	2	2	3	-	8,000
NGL 2 Star	2	3	2	-	9,000
NGL 3 Star	3	2	2	-	10,000
NGL 4 Star	3	2	3	-	15,000
NGL 5 Star	3	3	2	-	20,000

NNL Status

Achieving promotion to NNL requires sustained effort and commitment.
To acknowledge this, an NNL will be protected from another Partner overtaking their Status alone if they maintain their status at NGL 3 Star or higher, and will be paid at their underlying status. NNLs who maintain status of NGL 3 Star or higher will be capped at their NNL Star status.

NNL Stars

As the size of their business continues to grow. The criteria for earning NNL Stars is as follows:

Criteria to earn NNL stars	
	Group Customers
1 Star NNL	100,000
2 Star NNL	175,000
3 Star NNL	250,000
4 Star NNL	375,000
5 Star NNL	500,000

Our Payment Plan – the details

1. Customer Bonus - CB

For each new customer a Partner gathers they will be paid a Customer Bonus (CB). The amount of CB is dependent upon how many different types of Core Service the customer takes at the time they join us and is paid as below.

New Partners: it's been proven that Partners get off to the best possible start by getting support. So to encourage coaching, for the first six customers a new Partner signs up, they'll be paid as a Supported Partner irrespective of whether they're supported or not (see p24-25 for details).

Homeowners		
Number of core services applied for by customer	**One-off payment**	**Months before residual income starts**
1	**£50**	24
2	**£100**	30
3	**£250**	60
4+	**£300**	60

High activity bonus: if you sign up 4 or more homeowners in a month each taking 3 or more Core Services, the Customer Bonus is increased by £100 on these customers. That's a total one-off payment of up to £400! The number of months before Personal Residual Income starts will be extended by 30 months on these customers.

Note: the High Activity Bonus is not available to new or Supported Partners (see p24) unless they meet the Fast Start Bonus criteria (see p27).

Tenants		
Number of core services applied for by customer	**One-off payment**	**Months before residual income starts**
1	**£10**	12
2	**£30**	12
3+	**£50**	12

Note: Boiler & Home Cover is not available to tenants.

No further CB is payable if a customer subsequently takes additional services and CB is only paid once on each type of service, irrespective of how many different services of the same type the customer had requested (eg: a customer who successfully applies for four core services with multiple mobiles will only be paid for four core services).

Applications made up solely of non-geographically fixed services (ie. Mobile), or single parts of usually combined services (ie. Landline without Broadband) will generate a £10 CB. Personal Residual Income will be paid after 12 months.

Energy prepayment meters: at least one energy service must be on a credit meter to qualify as a 'Service Type'. If both energy services use prepayment meters (or the only energy service applied for is prepayment), then it's not counted as a core service type, nor will Personal Residual Income be paid.

Growing Residual Income faster

You have the choice to opt-out of earning the full Customer Bonus payment for the new customers you sign up, helping you build Residual Income straight away.

This will reduce your Customer Bonus payments, as shown in the tables below.

Homeowners		
Number of core services applied for by customer	**One-off payment**	**Months before residual income starts**
1	**£10**	1
2	**£20**	1
3	**£50**	1
4+	**£60**	1

Tenants		
Number of core services applied for by customer	**One-off payment**	**Months before residual income starts**
1	**£5**	1
2	**£10**	1
3+	**£25**	1

Note: Boiler & Home Cover isn't available to tenants. Tenants can apply for a total of 3 core services

To opt out of the full Customer Bonus to receive Residual Income sooner, simply call our Partner Services team on **0333 777 8777** or email **partnerservices@uw.co.uk.**

You can change whether you opt in or out once every six months.

Note: if you're supporting a Partner on an appointment or supported on an appointment yourself, you'll receive the standard Supported appointment payments (see page 25).

You can only opt out of full Customer Bonus payments on personal customers that you sign up on your own.

Is the choice to opt out of full Customer Bonus payments available to all Partners?

If you joined as a Partner after 19 April 2021: It's available once you've signed up your first 6 personal customers when you will automatically 'Graduate' your Partner position (ie. it's not available to new Partners with less than 6 customers).

If you joined as a Partner before 19 April 2021: You can opt out of full Customer Bonus payments without having to sign up your first 6 personal customers/having to 'Graduate'.

Supported appointments

In order to encourage coaching, we share the Customer Bonus payment with the Supported Partner (the Supporting Bonus). A Supporting Partner must have 6 or more live personal customers and have been active in the previous 60 days before the appointment they are supporting on (ie. must have personally gathered at least one customer or Partner).

Plus, the Supporting Partner will earn matching Holiday Points on each of the first 10 new customers in a new Partner's first 45 days.

Notes

If you receive a Supporting Bonus payment you will receive Group Residual income from that customer based on the number of months as shown in the tables on page 22.

Customer Bonuses are not paid for supporting a Partner signing themself up as their own personal customer.

Customer Bonus payments are shared between the Supported Partner and the Supporting Partner and irrespective of whether the appointment takes place in-person or remotely.

Business customers

Customer Bonuses are not paid on UW for business customers, rather, payment for UW for business customers is as follows based on these eligible services: gas, electricity, broadband, landline and mobile:

Business customers	
Number of services applied for by customer	**Customer Gathering Bonus (CGB)**
1	**£2.50**
2	**£5**
3	**£10**
4	**£20**
5	**£40**

Supported appointment payments

Homeowners		
Number of Core Services taken by customer	**Supporting Partner**	**Supported Partner**
1	£25	£25
2	£50	£50
3	£125	£125
4+	£150	£150
Tenants		
Number of Core Services taken by customer	**Supporting Partner**	**Supported Partner**
1	£5	£5
2	£15	£15
3+	£25	£25

High Supporter Bonus: if a Partner supports 10 or more successful customer sign-ups in a month, the Supporting Partner will get an extra 50% on top of all their Supporting Bonuses for that month.

Note: for referred customers (see below), the 50% uplift is calculated on the amount before the referral sacrifice is taken into account. So in the example of a 3 Core Service homeowner sign up, the Supporting Partner would receive a £62.50 uplift (ie. half of £125).

Referral appointments

Referrals - homeowners		
	Partner	**Referrer**
Customer taking home phone, broadband, mobile and energy	£200	£50
Referrals - tenants		
	Partner	**Referrer**
Customer taking home phone, broadband, mobile and energy	£40	£10

Note: If a referred homeowner customer also takes Boiler & Home Cover, and/or Income Protector you'll get paid an extra £50 on top, if you're eligible to arrange Insurance Services.

Note: If a referred customer takes Full Fibre (FTTP) broadband, as FTTP doesn't require a landline, it will be counted as 'Home Phone and Broadband' automatically.

Supported referral appointments

Supported referrals - homeowners			
	Supporting Partner	**Supported Partner**	**Referrer**
Customer taking home phone, broadband, mobile and energy	£100	£100	£50
Supported referrals - tenants			
	Supporting Partner	**Supported Partner**	**Referrer**
Customer taking home phone, broadband, mobile and energy	£20	£20	£10

Note: If a referred homeowner customer also takes Boiler & Home Cover, and/or Income Protector, the supporting Partner and the Supported Partner will get an extra £25 each on top, providing the Partners are eligible to arrange Insurance Services at the time of the appointment.

Customer Bonus is paid the month after one of these services goes live: gas, electricity, broadband or landline. If none of these services are present (eg. mobile-only), the Customer Bonus is paid after the first service goes live at the rates shown in the above tables, on all the different service types requested on the initial application, where the customer was gathered directly by the Partner. CB is not paid where an existing customer moves to another property or adds additional services to their account at any time, or in respect of new occupiers who move into a home previously occupied by a UW customer, or where the application was processed over the phone by our Sales Team (unless part of an official Sales Team Supported Appointment) or on any applications which result directly from Company sponsored marketing activities that are fulfilled without any direct involvement by the Partner.

Where a customer provides a referral to a Partner that leads to a new customer, the customer that provided the referral will receive £10-£50 towards their utility bill. The Partner will receive CB at the rates shown in the table and residual income.

For the customer who provides the referral to be eligible to receive £10-£50 towards their utility bill, they must have an active credit (ie. not prepayment) UW electricity service on their account. If they don't, they won't be paid the referral bonus, however, CB will be paid to the Partner who signed up the new customer at the relevant rate.

If we become aware that a Partner is systematically providing inaccurate information on the residential property status of their customers (eg: owner/tenant), then the Company reserves the right to withdraw their entitlement to CB on any future customers they gather.

CB is only payable once a Partner has had their identity verified. For Boiler & Home cover, and Income Protector. CB and Supporting Bonus is only payable to Partners eligible to arrange insurance and/or including on an annual basis completing insurance training and a declaration of eligibility.

2. Fast Start Bonus

As a new Partner, if you sign up six personal customers within 45 days of your Joining Date, any Customer Bonus paid on these customers will be topped up to full unsupported Customer Bonus payments (see page 22) for each customer, including the High Activity Bonus (where applicable), regardless of whether the appointment was supported or not.

As an example, if you sign up 6 homeowners each taking four Core Services in your first 45 days as a new Partner, you will earn a Fast Start Bonus of £1,500 on top of £900 Customer Bonus.

Notes on the Fast Start Bonus

- The Fast Start Bonus top-up for each individual customer will be paid in the month after their services have gone live.
- If a customer cancels any core services, the Fast Start Bonus will not be paid on those services.

Updated

- If you gather 5 new customers and also have your own personal UW customer account, this will count as the 6 customers required to receive a Fast Start Bonus. However, your own customer account won't count towards the Customer Bonus top up.

3. Future Team Leader

Between QD and TL there is a £200 bonus on offer if you are QD in title and status, with:

- 25 or more group customers.
- One QD in your downline.
- At least one other leg at D status with one group customer.
- You do not need to have earned the Fast Start Bonus in order to receive the FTL bonus and/or TL bonus.
- The bonus is payable if you achieve the above criteria within 3 months of getting to six personal customers.

4. Residual income

Residual Income is the way we share the profits we are making on the customers you have gathered, with you, each month.

A homeowner taking multiple services will generate the highest levels of Residual Income. A tenant who is just taking energy will typically generate far less.

Once a tenant has been with us for at least 24 months then, providing they are paying by direct debit and there is no money outstanding on their account, we shall deem them to be an Established Tenant, and Personal Residual Income and Group Residual Income will be payable on their usage at a higher rate. Tenants who join our Residential Club before 1 April 2016 shall be deemed as Established after 12 months if they meet the criteria above.

Residual Income is paid on UW for business services at the rates shown in the relevant table on the following pages. In addition, if a UW for business customer's total commissionable call spend on Landline Phone exceeds £500 over the first three months, then you will qualify for a one off commission payment of 15% of the customer's eligible Landline Phone call spend during their third month.

The Residual Income that a Partner is eligible to receive is dependent on their highest Status during the commission calculation period and will be paid subject to the detailed notes set out on the following pages. There is no limit to the number of levels in their group down which a Partner can receive Residual Income, although the rate at which it is paid reduces after a certain number of levels have been exceeded.

The following tables show the percentages and rates at which you can receive Residual Income.

Personal Residual Income percentages on all Residential Club services

Service type	Personal customers – Level 1	Standard rate
Broadband	Standard, Ultra and Ultra Plus	4%
	Full Fibre (FttP)	3%
Landline	Calls	6%
	Line rental	2%
Mobile	Calls	6%
	Monthly charges	2%
	Mobile Broadband	4%
Energy	Gas and Electricity usage	
	– Home Owners	2.5%
	– Established Tenants	2%
	– Tenants	1%
Insurance	Home Insurance, Boiler & Home Cover and/or Income Protector, not Bill Protector	4%
NGN	Calls	6%
Other	'Cashback' from online shopping	5%

Personal Residual Income percentages on all Business Club services

Service type	Personal customers – Level 1	Standard rate
Broadband	Broadband	8%
Landline	Calls and bundles	6%
	Line rental	2%
Mobile	Calls	6%
	Monthly charges	2%
	Mobile Broadband	4%
Energy	Gas and Electricity usage	2%
NGN	Calls	6%
Other	'Cashback' from online shopping	5%

Group Residual Income on all service types		
Status	**Group customers – Level 2 to Level [X]**	**Paid down to (and including) the number of levels (='x') shown below, at full rate**
QD	8p	8
TL	9p	8
STL	10p	8
GL	10.5p	8
SGL	11p	10
NGL	12p	12
NNL	13p	14

These Group Residual Income rates apply to all customers, including UW for Business. Although Residual Income is payable on all your group customers down to infinity, it is paid at a lower rate as you go deeper into your group. The following percentages are applied to the 'pence per service' amounts shown in the Group Residual Income table above in order to determine the downline Group Residual Income you will receive, but subject to the other rules of the compensation plan:

Level 2 – to level [X]	100%
Next 8 levels	50%
Remainder	25%

Example: If you are an STL, you can earn 10p per service on all your customers on levels 2-8, 5p per service on your customers on levels 9-16, and 2.5p per service on customers on level 17 and below.

Monthly group Residual Income limits

To provide a powerful incentive to Leaders to climb the Stairway to Success, there is a limit on the maximum monthly group residual income that a Partner can earn at any Status within the business, as shown below. The higher up the Stairway you climb, the greater your monthly and annual earnings could be – up to a maximum of £1 million as a 5 Star NNL.

Monthly and annual Group Residual income		
Status	**Maximum monthly potential earnings**	**Maximum annual**
QD	£2,000	£24,000
TL	£3,000	£36,000
STL	£4,000	£48,000
GL	£5,000	£60,000
SGL	£10,000	£120,000
NGL	£12,500	£150,000
NGL with 1 star	£15,000	£180,000
NGL with 2 stars	£17,500	£210,000
NGL with 3 stars	£20,000	£240,000
NGL with 4 stars	£22,500	£270,000
NGL with 5 stars	£25,000	£300,000
NNL	£30,000	£360,000
NNL with 1 star	£35,000	£420,000
NNL with 2 stars	£40,000	£480,000
NNL with 3 stars	£50,000	£600,000
NNL with 4 stars	£60,000	£720,000
NNL with 5 stars	£83,333	£1,000,000

Notes on Residual Income

1. Residual Income is only payable to Partners who have completed the College of Excellence Online Services training with a Status of QD (or above) who have at least six live personal customers (or three live personal customers if you joined as a Partner before 19 April 2021) on the date the commission run is calculated. If a Partner falls below the required six personal customers, payment of Residual Income will cease until they have gathered sufficient new customers to meet this minimum requirement. Residual Income on Insurance Services is only payable to Partners who are eligible to arrange insurance and/or meet the registered insurance eligibility criteria, including on an annual basis completing insurance training and a declaration of eligibility.

   Group Residual Income is only payable to a Partner once they have at least six live personal customers (or three live personal customers if you joined as a Partner before 19 April 2021).

2i. Subject to the notes in this section, a Partner will receive Residual Income at the full standard rate on commissionable non-energy services (from both personal customers and group customers) provided the Partner is 'Qualified' and has:

a. Gathered at least one new customer (who has applied for at least one Core Service) in the preceding calendar month; or

b. At least 20 active personal customers; or

c. A Status equal to or greater than Senior Team Leader.

2ii. Subject to the notes in this section, a Partner will receive Residual Income at the full standard rate on Energy Services (from both personal customers and group customers) provided that the Partner is 'Qualified' and has:

a. Gathered at least one new customer (taking at least one Core Service), in the preceding calendar month; or

b. At least 50 personal customers; or

c. A Status equal to or greater than Group Leader. Partners not qualifying to receive commission at the full rate in accordance with this clause will receive Residual Income on Communications and other commissionable non-energy services at half the standard rate, and will not receive any Residual Income on Energy. Partners are reminded that a customer who is just taking our mobile service does not count towards your Activity requirements.

3. Personal Energy Residual Income for residential customers is paid at a lower rate where we have been unable to verify that the customer owns and occupies the property at the address we are supplying the services (except where our records identify that the customer is also a Partner). This verification is based on an automated check at the Land Registry – no other form of evidence of ownership can be taken into consideration, however subject to payment of an administration fee, a Partner can request a further Land Registry check at a later date.

4. Where you have signed up a customer who subsequently signs up as a Partner, their customer account will remain in your personal customer count and you will receive Personal Residual Income on that customer.

   The customer account will also be counted under the new Partner as a virtual customer and they will also receive Personal Residual Income. Group Residual Income will also be paid to all Partners between your new Partner and yourself but not paid to you. If the new Partner subsequently ceases to be a Partner, the virtual customer will disappear.

5. If a Partner immediately below you (Level 2) has a higher Status than you during the Commission Calculation Period, you will still be paid down four levels in that leg provided you gathered at least one 3 Core Service customer in the previous calendar month yourself. You will not be paid on any group customers of an Partner in your downline who was not sponsored by you, who has achieved a higher Status than you.

6. Plus Club members can receive a higher rate of Residual Income on the commissionable spend of their personal customers, as shown in the table on page 36.

7. If you gather a customer through our Refer a Friend scheme, for this to show as a Personal Customer and to receive Personal Residual Income, you must be logged into your personalised UW website. Customers gathered via our sales team or without the assistance of a Partner, will be listed as a Group Customer and you will be paid level 2 Group Residual Income.

8. Residual Income is only payable in respect of customers who have paid the relevant monthly invoice by the date the commission is calculated and who do not have any outstanding balance on their account.

9. In the event a Partner cancels their position, they will continue to be displayed on Genie, and the cancellation will not have an impact on the structure or personal customer numbers of the up-line. The only exception to this is where the cancelling Partner has no downline Partners or personal customers; in these circumstances their position will be removed from the genealogy, as will Partners who cancel within their first 90 days. If a closed position subsequently drops down to zero personal customers and no downline they will similarly be removed from the genealogy.

10. No Group Residual Income is payable on customers who are on the Priority Services Register.

11. Group Residual Income payable in respect of residential customers is subject to a reduction of 50% where the customer is deemed by us to be a Tenant, and 25% where we deem the customer to be an Established Tenant.

12. Where an Established Tenant cancels their Direct Debit or balance becomes outstanding on their account then they will cease to treated as an Established Tenant until such time as the direct debit has been reinstated and all outstanding bills have been paid.

13. The maximum annual earnings shown on page 31 exclude Personal Residual Income.

14. Where a customer pays for our Peak Saver or International Saver option, we will pay Residual Income at 2% on the monthly cost of the option. Where a customer is charged for the usage of a Calling Feature (eg. Reminder Call) Residual Income will be paid at 2%. Residual Income is not paid on the monthly cost of the Calling Feature itself.

5. Business Builder Points - BB Points

BB Points are directly related to Leadership Development Bonuses (see clause 5 below).

You get one BB Point each time you:

i. Personally gather a new customer (excluding 'Mobile only', 'Pre-Pay energy only' or 'NGN only' customers).

ii. Recruit a new Partner (provided they complete Online Training within seven days of their start date).

Note: See page 43 for details of Leader Income Protection

Leadership Development Bonus - LDB

To encourage Leaders to drive and support promotions within their teams, Group Leaders, Senior Group Leaders, National Group Leaders and National Network Leaders can qualify for a LDB as follows:

Leadership Development Bonus - LDB	
Team Member Promotion to:	**Leadership Development Bonus**
Team Leader	£300
Senior Team Leader	£500
Group Leader	£2,000
Senior Group Leader	£5,000

The Bonus will be paid to the first upline Leader in GL Status* and the first upline SGL in SGL Status*, and the first upline in NGL Status*, and the first upline in NNL Status*, who were in Status in the last 30 days and meet the following qualification criteria:

- The Leader must have gathered a minimum of 5 Business Builder (BB) Points in the previous 6 months.
- The Leader must have attended Amplify or Power Up in the previous 12 months
- The number of new Partners recruited in the Leader's Team over the preceding six months must exceed the number of Partners in the Team at the start of the period multiplied by [10%].

  Example: If you have a team of 50 Partners at the start of the period, your team need to sign-up 50 x 10% = 5 new Partners during the six month period.
- The number of services taken by the new customers who are gathered by your team over the preceding six months must exceed the number of Services being taken by your Group customers at the start of the period multiplied by [5%].

  Example: If you have 1,000 Group customers at the start of the period taking a total of 3,500 services, then the new (who your team have gathered over the preceding six months) need to have applied for 3,500 x 5% = 175 new services (roughly equivalent to gathering around seven new customers per month).

*If the first upline Leader in GL Status is not qualified under these rules the Bonus will go to the next eligible upline Leader in GL Status, and if the first upline Leader in SGL Status is not qualified the SGL bonus will go up to the next eligible SGL and so on, up to the next eligible SGL, NGL or NNL.

A Leader will not qualify for the bonus if the promoted team member is below a Partner in their downline of a higher Status than themselves. If there is no qualifying upline Leader then the bonus will not be paid.

A Leader will be disqualified from LDB if they are also working in another MLM business.

i. The target percentages shown above in square brackets '[ ]' are for activity in the period 1/7/17-31/12/18 and will determine entitlement to receive LDB in January 2019, and thereafter by checking the percentages for the previous 6 months on a rolling basis.

ii. The target percentages have been set at a level which we expect up to 75% of eligible Leaders to receive LDB; it will be adjusted for future periods in line with the competitive environment and the growth of the business to ensure that a similar proportion continue to receive LDB going forwards.

iii. LDB will be paid on the commission in the month following the qualification.

6. Promotion Bonus - PB

You will receive a Promotion Bonus each time you are promoted to a new Titleof TL or above within the following timeframes.

Promotion Bonus - PB	
Status achieved	**Bonus payable**
TL within 6 months of reaching FTL	£300
STL within 18 months of reaching TL	£500
GL within 24 months of reaching STL	£2,000
SGL within 24 months of reaching GL	£5,000
NGL within 36 months of reaching SGL	£10,000
NNL within 48 months of reaching NGL	£20,000

*The exception being that if you have opted out to boost your Residual Income in order to qualify for a UW Mini, you can opt back in sooner once you have qualified.

Notes on PB

1. To receive the above payments you must have achieved the relevant Status within the timeframe set out above.
2. All promotions are based on Status. Your Title simply reflects the highest Status you have achieved.

7. Plus Clubs

Our Plus Clubs are designed to recognise and reward those Partners who have achieved a particularly large base of active personal customers. Plus Club members receive an uplift on their Personal Residual Income calculated in accordance with the following table:

The Plus Clubs – Residual Income Uplift		
Plus Club	**Telephony Services**	**Energy Services**
50+ (and 100+) Club	10%	5%
200+ Club	15%	7.5%
500+ Club	25%	10%
1000+ Club	30%	12.5%

This provides a significant financial incentive to achieve (and maintain) membership of our Plus Clubs. For example, a member of the 200+ Club with 250 good quality personal customers could be receiving around £7,500 personal Residual Income on their customers' energy, and around £8,000 personal Residual Income on their customers' telephony each year. This new uplift would give them around an extra £1,750 per year.

20 Plus Club members receive telephony residual income at the full rate.

Notes on Plus Clubs

1. Extra Residual Income on personal customers will only be paid where the Partner has at least 50 Active personal customers (including 'Double Counted' customers) on the date the commission is calculated. For 200, 500 and 1000 Plus Club members, the extra commission is similarly dependent on retaining the requisite number of personal customers.
2. Customers must have at least one Core Service (mobile-only customers are excluded) to be included in the required customer numbers.
3. On achieving 200 Plus Club membership, a Partner will be rewarded with the use of a Porsche Boxster for a month. Supply of the Porsche is subject to the Partner being eligible for inclusion on the Company's insurance policy – ie. over 30 years old and has a driving licence which is valid to drive in the UK with no more than three penalty points.
4. On achieving 400 live Personal Customers, a Partner will be rewarded with the use of a BMW i8 for a month, subject to the same eligibility requirements as the Porsche Boxster.
5. On achieving 500 Plus Club membership, a Partner will receive an invitation to participate in an 'all expenses paid' weekend break for themselves and their partner.
6. Where the proportion of a Partner's personal customers who are tenants (excluding Established Tenants) exceeds 45%, then the ID will not qualify for any uplift in Residual Income nor any other reward awarded at that level.

7. Partner Vehicle Plan

A UW branded vehicle is a useful tool in helping established Partners to continue climbing the Stairway to Success, and a valuable enhancement to all the other benefits they are receiving. The plan is heavily subsidised by the Company. This means that an active Partner could benefit from driving a brand new eco-friendly electric vehicle at a very low cost.

Note: Car and Electric Bike payments and Car Plans are subject to change without notice. Car and Electric Bike payments and Car Plans will be confirmed at the point of application.

Eligibility Criteria for the electric BMW Mini or petrol Mini

1. You must have a Status of TL or above.
2. You must have a minimum of 75 active personal customers.
3. You must have met the following minimum Residual Income level for at least three consecutive months immediately prior to applying for your car:

- £100 per month.

4. Your personal customer account(s) including those which may not be in your name but for which the Company reasonably believes you are responsible must be in good order.
5. You must be able to obtain (and maintain) comprehensive insurance cover for the vehicle for the duration of the Agreement.
6. You must maintain the vehicle in line with the manufacturer's recommended intervals and at the end of the TLC agreement continue to maintain the vehicle at the correct intervals, at your cost.

Eligibility for Electric bike

1. You must have 50 or more personal customers
2. A Residual Income of £50 per month.
3. Payments are £92.50 a month for 24 months and then the bike is yours to keep.
4. You will be expected to purchase a good quality lock to secure the bike and have somewhere safe and secure to store the bike at home.
5. If you have an Associate Partner named on your Partner position and are earning a monthly Residual Income to cover both bikes (£191 per month), then you can apply for two electric bikes.

You will need to have insurance for the bike(s).

Note: Partners may only apply for one vehicle plan at a time. This will give a TL the option of paying off the bike early if they want to go for a Mini (the only exception to the rule above is SGLs who can order a Tesla even if they are still in a Mini vehicle plan).

How the vehicle plan works

Under the vehicle plan, eligible Partners can apply for an electric bike, a BMW Mini or a Tesla with special 'UW' branding. The vehicles will be provided to the Partner under an agreement between UW and the Partner as follows:

Vehicle Type	Length of term (Months)	Monthly repayment	Balloon payment	Total amount payable	Excess mileage terms	Green bonus available
Electric Bike	24	£92.50	£0	£2,220	N/A	No
Petrol Mini One	60	£175	£5,875	£16,375	5p per mile for anything over 50,000 miles	No
Subsequent Petrol Mini One	60	£175	£5,875	£16,375	5p per mile for anything over 50,000 miles	No
Electric Mini	72	£299.99	£7,200	£28,799.28	5p per mile for anything over 60,000 miles	Yes
Tesla Model 3	72	£450	£21,025	£53,425	8p per mile for anything over 60,000 miles	Yes

For the BMW Petrol Mini, rental payments are £175 for 60 months. At the end of the period, the Partner can either hand back the keys and pay an excess mileage above 50,000 miles at the rate of 5p per mile, and owe nothing further, or make a lump sum balloon payment of £5,875 and gain full ownership of the car (representative APR 2.93%).

For the BMW electric Mini, rental payments are £299.99 for 72 months. At the end of the period, the Partner can either hand back the keys and pay an excess mileage above 60,000 miles at the rate of 5p per mile, and owe nothing further, or make a lump sum payment of £7,200 and gain full ownership of the car (representative APR 0.06%).

For the Tesla, rental payments are £450 for 72 months. At the end of the period the Partner can either hand back the keys and pay an excess mileage above 60,000 miles at the rate of 8p per mile, and owe nothing further, or make a lump sum payment of £21,025 and gain full ownership of the car.

Repayments will automatically be deducted from your commission each month. If there is insufficient commission to cover this, we will request that you set up a Direct Debit of £175 for the petrol Mini, £299.99 for the electric Mini, or £450 for the Tesla, per month, for the remainder of your contract.

The Partner is responsible for all running costs of the car including insurance.

However the car will be supplied with the first year's road fund licence, three year warranty and Mini TLC (BMW petrol & electric Minis only), which provides free servicing for the first 60,000 miles or four years, whichever comes first.

For the avoidance of any doubt, the Green Bonuses below will only be credited to those Partners participating in the electric BMW Mini scheme and for a maximum of 60 months.

In addition, SGLs who elect to participate in the Tesla plan can also receive Green bonuses for a maximum of 60 months, but bonuses can only be applied to one car scheme at any one time.

Partners fulfilling the eligibility criteria set out above who wish to apply for a car under the Car Plan, or would like further details, should send an email to: **vehicleplan@uw.co.uk**

Green Bonuses

We will make the following additional bonus payments available each month for the first 60 months of the Agreement and these may be used by the Partner towards the rental payments.

Note: Green bonuses do not apply to the electric bike or other non-electric cars.

Partner Car Plan Extra Bonuses

- £15 for each Activity Point (up to a maximum of £100 per month) where:
- 3 Core Service customer you personally gather = 1 point each
- Any surplus contribution over £100 in a month cannot be carried forward (or backwards) into any other month.
- Customers must have at least one live service by the time the bonus is calculated in order for the bonus to be payable

Status Bonuses in addition to the maximum £100 bonus above

For having the Status of Group Leader at the time the commission is calculated - £25

For having the Status of Senior Group Leader or higher at the time the commission is calculated - £50

This means that for the first five years, a TL earning the maximum £100 in Bonuses and using these towards the rental payments, would end up paying as little as £199.99 for a brand new electric Mini. A GL doing the same would pay £174.99 a month and an SGL £149.99 for the electric Mini or £300 for the Tesla. In order to be eligible for any of the above Bonuses, the Partner must have a Status of at least TL. GLs and SGLs not earning the maximum customer gathering bonus of £100 will not be eligible for the Status Bonus.

Example: A Partner with the Status of GL at the time the commission is calculated, who gathered 7 x '3 Core Service Customers' in the previous month would earn (7 x £15) = £105, capped at £100 in additional bonuses plus a £25 bonus for having GL Status. A total of £125 in additional Bonuses!

Subsequent Cars

A Partner who has participated in the Car Plan and completed their first HP agreement can order a replacement new branded BMW Mini One from the Company subject to the following terms:

1. They must have a Status of STL (or above); and
2. They must have averaged at least £350 in Residual Income per month (net of any deductions) for a minimum of three consecutive months immediately prior to ordering any such subsequent car; and
3. They must have recruited or gathered (in total) at least 20 Activity Points the six months immediately prior to ordering the new car; and
4. They must be able to obtain (and maintain) comprehensive insurance cover for the vehicle for the duration of the Agreement; and
5. Rental payments are £175 per month for 60 months. At the end of the period, the Partner can either hand-back the keys to the car in a clean condition with no damage to the bodywork and pay an excess mileage above 50,000 miles at the rate of 5p per mile, and owe nothing further, or make a lump sum payment of £5,875 and gain full ownership of the car (representative APR 2.93%); and
6. There are no additional bonus payments available; and
7. Any requested upgrades or changes to the specification of the standard BMW Mini One must be paid for in advance by the Partner; and
8. Their previous BMW Mini (supplied by the Company) must either have been purchased by the Partner from the Company at the end of the full term of the HP agreement in accordance with its terms (ie: after five or six years depending on when the car was supplied), or returned to the Company by the Partner in a clean condition with no damage to the bodywork at the end of the full term.

9. A Partner who is an SGL (in both Status and Title) may apply for the Tesla irrespective of whether they have previously received a Mini from us, but will remain liable for any remaining payments due in respect of their Mini.

Note: A Partner who is applying for a Tesla after 19 April 2021 may not apply for a subsequent Tesla under any circumstances. However, if a Partner has a BMW X5 or Mercedes GLE pre-19 April 2021 under the vehicle plan and comes to the end of their 5 year term, they can apply for a Tesla.

9. Retirement plan

Once a Partner has achieved a Status of SGL or above, they can elect to retire and 'lock-in' their residual income irrespective of what happens to their future Status.

After retirement, Partners only receive CB and Residual Income. They will not be eligible to receive any other commissions or bonuses.

Group Residual Income is paid at the Level 2 Residual Income rates being paid to a QD at the time the commissions are calculated. Group Residual Income will continue to be paid down a number of levels dependent on your Status on retirement as detailed in the table below.

Under the Retirement Plan a Partner must continue to abide by the terms and conditions of the Partner Agreements.

Retirement plan	
Status on Retirement	**Paid down to & including the levels shown below**
SGL	5
NGL	8
NNL	10

Notes on retirement plan

1. Residual Income on Personal Customers will continue to be paid at the Personal Residual Income rate applicable at the time the commission is paid.
2. Once a Partner has elected to retire, they may not have a beneficial interest in any other Partner position but may continue to recruit new Partners and gather new customers for their existing position if they choose.
3. Following retirement, any change in the underlying Status of a Partner, or promotions within their Group, will not affect the number of levels down which they are paid. Their Status on the date of their retirement will be considered permanent for all aspects of the Compensation Plan, and they will become a permanent leg with that Status, which may assist their upline in gaining future promotions or maintaining their current Status.
4. There is a cap on the total amount that can be paid out in aggregate to retired Partners, which has been set at 25% of the Residual Income being paid at that time to all live Partners. In the unlikely event that the cap is exceeded at any time, then the amount payable to all retired Partners at that time will be reduced pro-rata. In addition, SGLs can only retire provided they have maintained SGL Status for at least ten of the twelve months immediately preceding retirement.

Leader income protection

We recognise that as teams get much larger it can be more difficult to maintain Status when, for example, a single customer in a weak leg may cancel their services at short notice, and the effort required to get that leg back into Status may take more than a few weeks. We will provide additional income protection for active Group Leaders and Senior Group Leaders when they unexpectedly drop status for up to two months in any 12 month period, effectively paying them as though they had remained in Status but not actually protecting or changing their Status. To qualify for this protection a Leader must have:

- Gathered at least 5 Business Builder (BB) Points in the previous 6 months
- Been in Status within the previous 6 months
- Claimed the protection payment within 10 days of the commission statement being produced.

This protection does not apply to anyone who has been overtaken by a Partner with a higher title than themselves (or National Network Leaders who have a separate protection - see NNL Status on page 21).

General information

Commission and Bonus payment times

All commission and bonuses are paid together on or around the 21st day of each calendar month as follows:

- Commission will only be paid to Partners whose identity has been verified by the Company. We will only accept a UK driving license or passport as acceptable forms of identity.
- CB is paid on the commission statement processed the month after all the relevant services have gone live.
- The Fast Start Bonus is paid on the first commission statement processed following the Partner meeting all the criteria for the bonus.
- PB is paid on the commission run following the date of qualifying promotion.
- Where a Partner has not provided the Company with their bank details for payment of commissions and bonuses, a cheque will only be issued once the accumulated amount due to the Partner exceeds £100.

Where a Partner is VAT registered, they should complete a VAT self-billing declaration and provide the Company with a copy of their VAT registration certificate. This will enable the Company to automatically account to HMRC under the 'self-billing' regulations (on behalf of the Partner) for all the VAT payable by them on their commission. In the event a VAT registered Partner chooses not to participate in the self-billing scheme, then any manual invoices submitted by them in respect of VAT on their commission will be subject to an administration charge of £15 which will appear on their commission statement for the following month.

Motivational incentives

Money is necessary, but it certainly isn't everything in life. We all need to be recognised for our achievements, and we like to make sure that we acknowledge the performance and contribution of Partners.

That's why we run regular incentives including holidays and special events. Plus a comprehensive recognition programme. See the Events and Incentives section on the Partner Portal for full details.

Important note

This Compensation Plan replaces all previous versions of the Compensation Plan. Any disputes in relation to the operation or interpretation of this Plan shall be determined by the Chairman of UW, whose decision shall be final and binding. UW reserves the right to alter or amend the terms of this Plan at any time by giving not less than 30 days' notice to all participants.

Glossary of Terms

Active

An 'Active' customer is any customer whose application form has been received and successfully processed within the previous ten weeks and/or has at least one live Core Service being supplied by us. Customer targets set for achievement of promotional targets or levels of Status are based on 'Active' customers.

Compensation Plan

The various earnings and other incentives available to Partners as set out in the relevant section of this booklet, including potential bonuses and the commission structure.

Commission Calculation Period

The period between the 1st of the month and the date at which the commission is calculated that month, which is normally between the 11th and the 15th day of the month.

Core Services

Energy, Broadband, Mobile and Insurance (Boiler & Home Cover and/or Income Protector)

Note: Home Insurance and Bill Protector are not included.

Downline

All Partners that you have sponsored, and the Partners that they have sponsored make up your 'Downline'.

Energy-only Customer

A customer that only takes energy (Gas and/or Electricity) and no other Core Service (eg. a cashback card does not stop a customer being energy-only).

Gold Status

A UW for business customer achieves 'Gold Status' by taking at least four Core Services from us, provided they pay by Direct Debit. See the back page of the UW for Business Tariff guide for full details.

A historical 'Gold Status' customer is a residential customer who joined the UW before 8 November 2013 and who successfully applied for at least four Eligible Services (from Gas, Electricity, Home Phone, Broadband and Mobile).

Group

A Partner's personal customers plus all their downline Partners and their customers, down to, but not including, the next Partner of higher Status in each leg.

Independent Distributor (ID)

A Partner who has paid the applicable joining fee and is authorised, in accordance with the relevant Terms and Conditions, to build their own business by promoting the services made available by the Company to customers and, once qualified, is also able to introduce new Partners as members of their team.

Joining Date

The date we successfully process a Partner application. This date is used for The Fast Start Bonus. Note, for Partners who joined on or after 1 August 2009, but before 18 March 2013, the Joining Date is deemed to be either when they have completed the College of Excellence Online Services training, or one calendar month after we process their Partner application, whichever is the earlier.

Leg

Each personally sponsored Partner (Level 2) and all their downline form a 'leg' of Partner's group.

Level

The distance between two Partners in the same leg; eg. You are Level one, all your personally sponsored Partners are at your Level 2; their personally sponsored Partners are at your Level 3. (See diagram on the next page). All customers are included in a Level.

Partner

A generic term for an Independent Distributor (ID) or Community Fundraiser (CFR) or Independent Representative (IR).

Recruiter

The Partner who has personally recruited a new Partner even though that new Partner may be placed under another Partner who is the Sponsor.

Sponsor

The Partner who is the immediate upline of a Partner, (The Sponsor is usually also the recruiter, and is responsible for the new Partner's guidance and motivation and encouraging their attendance at training (where applicable).

Supporting Partner

An experienced Partner who supports another Partner on successful appointments and shows them the ropes. A Supporting Partner must have 6 or more live personal customers and have been active in the previous 60 days before the appointment they are supporting on (ie. must have personally gathered at least one customer or Partner).

Status

A Partners position calculated according to the current structure of their downline in terms of customer and Partner numbers.

Title

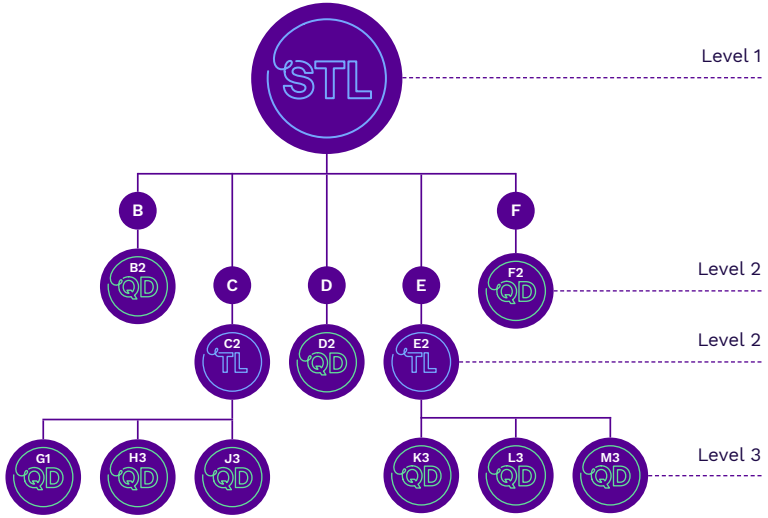
The 'title' a Partner is given represents the highest Status they have achieved. The first title is 'Qualified Distributor' and the ultimate target to achieve is that of 'National Network Leader'.

Upline

A Partner's Sponsor and all Partners above him or her continuing through to the Company.

This diagram will help explain some of the terms described in this section:

- A1 is a 'Distributor' with Senior Team Leader (STL) Status. A1 represents 'level 1' in his/her group.
- On 'level 2' he/she has 5 Qualiified Partners, two of whom, C2 and E2 have achieved Team Leader 'Status'.



- A1 has 5 'legs' in his/her 'group', legs B, C, D, E and F.
- A1 is the 'sponsor' of Distributors B2, C2, D2, E2 and F2.
- Distributor E2, who is on A1's 'level 2', is the 'sponsor' of Distributors K3, L3 and M3.
- Distributor C2 and A1 are 'upline' to G1, H3 and J3.
- If A1 recruits G1 and places him/her under C2, then A1 is the recruiter and C2 is the sponsor.

If you need to talk to us, call **0333 777 8777**
or email **partnerservices@uw.co.uk**

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