

# Frequently Asked Questions

## ? What devices are supported with Pro-Tec?

Windows, Mac, Android and iOS. Please click on this link: <http://acncompass.com/idseal/> for features available by platform.

## ? Can I change my plan after I am already signed up?

Yes! With an active account, there are three ways you can change your plan: 1) Use Luna chatbot to get the upgrade link 2) Log into your Member Portal and click on the "Upgrade" button or 3) Contact IDSeal via chat.

## ? I have an issue with IDSeal Pro-Tec. How do I get support?

The best way to find quick answers to all questions is to visit the IDSeal Application Support at <https://acn.idseal.com/support/>

## ? What happens at the end of my customer's subscription?

IDSeal's plans are renewed at the end of the subscription period. Monthly and Annual plans auto-renew and will pull funds from the card on file. If the plan is canceled or is impacted by non-payment, then IDSeal Pro-Tec will stop working and will alert the user that the license key is no longer valid. The customer would need to renew the subscription or uninstall the software on each device.

## ? I forgot to add the IBO ID or entered it incorrectly during signup – how do I fix this?

Easy fix! There's no need to cancel the account. Please use the claim missing customer's tool on your Personal Customer List. For more information see <https://www.youtube.com/watch?v=LfOf56SyVVc>

## ? When are customer points allocated?

Customer points are awarded when the customer completes the authentication process.

## ? When will IDSeal orders appear on the Personal Customer List (PCL) and count?

Orders received prior to 4:00 pm ET will appear on the PCL the following day. If the customer completes authentication prior to 4:00 pm ET then the points will count that day.

## ? What happens to my customer points if a customer's payment is not accepted after the first month?

Customer points will purge once ACN receives notification from IDSeal that the customer did not renew their subscription. Customers can reinstate their account by contacting IDSeal.

## ? Is there a waiting period before a customer can reinstate their subscription?

No, a customer can reinstate their account at any time.

## ? If a customer reinstates an account, how long will it take for me to see the points?

Customers who were previously authenticated and reinstate their account by 4:00 pm ET will appear on your Personal Customer List and count for IBO Qualifications the same day.

# I Frequently Asked Questions

**? If I have a new customer on a monthly plan during a month offering promotional customer points will I only receive the promotional points for that month or for the life of the customer?**

You will receive the promotional customer points every month for as long as that customer stays active and pays their monthly subscription.

**? If my new customer enrolled in IDSeal and chose the annual pricing plan, will I receive customer points for 12 months?**

Yes! That's one of the best benefits to you when your IDSeal customers enroll with an annual plan. You lock in not only 12 months of customer points, but residual income as well.

**? If my existing IDSeal customer was on a monthly plan when there was no customer points promotion, chose to change to the annual plan during a customer points promotion month, and continued to stay on the annual plan at the end of their 12 months, how many customer points will I receive?**

There will be no change in the number of points if the customer remains on the same plan. That includes when a customer renews their annual plan.

**? If my customer enrolled in IDSeal and chose the annual pricing plan, how will commissions be paid?**

Commissions will be paid over the 12-month period. The monthly commissionable revenue will be equal to the annual plan fee (less taxes) divided by 12 and the commissionable revenue will be credited for each month of the annual plan.

**? If my existing IDSeal customer is on a monthly plan and chooses to get the annual plan, how are customer points allocated?**

Once your customer completes their current month's service period, they will switch to the annual plan. You will receive the customer points for the annual plan for the 12-month period.

**? If my existing IDSeal customer switches plans, how will the points be determined?**

The points are determined based on the customer's order date. If a customer switches their plan, then the IBO will receive the points for that plan as of the customer's order date. For example, if a customer started during November 2019 and selected the Platinum plan, then the IBO gets 4 points. If they later changed to the Platinum Plus plan after the 4-point promotion ended then the IBO would continue to be credited with 4 points.

**? Who qualifies to be the second adult with Family Plans?**

Anyone who is 18 years or older, has an established credit file, a valid SSN, and lives in the US can be added as a secondary adult to any Family Plan.

**? How can I upgrade to the Family Plans?**

Family Plans are not yet eligible for upgrades. If you would like to enroll in a Family Plan, you would need to sign up for a new account.