

Leverage Concierge and Errand Running Frequently Asked Questions

Leverage Concierge understands the challenges of balancing work and personal life. The Leverage Concierge and Errand Running program is designed to help NBTY Associates get time back during the busy day. Leverage Concierge services are just like having a personal assistant!

1. What is the Leverage Concierge and Errand Running program?

The Leverage Concierge and Errand Running program offers both referrals and errand running services to give time back to Associates and promote work-life balance. More information can be found below.

2. What services are provided?

There are two types of services provided by the Leverage Concierge and Errand Running program:

- **Concierge Referral Service** offers unlimited research and referral services for any personal need. Forget about “Googling” and have the professionals at Leverage Concierge do the busy work! Examples of requests that Leverage Concierge can assist with include:
 - Locating discounted prices on items, such as tickets, entertainment and gifts
 - Planning vacations and personal travel
 - Arranging home and car repair services
 - Researching local child, elder and pet care options
 - Booking reservation services, such as car rental or dining
 - Helping with small-scale events and/or party planning

See Question 13 for how to get started! Please note that these types of requests can be submitted to Leverage Concierge 24/7; however, there is typically a two (2) to three (3) business day turnaround time for requests to be completed.

- **Errand Running Service** offers a personal Errand Runner to assist with errands during regular business hours – 8:30 AM to 5:00 PM, local time*. Examples of errands that Leverage Concierge can assist with include:
 - Meal and grocery pickup and delivery
 - Flower delivery
 - Car care services – car wash and/or gas fill up
 - Gift shopping, wrapping and returns
 - Personal shopping
 - Post Office services
 - Waiting services – Errand Runners can wait for products and/or services, such as waiting for an Associate's car to be serviced or waiting at an Associate's home for a furniture delivery
 - Prescription drop-off and delivery
 - Dry cleaning drop-off and delivery

See Question 13 for how to get started! Please note that each Associate is allowed a maximum of four (4) errand running requests per month, and each errand must be under

two (2) hours in length. Based on the volume of requests, a minimum of 24-hour notice must be provided. Completion of requests depends on Errand Runner availability in your area.

*Errand Running services may be limited or unavailable in certain areas of the United States.

3. What are some examples of Concierge Referral requests that Leverage Concierge has fulfill?

- An Associate was getting married, so Leverage Concierge researched venues, DJs and photographers for the wedding.
- An Associate wanted to put his child in a child care program, so Leverage Concierge provided a list of local child care programs, prices and customer reviews for each program.
- An Associate was planning a summer vacation to Disney World, so Leverage Concierge researched flight tickets, hotels, restaurants, amusement park tickets and fun family activities for the trip.
- An Associate's family member wanted a specific gift for the Associate's birthday but didn't know where to find it, so Leverage Concierge researched locations and prices.
- An Associate needed new tires on her vehicle so Leverage Concierge researched tire shops in the area and provided pricing and reviews for each shop.

4. What are some examples of Errand Running that Leverage Concierge has performed?

- Errand Runner (ER) went to an Associate's home to check the exact type of under eye concealer the Associate had, then went to Sephora and purchased a new one for her.
- ER bought ten (10) pairs of ski socks and five (5) pairs of ski goggles for an Associate's family prior to their first ski trip.
- ER picked up groceries for the week and dropped them off at the Associate's home.
- ER took a package to the Post Office, bought a book of stamps and dropped it off to the Associate.
- ER picked up a birthday gift for an Associate's child.
- ER waited two (2) hours in line for an extremely popular restaurant that didn't take reservations so an Associate could dine there.
- ER waited at the Associate's home for a furniture delivery.
- ER picked up an Associate's car, took it to Costco and had all four tires changed.
- ER picked up multiple gift cards to help with an Associate's Christmas shopping.
- ER picked up ten (10) frozen pizzas for a party an Associate was throwing.

5. Can Errand Runners be trusted with personal requests and items?

Leverage Concierge only contracts with bonded and insured Errand Runners who meet strict criteria. Errand Runners must have been in business for over five years, submit multiple references, and have local affiliations with concierge and errand running associations.

6. Are there any Concierge Referral services that Leverage Concierge will not perform?

The catalogue of referral requests that can be performed is robust. Please contact Leverage Concierge directly to determine the feasibility of a specific request.

7. Are there any Errand Running services that Leverage Concierge will not perform?

Errand Runners will not provide transportation for individuals, provide child care and/or pet care, handle items over \$500 in value, or perform physical labor services (e.g., house cleaning, yard work, car washing). However, they will research vendors who can perform a requested service. Please contact Leverage Concierge directly to determine the feasibility of a specific request.

8. Who is eligible for the Leverage Concierge and Errand Running program?

This program is available to all NBTY Associates.

9. Is there a limit to the number of requests an Associate can make?

There is no limit to the number of **Concierge Referral** requests an Associate can make. **Errand Running** services are limited to a maximum of four (4) Errand Running requests per month, per Associate, and each request must be under two (2) hours in length.

10. Do Associates need to pay for these services?

- The **Concierge Referral** service is paid for by NBTY. There is no fee for Associates to use this service.
- There is no fee for the **Errand Running** service, and Associates will not need to tip Errand Runners. However, if there is a dollar amount associated with the request (i.e. the cost of purchasing groceries), the Associate will be responsible for that amount. See Question 12 for how payments are processed. For example, if an Associate requests that Leverage Concierge purchase a gift from the store, NBTY will pay for Leverage Concierge to run the errand, and the Associate will pay for the actual gift that the Errand Runner purchases.

11. Do Associates need to tip Errand Runners?

No, tipping is not allowed.

12. How is the payment transaction handled for Errand Running?

The Errand Runner will pay for the goods/services via a Leverage Concierge credit card. Once the service is complete, a Leverage Concierge Customer Service Representative will call the Associate to ask about the experience and collect payment. The Errand Runner will only purchase goods with consent from the Associate. All payments are processed through PayPal; therefore, a credit card or PayPal account is required.

13. How do Associates get started?

All requests can be submitted by calling the Leverage Concierge Customer Service Center, visiting the secure program website, or downloading the Leverage Concierge App. All options are available 24/7*. See below for details.

- Customer Service Center: 888-301-9521
- Website:
 - Go to <http://NBTY.leverageconciierge.com>
 - Click the "myLeverageOnline" link
 - Create a new account using NBTY's company code: **NBTY869**
 - Sign in and start accessing benefits immediately!
- Download the Leverage Concierge App:
 - Apple App Store: [iPhone Leverage Concierge App](#)
 - Google Play Store: [Android Leverage Concierge App](#)

- Smart Phone: Username: **NBTY**, Password: **869**

*The Concierge Referral service is available 24/7 via the Leverage Concierge Customer Service Center, website or App. Requests for Errand Running can be submitted 24/7; however, Errand Runners are only available from 8:30 AM – 5:00 PM local time to complete the service.

14. Have additional questions?

For additional questions, please contact Leverage Concierge directly at 888-301-9521 or info@leverageconcierge.com.

15. What's the catch? This sounds too good to be true!

There is no catch! Associates asked NBTY for help balancing busy schedules, so the Leverage Concierge and Errand Running program was implemented to help Associates find more time to do the things they love! Enjoy!