



## HOW TO DO BUSINESS

Malaysia • 2023



# 4Life Malaysia

## Our History in Malaysia

4Life Malaysia opened its head office in Malaysia in 2004 and is the 7th international 4Life market. Since then, 4Life has gathered thousands of Affiliates as they share 4Life products and opportunity with people.

## How to Contact 4Life Malaysia







For questions about becoming an Affiliate, or to find out more about our products, contact 4Life Malaysia Customer Service.



## Contact Information / Customer Service

Email	<a href="mailto:malaysiacs@4life.com">malaysiacs@4life.com</a>	 
Phone	1800-819-419 (calling within Malaysia) +603-3099-2902 (calling from Overseas)	
Address	ForLife Research Sdn Bhd Ground Floor, Tower 2, Avenue 3, The Horizon, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia.	
Website	<a href="http://malaysia.4life.com">malaysia.4life.com</a>	

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Follow us	 Malaysia 4Life	 4Life Malaysia & Singapore
	 4Life Malaysia	 4Lifemsia  4lifemsia
Download	 4Life App	

## Join as an Affiliate

**Anyone who enrolls as an Affiliate in Malaysia must purchase a Welcome Kit that offers the following benefits:**

- Enjoy a 25% instant discount on all personal volume over 100LP
- Enjoy the benefits of a 4life.com Account and the 4Life App
- Purchase 4Life products at the wholesale price
- Share your discount with friends and family and receive MyShop Rewards for future 4Life orders
- Access exclusive 4Life Loyalty Program benefits:
  - 15% back in Loyalty Points (for monthly Loyalty orders of 125LP or more)
  - Free product of the month (for monthly Loyalty orders of 125LP or more)

## How to Enroll

### **Enroll via 4Life Malaysia Website ([malaysia.4life.com](http://malaysia.4life.com))/4Life App**

As soon as you enroll as an Affiliate, you need to submit the signed Affiliate Application & Agreement Form complete with your valid Malaysia bank account information\* and a copy of your MyKad. All required documents should be submitted within 30 days from the online enrollment date. All documents must be sent to [malaysiacs@4life.com](mailto:malaysiacs@4life.com) or to the 4Life Malaysia office (see page 2, Contact Information Table).

Click [here](#) to download the Affiliate Application & Agreement Form.

### **Enroll via Email**

Submit a signed Affiliate Application & Agreement Form, complete with your valid Malaysia bank account information\* and a copy of your MyKad to [malaysiacs@4life.com](mailto:malaysiacs@4life.com). The original completed and signed Malaysia Affiliate Application & Agreement Form and copy of your MyKad must be sent within 30 days from the enrollment date to the 4Life Malaysia office (see page 2, Contact Information Table).

### **Visit the 4Life Malaysia Office**

Submit a signed Affiliate Application & Agreement Form complete with your valid Malaysia bank account information\* and a copy of your MyKad to our Customer Service Officer at the 4Life Malaysia office (see page 2, Contact Information Table).

\* In order to receive your bonuses, your Malaysia bank account information is required.

Note: Phone enrolment is not available in Malaysia.

## How to Place an Order

Internet orders via [malaysia.4life.com](https://malaysia.4life.com) or via the 4Life App [select Country as Malaysia]. All orders placed can only be shipped within Malaysia.

Phone orders by calling our Customer Service, Email orders via [malaysiacs@4life.com](mailto:malaysiacs@4life.com), or through our Sales Counter at the 4Life Malaysia Office. Please check out our Contact Information Table on page 2.

## Order Payments

Affiliate order payments can be made with:

- Debit/Credit Card: Visa and Master Card (Due to security reasons, please do not email your credit card information to us)
- Cash Deposit or Online Payment (Bank: Maybank, Account No: 5125 3018 3828)
- Cash
- Affiliates may also use the AR Bonus for payments

## Loyalty Program Order

Join the 4Life Loyalty Program to earn Loyalty Points, redeem products of your choice, and receive the Bonus Product of the Month by placing your Loyalty order every month. Sign up in the Loyalty Program is not required however it is recommended in order to enjoy the benefits of the program and other incentives.

The Loyalty Program is available to Affiliates with orders starting from 100LP.

## Shipping

### Free Shipping

Free shipping is available on all product orders. For non-product orders (i.e. Welcome Kit, AAA form, LOGO merchandise, etc.), shipping will be charged as follows:

Gross Weight	West Malaysia	East Malaysia
Up to 3kg or part thereof	RM11.00	RM16.50
More than 3kg	RM8.95 for every 3kg or part thereof	RM5.50 for every kg or part thereof

Note: This shipping rate is not applicable for shipment to Limbang in Sarawak

## Delivery times



Estimated delivery times is 5 business days and this delivery does not include the day the order was received by the 4Life Malaysia office.

**Shipping is only available  
for addresses within Malaysia**

## Order Confirmation and Tracking



An order confirmation will be sent to the email address provided under Shipping Information. To track your order, visit [malaysia.4life.com](http://malaysia.4life.com), login with your username and password, select "Shipped" under Order History for the order that you wish to track. Tracking numbers are sent via SMS to the consignee's handphone number.

## Bonus Detail

Bonuses are paid directly to Affiliate's bank account. 4Life must have the Affiliate's correct Bank account information in order for them to be paid, otherwise the bonus will remain in their 4Life AR account.

- Bonuses are paid via bank transfer with a minimum of RM10 on the 7th of the following month.
- You can also earn the Rapid Rewards Bonus and MyShop Commission; it is generated the following day of the order and paid via bank transfer on the 3rd and 15th of the month. In order to receive the Rapid Rewards Bonus, you must have generated at least 100LP the month before.

## Compensation Plan

Click [here](#) to download the Malaysia Life Rewards Plan brochure.

## 4Life Malaysia

**ForLife Research Sdn. Bhd.** (Reg. No. 200201007676 (575339 - A)) AJL No. 931508

Ground Floor, Tower 2, Avenue 3, The Horizon, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia.

### Business Hours

#### Malaysia Office (Sales Counter)

Mon – Fri: 11am – 7pm

Sat: 10am – 2pm

Closed on Sun & Public Holiday

#### Customer Service Call Center:

**1-800-819-419 (within Malaysia) / +603-3099 2902 (from Overseas)**

Mon – Fri: 11am – 6pm

Sat: 10am – 2pm

Closed on Sun & Public Holiday

