

## **WELLVICA POLICY ON APPROVAL OF DIRECT SELLING ASSOCIATES ID**

### **Introduction**

WELLVICA Private Limited (hereinafter referred to as “WELLVICA” or the “Company”) is committed to complying with the Consumer Protection (Direct Selling) Rules, 2021 and all other applicable laws governing direct selling in India.

The Company is dedicated to protecting consumer interests and ensuring that all Direct Sellers conduct their business ethically, transparently, and in accordance with applicable regulations. This Policy establishes the conditions for approval, modification, suspension, and cancellation of Direct Selling Associate IDs registered with WELLVICA.

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### **Applicability**

This Policy shall apply to all individuals who apply for registration as Direct Selling Associates with WELLVICA.

Failure to comply with the provisions of this Policy may result in non-approval, suspension, or cancellation of the Associate ID.

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### **Objective**

The objective of this Policy is to:

- Ensure compliance with legal and regulatory requirements.
  - Prevent fraudulent, duplicate, or unauthorized registrations.
  - Protect consumer interests.
  - Maintain the integrity of WELLVICA's Direct Selling network.
  - Ensure accurate KYC verification of all Associates.
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### **Applicable Laws**

This Policy shall be governed by:

- Consumer Protection Act, 2019
- Consumer Protection (Direct Selling) Rules, 2021

- Consumer Protection (E-Commerce) Rules, 2020
  - Information Technology Act, 2000
  - Any other applicable laws and regulations in force in India
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## **Rules for ID Approval and Modification**

Any Associate ID registered with WELLVICA shall be subject to approval and compliance with the following conditions:

### **1. Unique Registration**

Each Associate ID created on the WELLVICA platform shall be unique, non-transferable, non-replaceable, and non-replicable.

No individual shall transfer, sell, assign, or permit another person to use their Associate ID.

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### **2. Duplicate Registrations**

Associates shall not create multiple or duplicate IDs using the same personal credentials.

Any duplicate registration detected by the Company shall be liable for immediate cancellation.

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### **3. Valid Identity & Address Proof**

Associates must provide valid and authentic:

- Proof of Identity (PoI)
- Proof of Address (PoA)
- Mobile Number

If any information is found to be false, forged, misleading, or inaccurate, the ID shall not be approved and may be permanently rejected.

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### **4. KYC Compliance**

All Associate IDs shall remain provisional until successful completion of KYC verification.

KYC documents must be submitted within **30 days** from the date of registration.

Failure to submit KYC documents within the prescribed period shall result in automatic cancellation of the registration.

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### **5. Mandatory Approval for Commission Payments**

No commission, incentive, reward, bonus, or other payout shall be released unless the Associate ID has been duly approved after successful KYC verification.

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### **6. Active Status Restriction**

No Associate ID shall remain active beyond 30 days from the date of registration without completion of KYC verification.

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### **7. Document Quality Requirements**

All KYC documents submitted must be:

- Clear
- Legible
- Complete
- Valid

Blurred, incomplete, damaged, altered, or illegible documents shall not be accepted.

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### **8. Deletion of Credentials**

Requests for deletion of credentials from an active Associate ID shall not be entertained.

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### **9. Modification of Registered Details**

Requests for changes to the following details shall be subject to verification and approval by the KYC Department:

- Mobile Number

- Aadhaar Number
- PAN Number
- Bank Account Details
- Other KYC Information

The Company reserves the right to request additional supporting documents before approving any modification.

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### **10. Sponsor Change Policy**

Requests for change of sponsor shall not be entertained once an Associate ID has been approved and activated.

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### **11. Closure and Rejoining Policy**

WELLVICA does not encourage or support inter-team or intra-team transfer of Associate IDs.

If an Associate voluntarily discontinues their business and requests closure of their ID:

- A written request must be submitted through the registered email address, registered mobile number, or by post.
- The request must be accompanied by a copy of the PAN Card for signature verification.

The Associate may apply for rejoining only after completion of **6 months** from the date of closure approval.

Any application submitted before the completion of the 6-month waiting period shall not be approved.

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### **12. Sponsor Change Before KYC Approval**

In exceptional circumstances where an ID has been created unknowingly, incorrectly, or without proper understanding, an applicant may request a sponsor change before KYC approval.

Such requests shall be subject to:

- Detailed verification
- Fact-checking
- Approval by the Compliance Department

The Company's decision in such matters shall be final and binding.

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### **Company Rights**

WELLVICA reserves the right to:

- Approve or reject any registration.
- Request additional documents or verification.
- Suspend or cancel any Associate ID for non-compliance.
- Investigate any suspected fraudulent activity.
- Take disciplinary or legal action where necessary.

The decision of the Company regarding approval, suspension, cancellation, or modification of an Associate ID shall be final and binding.

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### **Consequences of Non-Compliance**

Violation of this Policy may result in:

- Rejection of Registration
  - Suspension of Associate ID
  - Cancellation of Associate ID
  - Withholding of Commissions or Incentives
  - Disciplinary Action
  - Legal Proceedings, wherever applicable
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### **Notification of Changes**

WELLVICA reserves the right to amend, revise, modify, or update this Policy at any time.

Any changes shall become effective immediately upon publication on the Company's official website. Associates are advised to review this Policy periodically for updates.

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## **Contact Us**

For any queries, support, or clarification regarding Associate ID approval, please contact:

**Email:** [support@wellvica.com](mailto:support@wellvica.com)

**WELLVICA PRIVATE LIMITED**

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