

Responding to Objections:
Sharing and "Welcome Home"
Monday Call October 7, 2013

- Weekly Mission Live Stream Monday at 8 PM EST, 9 PM EST, 10 PM EST, 11 PM EST. <http://www.m5mlive.tv> or 24/7 <http://www.m5mlive.com>
- TNL – Merri-jo Hillaker– 7:30 Pm CDT at Mannatech Corporate offices or www.mannatechlive.com
- Bo Short Roadshow coming to a city near your. Check schedule at events.mannatech.com
- M5M Leadership Event - Nov 8-10 register at events.mannatech.com. Make a commitment of how many on your team will be there and make it happen.
- Are you making your Welcome Home Calls???

1. ***I tried that and it did not work***

- a. Express sensitivity: "Hey I can understand that...sometimes we expect to have the same results as others, and when it does not happen exactly that way, it is frustrating."
- b. Do fact finding: "What was it you were trying to achieve with the products?"
- c. Help them with why they might still have something to achieve with the products
"Mannatech's products really are a terrific way to ensure you are getting the necessary nutrients lacking in our foods today...and get them every day. My story is just one of thousands and of course, the reasons we will never stop taking these terrific nutrients."
- d. Make the offer: "I would love to work with you through not just this free products offering, but over 6 months and if you truly don't feel the products make a difference, you can return the empty containers and get all your money back."
"But before you make your decision, I want to make sure you understand that Mannatech has made a commitment to end global malnutrition in children so we need your help...5 million consumers to match up with the 5 million who die each year. Please consider making a contribution to this very worthy mission."
- e. Personal plea if you know them: "I really wanted to see you making this commitment to your health...it is important to me but I also realize, it can't be more important to me than it is for you..."

2. ***Too Expensive***

- a. Express sensitivity: "You know I felt the same way when I first started. But what I found after my family and I had been taking the products for about 6 months, our visits to the doctors fell off dramatically, my kids had better focus and concentration, (whatever your experience in a compliant way)...and that makes the cost a no brainer."
- b. Fact finding mission: "Can you tell me what you used to take?"

"Do you have some specific health issues you are concerned with? or are you looking to support your overall health by knowing the essential real food nutrients are getting in your body daily?"

c.. Make the offer: "However, Mannatech also got very serious about making one product affordable for all...and that is one of the FREE products they are offering in this Welcome Home program...so you can get a chance to use it for free...It is called NutriVerus...

Are you familiar with it?"

d. Personal Plea: "I just would like you to give this another try...take the products starting this month and then lets work to get your products for FREE through the 4Free program. All we need is to find a few people and you get 25% credit off each one...takes 4 at your same order level to get them for FREE."

Can we give it a try?"

(must reactivate their assoc position but can immediately set up a Member and build there for them on 2nd or 3rd, or 4th order depending on when they refer others.)

3. ***I am doing something else now/I found something at the health food store***

a. Express sensitivity: "I get it...there surely are a lot of choices of products out there. But one disconcerting fact is that statistics show us 95% of the supplements are synthetically made."

b. Fact Finding: "Can you share with me what you found?" When they tell you, "You know what? I would love to help you compare that to what Mannatech offers from a nutrition perspective. Can I do that for you?"

c. Make the offer: "Also, I really appreciate the fact that every time I buy Mannatech products, the Company makes a matching donation to help nourish an at risk child. Are you familiar with their Mission 5 Million commitment? By you just taking these vitamins/supplements daily, you will be contributing to ending global malnutrition in children here and around the world. Does that interest you?"

d. Personal Plea: "Well thanks for sharing with me today, and know that I am all in in helping you make the best decisions for your health. But just remember our consumption of daily nutrients can tie us directly with helping nourish children and participate in a global cause...even my grandchildren get the "Thank you" notes from children in orphanages around the world in their monthly box from Mannatech, and what a terrific exposure for them to enhance their social consciousness towards other less fortunate. I sure wish you would consider joining us in this worthy mission."

4. ***The Scam information/internet stuff really got to me***

a. Express sensitivity: "Trust me, I don't think anyone involved with Mannatech enjoyed those posts on the internet, or any of the Tx Ag investigation. In fact it actually became more of a ***FIGHT for truth*** than anything, Let me give you a perspective that might shed some light.

When Mannatech came out with Ambrotose, and created the science of nutritional glycobiology, it was based on a theory...if we replenish our very deficient diet with the necessary glyconutrients, we will improve our health. The science was

not fully proven back in 1996, but the results proved incredible. And I am sure that is probably one of the reasons you started?

Because the science had not caught up, the scientific community reacted adversely, alleging all sorts of attacks including no proof, the glucose conversion theory, swallowing sugars does not change the cell surface, etc. Well, guess what? The science has now caught up...in fact much because of Mannatech the theory of Glucose conversion is no longer in science textbooks; the consumption of Ambrotose has been proven to impact the cell surface, and the importance of those saccharides is now TOTALLY acknowledged by the Scientific community as evidenced by the recent 2012 Natl Acad of Sciences 194 page report saying these cell surface glycans play a role in virtually every disease condition, as well as suggesting the science of Glycobiology be taught in all high schools in the next 5-10 years.

All the attacks and the naysayers have disappeared....the proof is in... and everyone now acknowledges that Mannatech truly has something unique and special.

b. Fact Finding: "So did you used to take the Ambrotose, Mannatech's flagship product?"

c. Make the Offer: "So what will it take to get you back on these foundational nutrients?"

"You do know about our mission to end global malnutrition in children whereby you too can help us nourish a child every day just by getting restarted?"

d. Personal Plea: "Being part of this mission to nourish these kids who die, 5 million children under the age of 5 every year is just a huge blessing. We don't always know why we are here, but this is a big piece of the puzzle for me. Please help us out...even if you don't want to Champion the cause, just your participation by getting back on the products helps nourish one, and that means one less we need to reach our goal of 5 million."

"Are you in?"

5. *Too many other pills*

a. Express sensitivity: "Hey I really get that...our society is flooded with taking this for that and then adding the drug regimen through our "sick care" process...it is a lot and can be overwhelming. We end up on too much of the wrong stuff."

b. Fact Finding: "Mannatech has been so terrific by building so many products in powder form which makes it so convenient to take. Could you enlighten me as to what products you have taken in the past?"

c. Make the offer: "Well, one of the FREE products offered through this Welcome Home Program is just that...a powder that encompasses virtually all of Mannatech's patented technologies. It is called NutriVerus, and I love it as a core nutritional product to get you virtually all those essential nutrients on a daily basis for a very reasonable price. Have you tried it?"

d. Personal Plea: "I would love to work with you over the next 6 months to help you build the best nutrition program for your body, and perhaps through that you can also work with the doctors to reduce some of the meds you are on. I am all in on this...how about you?"

6. *I just did not feel like I can do this business*

- a. Express sensitivity: "You know I agree. This business is not as easy as some people represent it. But anytime we work to support people changing their lifestyle (and trust me, food habits are definitely entrenched in peoples' lifestyles), we know it is a battle. But what rewards we experience when people truly shift.... and we know we had a part."
- b. Fact Finding: "When you shared before, tell me did you jus share the products? Or did you share the business opportunity as well?"
- c. Make the offer: "Today I find it easier than ever and here is one reason: Have you heard about our Mission to end the suffering of over 5 Million children each year? It is called Mission 5 Million....and every time anyone buys the Mannatech products on a monthly basis, Mannatech makes a matching donation of products to malnourished children here and around the world. So, it is not just about health for our families, it is not just about building residual income for ourselves, it is now ALSO about charity...and we can ask people "Hey can you help me?" I am finding everyone wants to help in some way and just by switching their vitamin mineral supplement they too can help nourish a child."
- d. Personal Plea: "We would love to have you back on board and help us Champion this cause. It is such a worthy endeavor, and so very rewarding. The new model is terrifically aligned with the fastest growing business model today and that is called Social Entrepreneurship. We could Champion this together...please consider that as a personal offer to support you.."

7. *I got back logged and then just never ordered again*

- a. Express sensitivity: "You know I see that happen to others as well because it is tough to get into new habits of taking real food supplements everyday. We truly ought to be able to get these nutrients from our foods but it isn't getting any better...just check out the food like substances on our grocery store shelves!"
- b. Fact Finding: "So what products had you been taking ...do you remember? "
- c. Make the offer: "I would love to get you restarted and no better time than now with Mannatech's Welcome Home program. Our new skin care product is coming out next month so you can try that as well...it is so exciting with all the testimonials coming out!"
- d. Personal Plea: "Also, you may not be familiar but Mannatech has moved into committing to end malnutrition in children here and around the globe. Huge task...5 million die every year under the age of 5 from malnutrition. But the new Program is tied directly with your and my orders....like Tom's Shoes each time you buy on auto order, Mannatech ships a matching donation to this M5M Program so YOU KNOW personally you are helping us end this so terrible injustice occurring in our world. Let's get you back started today, what do you say?"