

Diamond Call Minutes

(For Distribution)

International

- Looking into the possibility of shipping New Zealand orders from the Australian Warehouse as opposed to shipping from our USA Warehouse. Update to follow.
- Shake in Sweden: the new batch should be available mid-November. Once it is ready, a flyer will be put in the box informing distributors the ingredient has been removed, until new packaging can be completed. The reformulation of the shake will be applied to all countries, not just Sweden.

Bariatric Conference

- October 28th & 29th, held at the Caesar's Palace in Las Vegas, NV.
- MXI voted #1 by attendees. Votes based on knowledge, information and overall "congeniality" of those representing our company during the event.
- Eight individuals chosen from the FAB50 Weight Loss Study to represent MXI Corp. About 500 Bariatric Doctors were in attendance.
- Our Weight Loss Study will be featured in the Fall edition of ASPB's "The Bariatrician". Stay tuned for an update on purchasing the publication, or visit this link provided by the ASPB (must sign-up for a subscription if using the link below):
- <https://netforum.avectra.com/eweb/shopping/shopping.aspx?site=asbp&cart=0&shopsearch=bariatrician&shopsearchCat=Merchandise&productCat=>

IT Department

- Italian and Finnish enrollment pages are now up and running.
- Currently running a 4-bucket Buy 2 Get 1 cookie promotion, ending midnight November 20, 2011.
- Eat & Drink Promo Pack (4-bucket) available until midnight November 20, 2011.
- Back Office issue concerning Russia now resolved.
- Pre-paid autoship for Russia not currently a viable option as our system cannot delegate the volume to the appropriate commission weeks.
- USPS mailing service is in the process of being integrated with our UPS system. Puerto Rico, New Zealand, St. Maarten, and the Virgin Islands will be set-up on this system. Our previous shipping cost was in error and has been changed to reflect the correct shipping cost moving forward.

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Customer Service

- Abandon rate of calls hit 2%; last year at this time it was at 20%
- Please keep in mind, all auto ship modifications must be completed the Friday prior to the auto ship running.
- Kristina, our most tenured employee, will be processing applications moving forward. She will have them processed between 24 and 48 hours of submittal.

Q & A

- IT Department currently checking to ensure the sponsor information will be available on the new member emails.
- Please ensure those Swedish distributors who had shake on their autoship have changed the order to a different product until the shake is available.
- Under the “Buy Retail” section of EU websites, only the XPower Squares and Nuggets are showing available. IT Dept. working to get this resolved in a timely manner to show Omega and XProtein Shake as well.
- Google Translate on website is not completely accurate; we are looking into getting the Back Office translated into Norwegian first. Pricing underway.
- We are currently reviewing candidates for a European Manager who has had previous Network Marketing experience and knows the German laws well.
- Law in Russia allows up to 8 cases of product (the equivalent of 1,000 Euros) to be sent to a home address or a parcel pick-up location. No more than 8 cases can be sent.

*Next Diamond/International Combined Call on Nov. 15th, 2011 @ 8:00 am (PST)
These Minutes may be distributed*