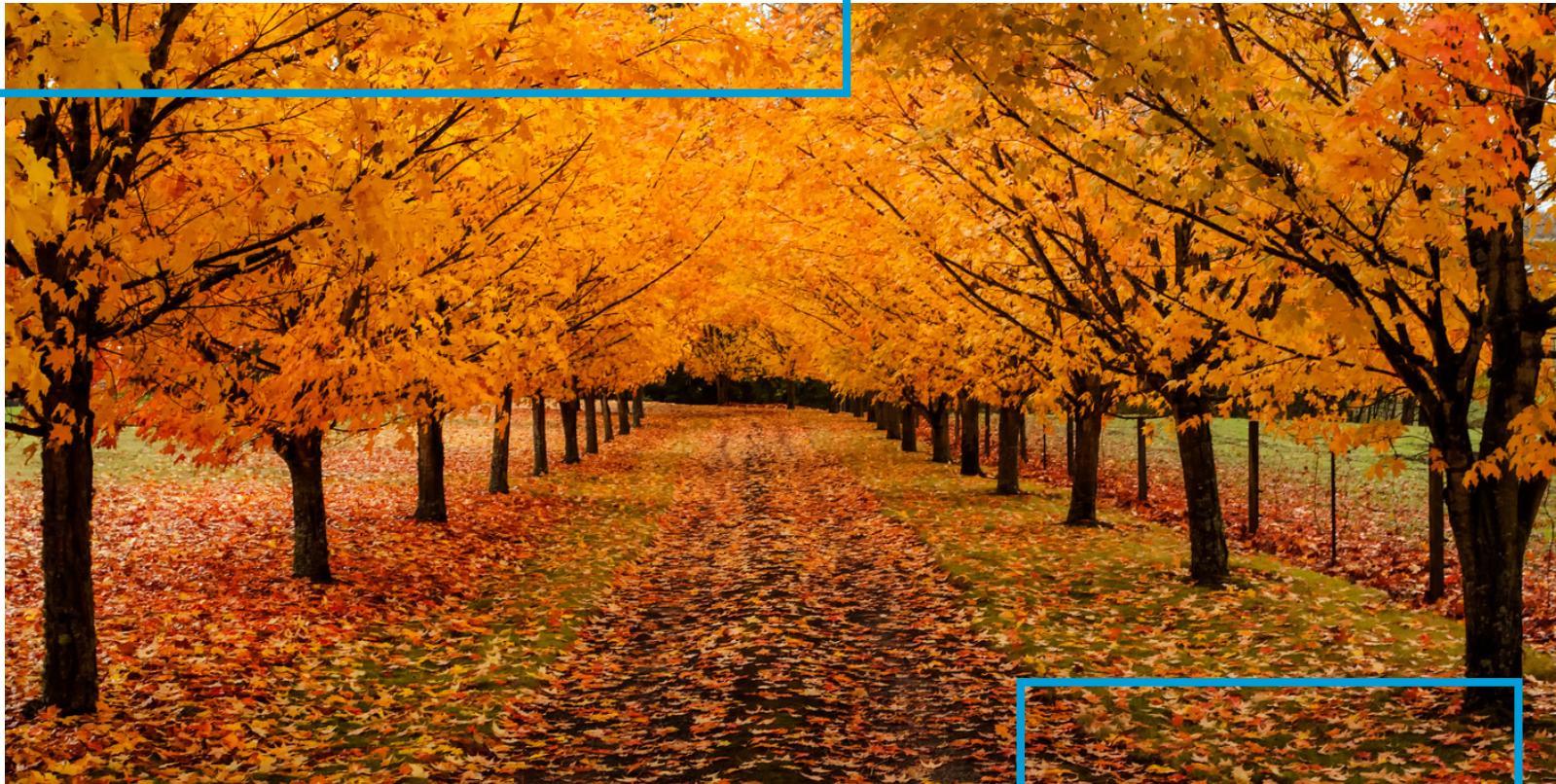


# FITTEAM FOREVER

NOVEMBER 2021

FITTEAM GLOBAL  
OFFICIAL NEWSLETTER  
**VOL.34**



Tis the season of family, friends and giving thanks. Here at FITTEAM corporate we want to say THANK YOU for choosing to be a part of our family. Every day you make the choice to help others and not many people today can say that! FITTEAM is a special group of people and we are proud to call you our family. We look forward to seeing everyone in just a couple days at our DREAM BIGGER EVENT in South Florida!

WITHIN THIS  
NEWSLETTER:

**BRAND PARTNER  
ANNOUNCEMENTS**

**EVENT NEWS**

**RECOGNITION**

**MESSAGE FROM  
THE CEO**

**BUSINESS  
BUILDING &  
TRAINING TIPS**



# FITTEAM DREAM BIGGER

Miami, FL  
DECEMBER 4th, 2021

## FITTEAM DREAM BIGGER EVENT

**THE NEWS:** We are JUST DAYS AWAY from the FITTEAM DREAM DIGGER EVENT in sunny South Florida! We are so excited to see everyone in person.

### WHAT IT MEANS FOR YOU:

At this event you'll get the opportunity to reconnect with your team while gaining the knowledge you need to succeed, so that you can make your dreams a reality. We have tons of surprises in store for everyone who attends and we know you'll LOVE our guest speaker.

**TAKE ACTION:** Register today through your FITTEAM EVO!

# BRAND PARTNER SPOTLIGHTS

This month our we are excited to recognize and reward some of our AMAZING FITTEAM Brand Partners! Each of these individuals continue to be an example of how hard work and dedication to something you are passionate about pays off.

## JOSHUA REGNERUS & ANDREA SUTTON

Congratulations to Andrea and Josh for completing the Detroit Marathon! Achieving your goals is what FITTEAM is all about and you both proved that anything is possible - we are so proud of your accomplishment!



# MIKE HALL

Mike competed in the first of 3 body building shows this season and his success is already unstoppable! Mike took home 6 awards showing that his training everyday was worth it. Mike's next show is 11/20 also happens to be his 50th birthday we know you will CRUSH IT and wish you an early Happy Birthday!



## TREVOR MALONEY

Every day we strive to be better than the last and Trevor is a perfect example of pushing towards your goals and continuing to pursue greatness. Congratulations on hitting a personal best in your clean and jerk!



PERSONAL BEST ALERT!!  
THIS IS A #300 CLEAN AND JERK. ☑

THIS ACCOMPLISHMENT IS LESS ABOUT THE NUMBER, AND MORE ABOUT THE TIME AND ENERGY IT'S TAKEN ME TO GET TO THIS POINT. TO ME, THAT'S WHAT MATTERS MOST.

IT'S CRAZY WHAT CAN HAPPEN WHEN YOU DEDICATE TIME AND ENERGY INTO SOMETHING.

-TREVOR MALONEY

## CARLA WEST

FITTEAM would like to congratulate Carla West on loosing 100 LBS and becoming the newest member of our 100 LB club. We recognize that making this healthy lifestyle change requires a level of consistency and hard work that does not come easy. We are proud of your success!



I AM FREE OF 100LBS OF WEIGHT!!  
THANK YOU FITTEAM!!!

I HAD THE HARDEST TIME LOSING WEIGHT AFTER HAVING MY 2 CHILDREN ☑ (WITH BOTH BEING C-SECTION) MOSTLY IN MY BELLY AREA!! WELL, I'M PROUD TO SAY I'M DOWN 100 LBS TO DATE!!

- CARLA WEST

# DREAM BIGGER PROMO WINNERS

We can't wait to see each of our DREAM BIGGER PROMO  
V.I.P luxury excursion earners in just two weeks!

KATHLEEN DEROY  
V.I.P LUXURY EXCURSION EARNER  
DREAM BIGGER 2021 • Miami, Florida

JERE & SANDY HILL  
V.I.P LUXURY EXCURSION EARNERS  
DREAM BIGGER 2021 • Miami, Florida

RENE & KATIE LAVERGNE  
V.I.P LUXURY EXCURSION EARNERS  
DREAM BIGGER 2021 • Miami, Florida

JULIE MLYNAREK  
V.I.P LUXURY EXCURSION EARNER  
DREAM BIGGER 2021 • Miami, Florida

CATHY PORTUGUEZ  
V.I.P LUXURY EXCURSION EARNER  
DREAM BIGGER 2021 • Miami, Florida

LENNY & PAULA PULITANO  
V.I.P LUXURY EXCURSION EARNERS  
DREAM BIGGER 2021 • Miami, Florida

# FITTEAM = FAMILY

"FITTEAM FAMILY" is a term you hear often when you join FITTEAM and that's because we truly believe our Brand Partners are part of our family. This sense of family and unity is one of the amazing perks of our network marketing industry. We have the ability to create friendship and bonds with one another through the sole purpose of helping one another.

Today we wanted to share a prime example of how FITTEAM truly becomes family. If you haven't yet, meet Elly Masson and Matthew Mayabb.

Elly & Matt started their journeys with FITTEAM as strangers in different states with the shared purpose and commitment to make healthy lifestyle changes which lead to BOTH of them becoming members of the 100lb club. Through achieving this goal along with having mutual team members, Elly and Matt grew to recognize one another and connected on social media. However, it wasn't until the Houston FITTEAM event where they were paired in the same training group did their true friendship begin.

It all started by exchanging numbers to swap notes then about a year later a conversation sparked and the conversation never died, talking every day for the next 11 months. After what seemed to be forever, they finally had arranged the opportunity to meet again in person again at the FITTEAM Las Vegas Event but sadly, Covid ruined those plans. But they didn't give up on each other continuing to push through long distance when finally, they were able to reconnect and after that there was no stopping their love. Before you knew it, the happy couple we see today was formed and they continued to flourish. Elly and Matt will soon be welcoming a wonderful new baby into this world!



When speaking with Elly and learning their story it truly brought to life the value of meeting people and how amazing network marketing can be if you embrace it. Her nor Matt ever thought joining FITTEAM would bring them together and now we are right around the corner from welcoming what I think may be our first FITTEAM Family baby! We thank Elly and Matt for sharing their story and reminding us to expect the unexpected, to be kind to everyone you meet because you never know what role they may play in your life.

# OCTOBERS'S TOP SPONSORS



## CONGRATULATIONS

Congratulation to our October Top Sponsors! We applaud dedication to your FITTEAM business and passion to help others!

- |                            |                                  |
|----------------------------|----------------------------------|
| <b>1. Katie Lavergne</b>   | <b>14. Vicki Taft</b>            |
| <b>2. Andrea Davis</b>     | <b>15. Erin Tortora</b>          |
| <b>3. Mirian Cordova</b>   | <b>16. Alex Tirado</b>           |
| <b>4. Luis Guzman</b>      | <b>17. Caterina Português</b>    |
| <b>5. Cresencia Garcia</b> | <b>18. Jorge Gordillo</b>        |
| <b>6. Violeta Cali</b>     | <b>19. Francesca Licona</b>      |
| <b>7. Carlos Correa</b>    | <b>20. Lucille Moran</b>         |
| <b>8. Falyn Shilts</b>     | <b>21. Suraia Khwaja</b>         |
| <b>9. Kimberly Klunder</b> | <b>22. Michaela Hector</b>       |
| <b>10. Yadira Grandona</b> | <b>23. Teresa Hyer</b>           |
| <b>11. Maria Franco</b>    | <b>24. Paula Turk</b>            |
| <b>12. Grace Narea</b>     | <b>25. Sandy &amp; Jere Hill</b> |
| <b>13. Diana Granda</b>    |                                  |

# BUSINESS BUILDING TIP

Did you know that November is National Gratitude Month?

As you probably know, gratitude is an active process of acknowledging goodness and recognizing its source. Just look at your FITTEAM business. Be thankful for products that are made to exceptional quality standards, that do what they say they will do and people can feel the difference right away! Be thankful for an earning opportunity that is both extremely generous and ethically and legally compliant with the standards that our industry is held to! Be thankful for a Founder and CEO that is present, one who makes himself available and mentors Brand Partners every day, and who will not be out-worked! And finally, be thankful for the help, support, smiles, friendship, love, and inspiration of our incredible FITTEAM family. They are what truly makes this Company so phenomenally special!

Use this month to reflect on the people that have had a lasting impact on your life and your business. Take the time to communicate those thoughts in any way you can. I guarantee that if you do, you will totally make someone's day, and most probably lift your own spirits as well. This is a month where people get together. People you sometimes haven't seen in ages. And if you are like me, a whole lot of eating takes place. Remember your FIT, remember to sample, remember it is absolutely OK to mention that FITTEAM has an earning opportunity. You never know when you might be sitting right across from FITTEAM's next Diamond Executive! Think about how you want to close out 2021, and how you would like to begin 2022. The foundation for both of those things starts now!

Have gratitude, be healthy and safe, and like we posted earlier this week: "A little progress each day adds up to big results!"

Brought to you by Peter Christoff

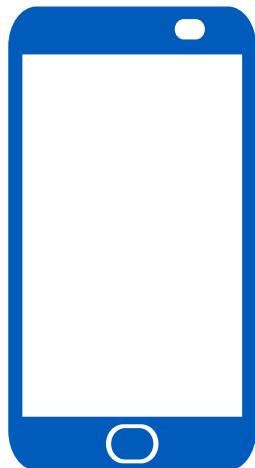
# MESSAGE FROM THE CEO



“

We have 6 weeks left of the year of 2021. I love this time of the year for many reasons, but it is reminder to be thankful and grateful for everything we have. These next week's when you are with family and friends share with them the FITTEAM Opportunity and all the amazing things that have happened in your life since being a part of our family.

-CHRISTOPHER HUMMEL



Would you like a way to receive updates on special promos, calls and exciting things happening with FITTEAM FROM CHRISTOPHER HUMMEL HIMSELF?

If you said yes, Text "BP" to +1-561-788-7494 and you will be added to our FITTEAM text alert list and never miss out!

# INTRODUCING NEW FITTEAM ACTIVEWEAR

In case you missed it, YESTERDAY (and earlier this month) we released NEW FITTEAM ACTIVEWEAR items! FITTEAM Activewear makes for the perfect gift to yourself or your loved ones. So don't wait get your new items while they last!



RACERBACK TANK



LONG SLEEVE TRAINER



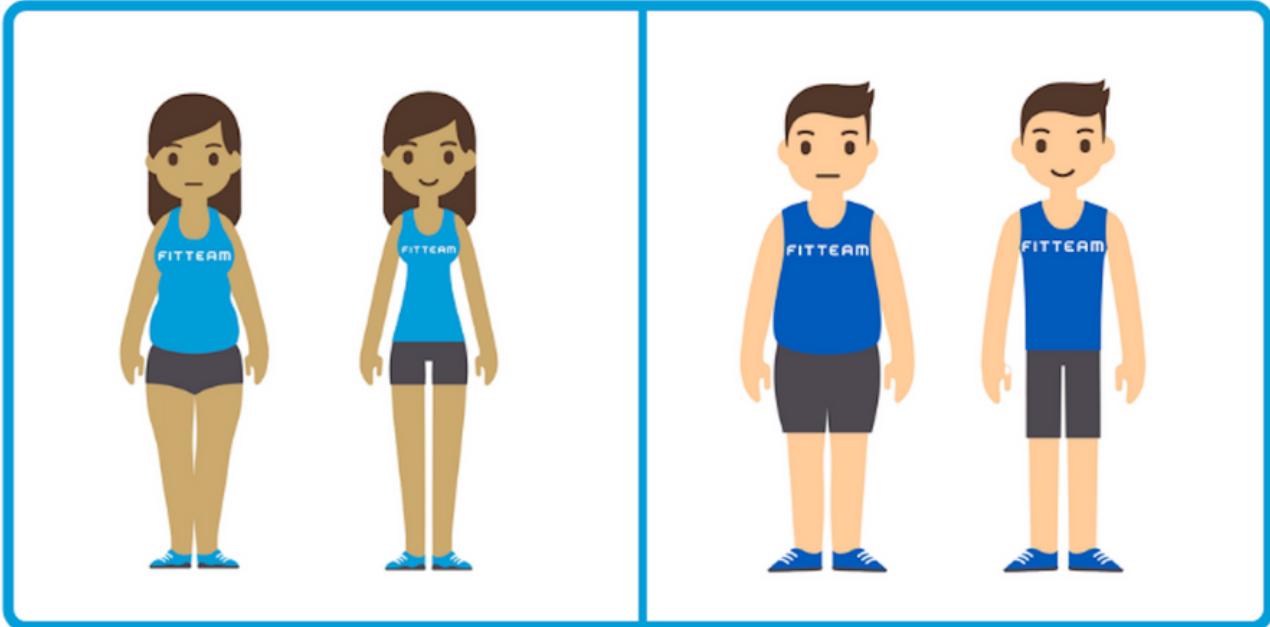
PERFECT FIT T-SHIRT



In addition to the new FITTEAM Activewear items you can find the complete FITTEAM Activewear collection in your FITTEAM EVO now!



# PROGRESS PHOTO SUBMISSION



Have you made a healthy lifestyle change and want to share your amazing progress?

Now it is easier than ever to submit your progress photos. [CLICK HERE](#) or you can visit: [fitteam.com/progress-photo](http://fitteam.com/progress-photo)

# FITTEAM ELITE JOIN TODAY



## FITTEAM ELITE GROUP

**THE NEWS:** Have you joined the FITTEAM Elite Group? If not, you're missing out. The FITTEAM Elite Group provides you with additional accountability, training and guidance to help grow your FITTEAM Business.

### WHAT IT MEANS FOR YOU:

- All Brand Partners are eligible for membership to this group with the purchase of their dues as part of their monthly Loyalty Program Order.
- The group is led by FITTEAM CEO, Christopher Hummel and the proceeds from the monthly membership dues will benefit the FITTEAM Foundation which supports various charities.
- **The ELITE group meets every Monday at 11:30 AM EST or 8:30 PM EST on Zoom.** You'll choose to commit to the meeting time that works best with your schedule.

**TAKE ACTION:** REGISTER TODAY! Not sure how to register and join? Let us explain. In order to register for the FITTEAM ELITE Group you must purchase the ELITE MEMBERSHIP. This membership is available for purchase in your EVO in the SHOP and Manage Loyalty Order sections under "Other Fun Stuff". Add this item to your cart and checkout! Once purchased you will be provided the credentials you need to join the group on the next first of the month. We are excited to have you become a part of this ELITE GROUP!



**FITTEAM CALLS & WEBINARS**  
**ALL CALL DIAL IN: 712-770-5603**  
**PIN: 443469#**

## **MORNING MOTIVATION CALL**

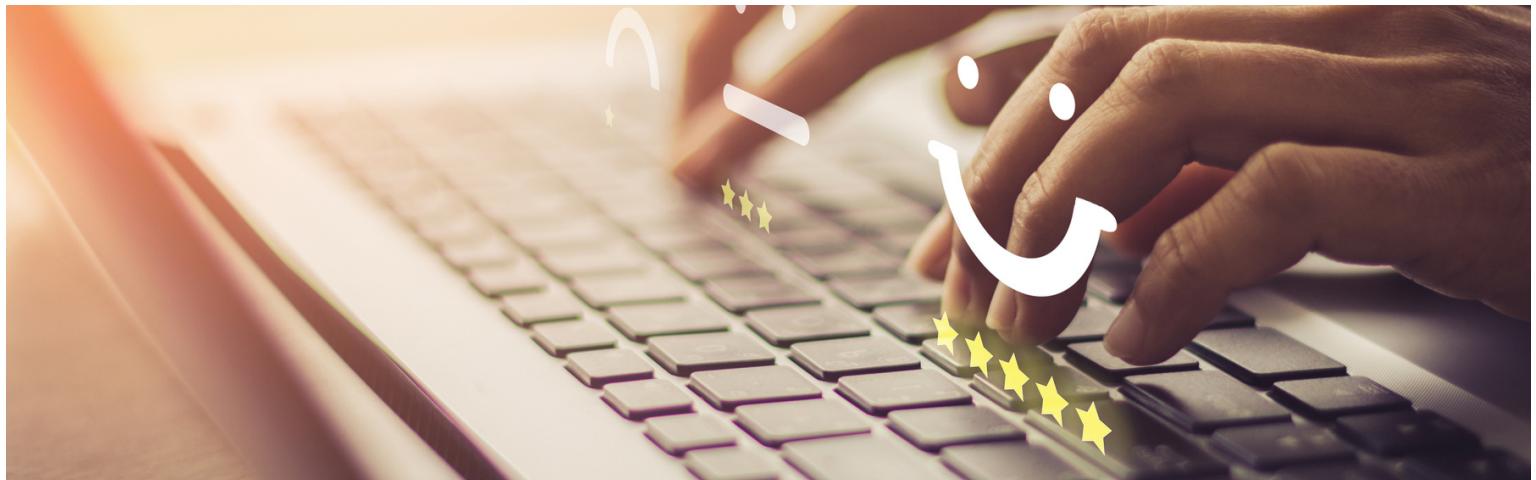
MONDAY - SATURDAY 11:00 AM EST

## **TEAM CALL**

MONDAY AT 9:00 PM EST

## **TRAINING CALL**

THURSDAY AT 9:00 PM EST



# WHAT'S NEW WITH CUSTOMER SERVICE?

## ANNOUNCEMENTS

### **EMAIL ADDRESS COMPLICATIONS?**

When creating your FITTEAM Account we ask that you use your personal email. Please do not use a work or recreational organizations email address as these typically have blockers or security settings that will restrict you from receiving FITTEAM email updates.

### **LOOKING FOR ASSISTANCE AFTER HOURS?**

For responses to pertinent issues after-hours, it is most effective to submit a trouble ticket via Zendesk for quick responses.

### **NEW ADDRESS?**

Be sure to update your shipping address via EVO or contact Customer Service to help with updating your shipping address. If you leave a forwarding address with your local Post Office you will incur additional shipping charges that FITTEAM is not responsible for.

## FREQUENTLY ASKED QUESTIONS

### **HOW DO I CONTACT CUSTOMER SERVICE?**

The FITTEAM Customer Service team is working diligently to ensure all of your concerns are addressed. The BEST way to contact Customer Service is through the following channels:

- Send a direct email to [customerservice@fitteamglobal.com](mailto:customerservice@fitteamglobal.com).
- Submit a Zendesk Trouble Ticket. You can create a Zendesk ticket by visiting: <https://fitteamglobal.zendesk.com/hc/en-us/requests/new>.
- Call the FITTEAM TOLL FREE NUMBER: 1-844-FITTEAM (348-8326) and be sure to leave a voicemail.

When making a Customer Service request, please expect your concern to be addressed within one business day. **Please note: Customer Service hours are 10am-6pm EST Monday through Friday and 10am - 2pm EST on Saturday.**

## **I AM NOT RECEIVING FITTEAM COMMUNICATIONS WHAT SHOULD I DO?**

- Step 1: Make sure your EVO is up to date with your current email address.
- Step 2: Check both your Spam and Junk folders.
- Step 3: Make sure your email provider is not blocking emails from fitcommunications@fitteamglobal.com. Another way to help avoid email going to Spam or Junk is to add fitcommunications@fitteamglobal.com to your contact list.
- Step 4: Use the Opt-In feature for both the Text-Blast and Email communications. To Opt-In for text blast text BP to +1 561-788-7494. To Opt-In for email communications visit <https://mailchi.mp/fitteamglobal.com/opt-in>.

## **CAN I RETURN OR EXCHANGE ACTIVEWEAR?**

- Yes, activewear can be returned or exchanged. However, the activewear must be unworn with all the tags still attached. If the item has not been worn and the tags are still on, you can proceed with our normal return and/or exchange process. If the activewear is returned without tags or deemed "worn" the return or exchange will not be honored.

## **HOW DO I REQUEST A RETURN OR EXCHANGE?**

- Step 1: Customer contacts Customer Service via ticket, email or call.
- Step 2: If eligible, Customer Service will issue an RMA which is to be written on the item's packaging that is going to be returned/exchanged to FITTEAM. \*\*Please note: All "return to sender products/items" will not be considered or eligible for a refund/exchange, all items must be issued an RMA.
- Step 3: Customer is to mail return/exchange items with the RMA identified to the return address FITTEAM provides.
- Step 4: Customer Service will confirm receipt of returned/exchanged items.
- Step 5: For items requesting a refund - FITTEAM will issue a refund for items purchased minus any shipping and membership fees. For items requesting an exchange - FITTEAM will issue the replacement items.
- Step 6: Customer should receive their refund or exchange within 15 business days. This time will vary due to shipping location and bank holds.

\*\*\*Please remember a refund will not be issued for "returned" packages. A customer must contact Customer Service and requesting an RMA (Return Merchandise Authorization) if they no longer want the product.\*\*\*

## **HOW DO I REQUEST A REPLACEMENT FOR ITEMS THAT WERE NEVER DELIVERED?**

- Step 1: Customer reports missing/lost/stolen items to Customer Service via ticket, email or call (only after checking with the carrier, in our case UPS to confirm no errors on their end).
- Step 2: Customer Service works with UPS/USPS to verify the item is in fact "lost" or if it was an incorrect address labeling.
- Step 3: If an address is determined to be incorrect, Customer Service will reship the items at a reshipping fee of \$14.99. If a package is truly lost/missing/stolen, we will replace the items and send at an expedited pace (FIRST-TIME occurrence only). \*Please note if this becomes a multiple/regular occurrence, we will NOT replace the items. We will however, work with the customer to determine a new location to send items to such as a PO BOX or work address. \*\*Please note: When updating a shipping address in EVO, you must update the address under the "manage loyalty order" tab in order to ensure your package will be shipping to the correct address.