

FITTEAM FOREVER

JANUARY 2022

FITTEAM GLOBAL
OFFICIAL NEWSLETTER
VOL.36



WELCOME TO 2022 WITH FITTEAM!

There is a saying "time fly's when you are having fun" and at FITTEAM that could not be more true. 2021 was a whirlwind of growth, success and fun, but 2022 is already proving to be bigger and better!

We want to kick off the year by recapping our recent successes and looking forward to the future.

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ALL-IN EVENT

THE NEWS:

Attention Attention! We are headed to Dallas, Texas for our ALL-EVENT on April 9th, 2022. Just like the saying goes "everything is bigger in Texas" so is this event! We know you won't want to miss all we have in store for you in Texas.

WHAT IT MEANS FOR YOU:

Our FITTEAM events are designed to give you the opportunity to reconnect with your team while gaining the knowledge you need to succeed when you go ALL-IN with FITTEAM. If you thought the December event was good, we can't wait for you to see what we have up our sleeve for April.

TAKE ACTION: Register today through your FITTEAM EVO before prices increase or tickets sell out! Not to mention we are currently running our ALL-IN 2022 PROMO. See below for details.



THE NEWS:

The ALL-IN 2022 PROMO is happening RIGHT NOW! If you haven't already started taking advantage of this AWESOME PROMO today while you still have time.

WHAT IT MEANS FOR YOU & WHAT YOU CAN EARN:

Are you motivated by travel and adventure? Join the rest of your FITTEAM family and make your trip to the All-In 2022 Event, even more amazing! The best part is — you can do it simply by doing the very same things that you do daily to build your FITTEAM business. All-In 2022 is a simple points-based program that allows you to earn fun and exciting things that can make your trip to the April 8th & 9th event something spectacular. Here is what you can earn:

- **\$300 Room Re-imbusement Payment**
- **\$500 Travel Re-imbusement Payment**
- **Invitation to an Exclusive CEO Dinner**
- **BONUS - The Top 5 Point Earners Each Month (Jan, Feb, Mar) Get to Attend A Special Diamond Dinner After Party.**

HOW TO TAKE ACTION & EARN POINTS:

Here is what you need to do to earn points between January 1st and March 31st, 2022!

- REGISTER FOR THE EVENT
 - Register yourself for the April All-In 2022 Event by January 7, 2022, and earn: 25 POINTS.
 - BONUS — Register any 1st-level Brand Partners (1 per distributorship), and for each team earn: 20 POINTS
- SHARE OUR INCREDIBLE FITTEAM PRODUCTS
 - Enroll brand new people with an 80pv (or above) order and earn:
 - Retail Customer - 1 PT
 - Preferred Customer - 3 POINTS
 - Brand Partner - 5 POINTS
 - A maximum of 100 points may be earned in this category
- PROMOTE 1st LEVEL
 - Promote Brand New 1st-Level Team Leaders and earn:
 - Month 1 - 100 POINTS - Continue to earn points if they hold the paid-as rank of Team Leader!
 - Hold for Month 2 - 100 POINTS
 - Hold for Month 3 - 100 POINTS
- PROMOTE ABOVE 1ST LEVEL
 - Promote New 2nd thru 8th-Level Group Team Leaders and earn:
 - Month 1 - 30 POINTS Continue to earn points if they hold the paid-as rank of Team Leader!
 - Month 2 - 20 POINTS
 - Hold for Month 3 - 10 POINTS
- ADVANCE
 - Advance in Paid-As Rank by the end of the March 2022 PV month and earn: 100 POINTS

2022 FITTEAM CHALLENGE

THE NEWS:

The 2022 FITTEAM CHALLENGE is officially underway!!!

WHAT IT MEANS FOR YOU:

The 2022 FITTEAM Challenge kicked off January 1st, 2022! If you purchased an ALL-IN KIT or TRANSFORMATION KIT in the month of December than you have until January 31st, 2022, to enter! You must enter the FITTEAM CHALLENGE during the month of January to be eligible to win the \$5000 GRAND PRIZES!

TAKE ACTION:

Still not sure how to submit your entry? We have the answers! Go to <https://fitteam.com/challenge-photos/> or [CLICK HERE](#) to enter. To enter you will need to complete the form and submit the four following photos:

- Photo with a full body front image
- Photo with a full body side image
- Photo with a full body back image
- Photo of you standing on the scale in which the weight can be read

It's that simple and you'll be on your way to winning the \$5000 grand prize!



FITTEAM WINNERS ALERT



FITTEAM DIAMOND DINNER AFTER PARTY WINNERS

FITTEAM would like to congratulate the last ALL-IN Challenge Winners! Since we've been unable to come together and celebrate appropriately, we wanted to make it up to you! The following honorees have been invited to join us for the Diamond Dinner After Party April 7th in Dallas, TX. We look forward to seeing each of you there!



**STEPHANIE
BRINDLEY**



**BRANDEE
GARBAU**



**BRENDA
JOHNSON**



**ALYSSA
MAYS**



**MEGAN
MILLER**



**DEB
RICE**



**FALYN
SHILTS**



**CARLA
WEST**

\$50 VISA GIFT CARD WINNERS



Who doesn't want extra spending money? Well, these ladies got it! Congratulations to our \$50 Visa Gift Card Promo Winners. Your hard work and passion for helping others rewarded you.



**LISA
CHARLES**



**MAKINNA
COPPING**



**KATIE
LAVERGNE**



**TIFFANY
ZABLOTNEY**



**VICKI
TAFT**



AIRPOD PROMO WINNERS

No wires needed anymore for these winners! Congratulations to our AIRPOD Promo Winners. Putting the effort in to help others paid off!



**KATIE
LAVERGNE**



**PAULA
BIRD**



**DEBBY
GASPERONI**



**VICKI
TAFT**



**KIMBERLY
MORALES**



**KRISTY
MINDT**



**AMANDA
CHRISTINE**



**SURAIA
KHWAJA**



**KARYN
REGNERUS**



**SUSANNA
BONSPILLE**



**MEGAN
RYAN**



**HEIDI EMERY
KOEHLER**



**LEIGH-ANN
CARNEY**



**NICOLE
DOOLITTLE**



**BARB
BRUEN**



**PAULA
TURK**



**ERIN
TORTORA**



**LISA
CHARLES**



**JOAN
ALFSTAD**



**DIANE
RUDEN**



**TERESA
HYER**

BRAND PARTNER SPOTLIGHTS

At FITTEAM helping others achieve greatness is what we are all about, and this past weekend was the perfect example! Larry Bonspille, a FITTEAM Brand Partner, sponsored the Native X Obstacle Course and Trail Run 5k in Tequesta, FL.



Our local FITTEAM Family did not disappoint, they showed up ready to conquer their goals, many of them for the first time. The Native X Trail Run was the first 5K for our Brand Partners Maria & John Conde and customers Daisey & Lisa! Talk about jumping in headfirst, this trail run consisted of sandy hills, jumping down branches, running through puddles that looked like ponds and that just the easy stuff! We are so proud of everyone who ran and competed in the obstacle course!







The Brand Partner Spotlight wouldn't be complete without recognizing Arielle Johnson! In December, Arielle competed in the 2021 NPC Bodybuilding National Championships in Orlando, Florida.

The drive, dedication and hard work that she put into preparing for this competition is beyond impressive. She had to fight through struggles and adversity in and out of the gym. However, she is proof that if you put your mind to it, anything is possible.

We congratulate Arielle on her impressive showing and can't wait to see what she does next.



DECEMBER'S TOP SPONSORS



CONGRATULATIONS

Congratulations to our December Top Sponsors! We applaud dedication to your FITTEAM business and passion to help others!

1. **Katie Lavergne**
2. **Vicki Taft**
3. **Ivan Belen Morales**
4. **Tiffany Zabloutney**
5. **Kristy Mindt**
6. **Lisa Charles**
7. **Debby Gasperoni**
8. **Suraia Khwaja**
9. **Barb Bruen**
10. **Leigh-Ann Carney**
11. **Lucille Moran**
12. **Makinna Copping**
13. **Paula Turk**
14. **Robin Werner**
15. **Heidi Emery Koehler**
16. **Carlos Rios**
17. **Jan Heck**
18. **Kari Howitt**
19. **Alyssa Mays**
20. **Paula Bird**
21. **Nicole Doolittle**
22. **Colleen Brennan**
23. **Roxanna Villareal**
24. **Amanda Christine**
25. **Kimberly Morales**

BUSINESS BUILDING TIP



It is finally 2022! And many of us are looking forward to a year filled with joy and success. After witnessing the overwhelming response to the 2022 FITTEAM (transformation) Challenge, it is evident that we all want to look, be, and feel our best. Use this logic to drive your business building activity for the next 90 days. Approach everyone you know about getting in the best shape of their life. Help and support them all to have the best possible experience using the products, so that they will achieve the maximum results.

These “transformations” will not only have people noticing, but it will have them talking about FITTEAM (and our amazing products) to everyone they know. And the next step is teaching them how they can get their product for FREE. You will be helping people achieve their goals, while adding depth and volume to your organization.

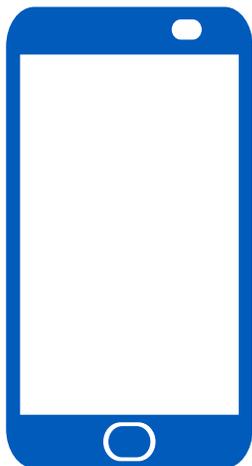
Attack 2022 with this attitude and teach these principles to every single Brand Partner in your organization. Identify those that share your vision and put together a plan to get them to Team Leader. Because, when you focus on helping people achieve their goals, you will be amazed at how much you will benefit as well – especially with the All-In Promo that is currently running. Put all distractions off to the side, with some focus and hard work 2022 can be your year!

MESSAGE FROM THE CEO



It is so inspiring watching everyone who is a part of the FITTEAM Challenge post their meals, workouts, and inspirational messages. Transformation is happening. Businesses are transforming as well as some Brand Partners are off to an amazing start to 2022. At any moment you can decide to change your life. You are only a decision away!

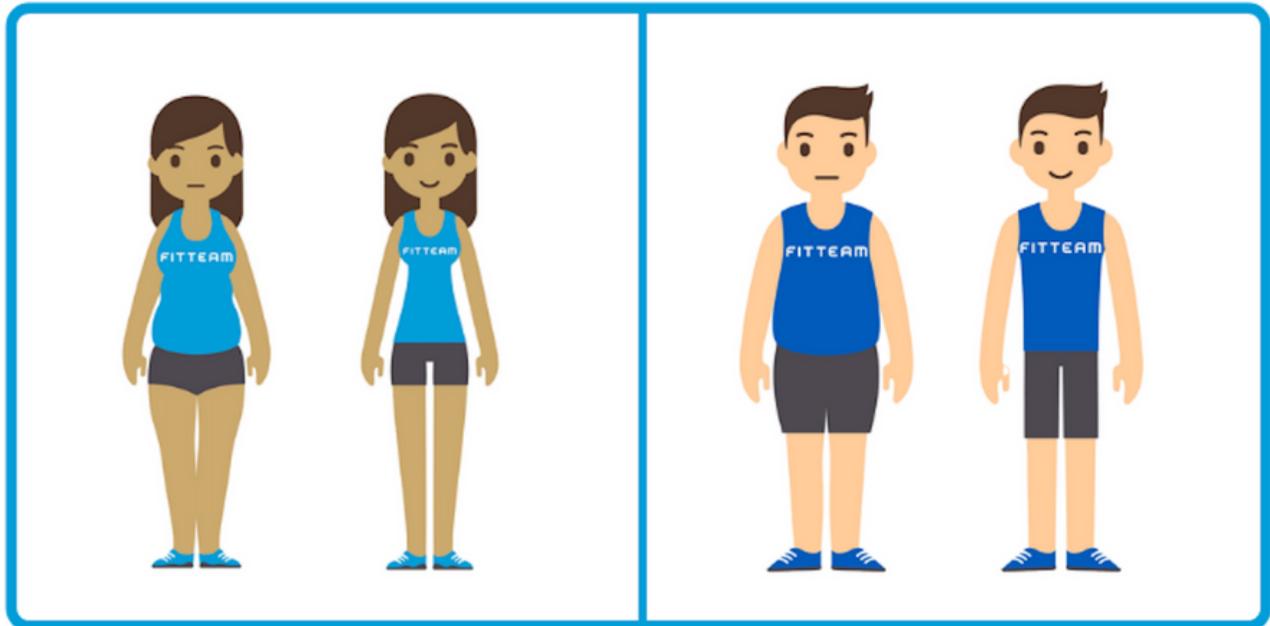
-CHRISTOPHER HUMMEL



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!

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



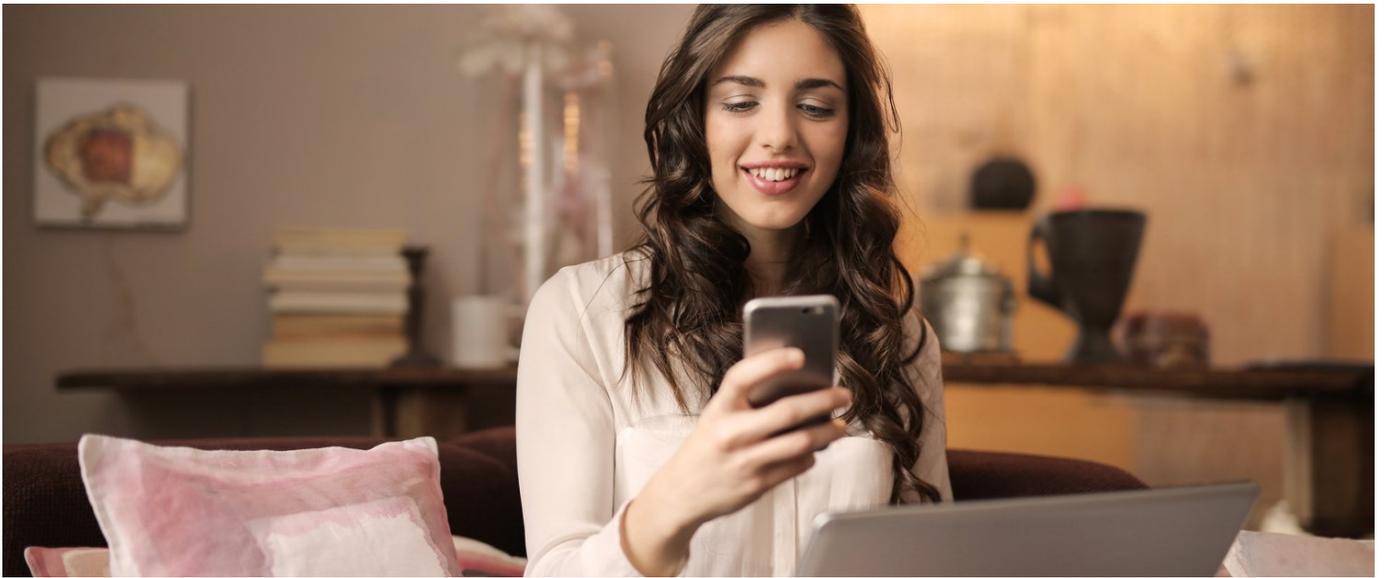
FITTEAM ELITE GROUP

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

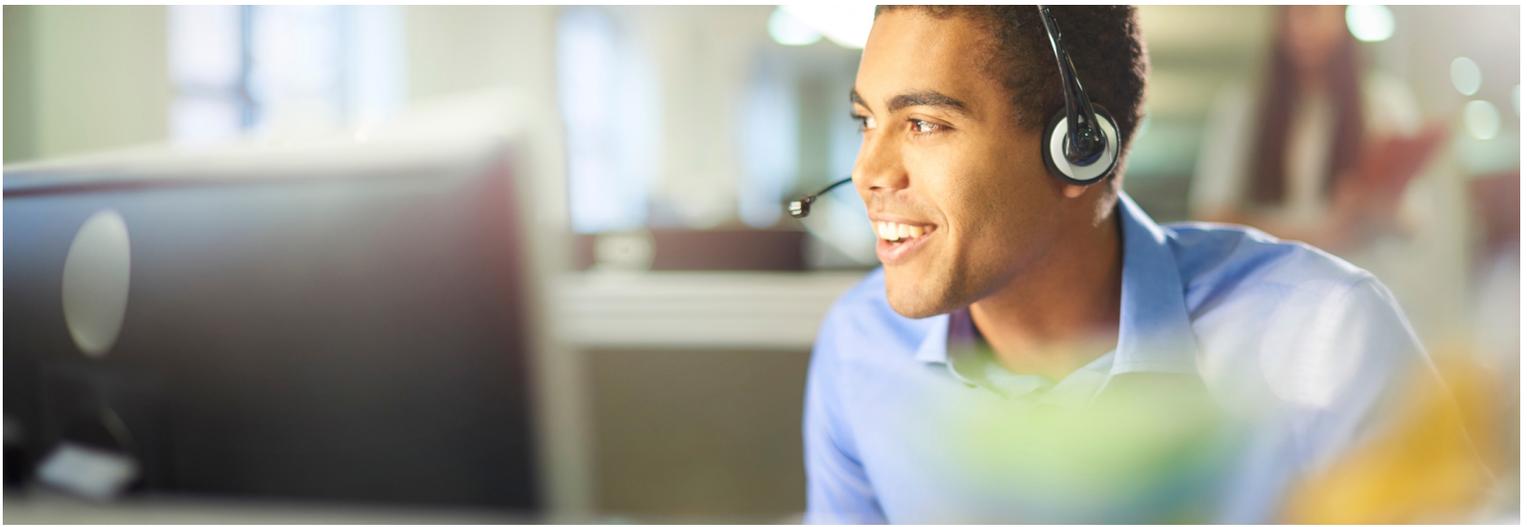
MONDAY - SATURDAY 11:00 AM EST

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.
- 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 the 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.