Social Marketer

**Can a Social Marketer change their Enroller?**

* **NO, NEVER**

**Can a Social Marketer move to another team?**

* Once a Social Marketer (SM) enrolls with Modere, company policy **prohibits** us from moving them from one team to another.
* It is extremely important that when SM's enroll new SM's and customers on their team, they have confidence their team members will not be moved.
* We encourage SM's to work with their team and anyone else they find that is willing to help them, but we cannot move them from one team to another

**Can an Enroller change the placement of someone within his or her organization?**

* Within 60 days of signup – The Enroller of a Social Marketer can move sponsorship (placement) within their organization.
* The Enroller can do this in their placement suit in their back office.

**Can a downline request a change in their sponsorship (placement) within their organization?**

* No, The Enroller must be the requester
* The Enroller can do this in their placement suit in their back office

Customer

**How does a Social Marketer claim an unaffiliated customer?**

* A Social Marketer can use the Customer Claim System under the Tools tab of their back office. They will need to input at least 3 of the 5 fields exactly as shown on the customer account to be linked. Fields are: First Name, Last Name, Email, City, Phone. An SM can also speak with a customer service agent and provide similar info to link the unaffiliated customer.

**Can a customer change their placement within their organization, or change to another team?**

* Customers must request their account be terminated to move to a different Enroller/Sponsor.
* Any Customers that were referred remain in the original organization when the Customer account is terminated.
* If those Customers want to retain their association with the person that referred them, they must also request termination and create a new account.
* Once the account is terminated the Customer’s email address is available to create the new account.

**Can a customer be moved?**

* Customers can be moved if they are currently unaffiliated.
* If the customer mistakenly signed up under the wrong person, and the request to be moved is made the same day the account was created, the customer can be moved.

Changing Enroller and Sponsor – How to