

### Updating Email, Shipping/Billing Address or Phone Number

Update information by following one of the steps below:

#### 1. Back Office

**Updating Email, Shipping/Billing Address for Account (Not including LRP Template\*)**

- 1.1 Log in at [www.mydoterra.com](http://www.mydoterra.com)
- 1.2 Click the gear icon in the upper right hand corner
- 1.3 Under Personal Information select content to update
- 1.4 Click 'Save Changes'

**Updating Email, Shipping/Billing Address or Phone Number for a LRP Template\***

\*LRP templates are not updated when information is changed in the Personal Information section of your back office.

- 1.5 Click the "SHOP" tab
- 1.6 Under "Edit a Scheduled LRP Order", click the gray button with the LRP order number
- 1.7 Click "edit" to update your shipping/billing address, payment information, email address, or your order processing date

#### 2. Member Services

Email [philippines@doterra.com](mailto:philippines@doterra.com) with your Wellness Advocate number and the information you would like updated.

- If you wish to update your email address, email [philippines@doterra.com](mailto:philippines@doterra.com) from your email address on file.
- To subscribe or update an email address for newsletters or dōTERRA Email Communication, email [philippines@doterra.com](mailto:philippines@doterra.com).

### Marriage or Legal Name Change

Please fill out the information below and attach one of the required documents to change your legal name on your account.

#### Current Information:

Wellness Advocate #: \_\_\_\_\_

Applicant Name: \_\_\_\_\_ Co-Applicant Name (if applicable) \_\_\_\_\_

#### Updated Information:

Wellness Advocate #: \_\_\_\_\_

Applicant Name: \_\_\_\_\_ Co-Applicant Name (if applicable) \_\_\_\_\_

Attach one of the six documents to designate proof of name change (Photocopy only, no need for original.):

- Marriage Certificate
- Court Petition for Legal Name Change
- Passport
- Driver's License
- Unified Multi-Purpose ID (UMID)
- Tax Identification Card (TIN ID)

Attach the proper documents to this form to indicate a name has legally changed and send to [philippines@doterra.com](mailto:philippines@doterra.com).

### Adding a Co-Applicant

Please fill out the information below, and attach a Wellness Advocate Agreement to this form to submit a request to add a co-applicant to an account.

Co-Applicant Name: \_\_\_\_\_ Wellness Advocate #: \_\_\_\_\_

Send to [philippines@doterra.com](mailto:philippines@doterra.com).

### Switching Primary and Co-Applicant

If you wish to switch the position of the Primary and Co-Applicant, fill out the information below and submit the required forms:

Wellness Advocate #: \_\_\_\_\_

Desired Primary: \_\_\_\_\_ Desired Co-Applicant: \_\_\_\_\_

- Wellness Advocate Agreement       Account Transfer Request Form       Account Information Change Form

Send to [philippines@doterra.com](mailto:philippines@doterra.com).

### Fixing a Birth Date or Tax Identification Number

If there is an error with the primary account holders birth date, please fill out the following information:

Wellness Advocate #: \_\_\_\_\_ Primary Name #: \_\_\_\_\_

Primary Birthday: \_\_\_\_\_

If there is an error with your Tax Identification Number please contact Data Entry by emailing [philippines@doterra.com](mailto:philippines@doterra.com). Attach the following documents.

- Wellness Advocate Agreement       Tax Identification Card

In the subject line of the email, state: "Tax Identification Number Error".

### Changing an Account from Personal to Business Entity

If updating an account from a personal account to a business entity account, please contact Data Entry by emailing [philippines@doterra.com](mailto:philippines@doterra.com).

Please attach:

- Wellness Advocate Agreement       Business Application Addendum       Account Transfer Request Form
- Notarized Secretary's Certificate or equivalent document, attesting to the authorization granted to the Business to be a Wellness Advocate
- Copy of the Company's Organizational Documents such as the following: Certificate of Incorporation, latest Articles of Incorporation, By-Laws, and General Information Sheet filed, certified true and correct by the Securities and Exchange Commission ("SEC") (if a corporation); or, Certificate of Registration and latest Articles of Partnership, certified true and correct by the SEC (if a partnership); or, Certificate of Registration from Department of Trade & Industry (DTI) for Sole Proprietor.
- Copy of the Company's Certificate of Registration issued by the Bureau of Internal Revenue ("BIR")
- Copy of the Company's Business license / Mayor's Permit covering your principal place of business;

If transferring a personal account to a business account that you have no part in, submit the same forms to the Placements team by emailing [philippines@doterra.com](mailto:philippines@doterra.com) Attn:Placement.

### Account Transfer

For account transfers, please refer to the account transfer form or contact [philippines@doterra.com](mailto:philippines@doterra.com).

### Account Changes Due to Divorce or Death

If changing the name on an account due to divorce or death, please contact our Compliance Department at [philippines@doterra.com](mailto:philippines@doterra.com). They will work with you to ensure you receive the best service for your case.

### Agreement & Signature

By submitting this Account Information Change Form, I affirm that the account is my only account and I have authority to make changes to this account. I further agree that the facts set forth in this form are true and complete. Upon Company's request, I will provide the Company with additional documentation to effectuate the requested change.

Primary Account Holder Signature

Date

Co-Applicant Account Holder Signature

Date