Grand Achiever and Premier Club
New Career Car Options FAQs
From MK InTouch 6-17-09

Grand Achiever

- Starting with June 2009 Grand Achiever qualifiers/re-qualifiers, they will have the option of selecting the Chevy Malibu or cash compensation.
- The cash compensation option remains up to $375 a month.
- To enhance our Pink Doing Green℠ efforts and to reduce sales force operating cost, the Chevy Malibu is being offered with a 4-cylinder engine.
- The exterior color remains dark gray.

Premier Club

- Starting with June 2009 Premier Club qualifiers/re-qualifiers, they will have the option of selecting the Toyota Camry, Chevy Equinox or the cash compensation.
- The cash compensation option remains up to $500 a month.
- To enhance our Pink Doing Green℠ efforts and to reduce sales force operating cost, the Toyota Camry and Chevy Equinox are being offered with a 4-cylinder engine.
- The exterior color changes to silver.

What are the specifications of the new car models?
The table below contains some highlights the new car models have to offer. To see a detailed list of specifications, go to Mary Kay InTouch® under “Recognition/Contests,” then “Career Car Program.”

<table>
<thead>
<tr>
<th>Chevy Malibu LS</th>
<th>Toyota Camry LE</th>
<th>Chevy Equinox LT</th>
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<tbody>
<tr>
<td>• 2.4L 4-Cylinder Engine</td>
<td>• 2.5L 4-Cylinder Engine</td>
<td>• 2.4L 4-Cylinder Engine</td>
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<tr>
<td>• 4 Speed Automatic</td>
<td>• 6 Speed Automatic Transmission</td>
<td>• 6 Speed Automatic Transmission</td>
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<tr>
<td>Transmission</td>
<td>• Front Wheel Drive</td>
<td>• Front Wheel Drive</td>
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<td>• Front Wheel Drive</td>
<td>• Cloth Interior</td>
<td>• Cloth Interior</td>
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<tr>
<td>• OnStar 1-Year Safe</td>
<td>• Cruise Control</td>
<td>• Cruise Control</td>
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<tr>
<td>and Sound</td>
<td>• AM/FM w/CD Player and MP3 Playback</td>
<td>• Roof Rack, Rear Cargo Cover</td>
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<tr>
<td>• Cloth Interior</td>
<td>• Remote Keyless Entry, Power Windows</td>
<td>• Cruise Control</td>
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<td>• Cruise Control</td>
<td>• Est. City 21 MPG/Highway 30 MPG</td>
<td>• AM/FM Stereo w/CD Player and MP3 Playback, XM (3 Month)</td>
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(Note: Specifications above are subject to change without notice)

Should I be concerned about choosing one of the General Motors options since they filed for bankruptcy? How about warranty and availability of repair parts?
First, it’s important to understand that companies who file for bankruptcy do so to restructure their business and not to go out of business. In GM’s case, they filed for bankruptcy to restructure and to refocus on four “core” brands – Cadillac, Chevrolet, Buick and GMC – in order to become financially stronger.
GM has stated, and the federal government has backed up, that there will be no interruptions in its ability to take care of customers, honor warranties and provide replacement parts. Further, the company has assured the public that GM dealers will have the same access to replacement parts as they always have, and that GM products remain as safe as they’ve always been.

Mary Kay has worked closely with GM over the past several months as they work through their business restructuring plan, and we are confident we can continue to offer General Motors vehicles with confidence.

**Why did you choose the Toyota Camry sedan over sedans offered by a domestic manufacturer?**

Our top priority when considering options for the Career Car Program is finding vehicles that are safe, fuel- and cost-efficient and appeal to the independent sales force. Toyota has an excellent reputation for producing cars that are safe, fuel-efficient and exciting, and also maintain high value. And although Toyota is considered a foreign manufacturer, the Camry is assembled in Kentucky.

You may be surprised to learn that previous Career Cars have been built in other countries. For example, the Pontiac Grand Prix was assembled in Canada, and the Saturn Vue was assembled in Mexico.

**Why aren’t you offering a hybrid vehicle with these new options?**

At this time, the availability of hybrids to meet our order volumes is very limited, and the cost premiums are very high. We will continue to monitor the hybrid market as well as other fuel technologies to ensure we have the best options available for the Mary Kay independent sales force.

**Why is there just one option at the Grand Achiever level?**

Right now, there is not a crossover option available that meets our delivery requirements. With all of the current changes in the industry, however, we’re always reviewing our options, and if we find an option that’s both safe and appropriate for the independent sales force, we’ll take it into consideration.

**How do these new car options support Pink Doing GreenSM?**

All of the new car options are 4-cylinder vehicles, so they have better gas mileage and are more fuel-efficient than the 6-cylinder models we’ve offered in the past. And carbon emissions generated by the Toyota Camry, Chevy Malibu and Chevy Equinox are lower than the industry average.

**When will we be able to order posters and postcards with the new vehicle options? When will they be available on Mary Kay InTouch®?**

Posters, postcards and other promotional materials are in development and will be available on the December DOS.

We know how important having promotional materials with the new vehicle images is to you. That’s why we’re working to obtain temporary images from the manufacturers to post on Mary Kay InTouch® (under “Recognition/Contests,” then “Career Car Program”).

**Will the new car models be in the Expo at Seminar 2009?**

Yes, we are currently working hard to have all of the Mary Kay Career Cars on display in the Career Car Expo booth.

**I qualified/re-qualified in June. When can I expect delivery of my Career Car?**

June Grand Achiever qualifiers and re-qualifiers can expect delivery early September. June Premier Club qualifiers and re-qualifiers can expect delivery in early October.

**There’s no Toyota dealership near me, so you’re limiting my choices to just the Chevy Equinox.**

One of the factors behind our decision to choose Toyota as a Career Car Program car option was the fact that Toyota’s dealerships are widespread and located in many of the areas in which independent sales force members live. As you can imagine, it’s nearly impossible to choose a car manufacturer with locations in every city and town where Mary Kay independent sales force members live. However, dealerships for popular manufacturers like Toyota and GM tend to be in enough locations to accommodate most Mary Kay Career Car qualifiers.