**SUSPENSION METHODS**

There are 3 (THREE) methods to suspend your Preferred Customer benefits:

- Walk In to the Store
- Mail/Courier
- Web

Please contact the Call Center for further enquiries.

**WEB SUSPENSION**

To suspend your Preferred Customer benefits online, follow these steps:

1. Sign in to your web account and click on **My Account > View All**.

2. On the **My Account** overview webpage, click on the **Other Options** on the left of the screen.
3. Here you will need to click on **Learn More** under Cancel Preferred Customer Benefits.

4. Next, you’ll need to verify your email address by typing it in the required field.
5. Clicking on “Send Me Instructions” will give you the following confirmation webpage. Please check your email within the next 15 minutes, to avoid having to sign in to your web account again.

6. You will receive an email with an embedded link to continue with the suspension process:

   ![Email Image]

   **Click the link to proceed with the web cancellation**
7. You will see the following webpage, addressing you by your name. If you select ‘No’, you will be given options to go back to the Product Store, My Account or welcome homepage.

8. If you select ‘Yes’, please complete the Reason for Suspending your account.
9. You are required to tick all the checkboxes as acknowledgement and agreement to the suspension terms and conditions.

10. Click on “Print Cancellation Form”, and you will see a printable form complete with your personal information.
11. Print the form, sign and date it and submit it using one of these three methods:

- **Walk in**: Kindly visit our Contact page or call 1800 823 823 to obtain the nearest showroom address
- **Mail**: Melaleuca Southeast Asia (M) Sdn Bhd
  
  Unit B-10-3A Q 5 Level 10
  
  Tower B
  
  Menara UOA Bangsar
  
  No 5 Jalan Bangsar Utama 1
  
  59000 Kuala Lumpur
  
  Malaysia
- **Email**: Scan, attach and email to:
  
  mycancellation@melaleuca.com

12. At the same time, your enroller will also receive an email notifying them of your account suspension.