

Customer Care Moving to Email Only April 13

In an effort to prevent the spread of the Covid-19 Virus, starting on Monday, April 13, our partners at the Call Center in Mexico are taking shelter in place actions to ensure the health and well-being of their teams.

What does this mean for you as far as support? **Customer Care and Platinum Support** will now be providing you support exclusively through email. All Sales Force Members, including Spanish and French speakers, please contact Customer Care at nacustomer@tupperware.com. Directors and Business Leaders can continue to use your Platinum and Business Leader support email addresses. Beginning on Monday, April 13, Business Leader support will also move exclusively to email (rather than chat and email).

We will have team members in Orlando and Mexico who will be answering emails from 8:30am ET through 12am ET, our normal hours of operation. There are a few things we would like your help with so that we can ensure the best possible support for you

1. Please only email with questions or issues related to your account and include the following:
 - a. In the subject line, please specify nature of the email: missing item, expired coupon etc.
 - b. In the body of the email please include:
 - i. Name and Consultant ID
 - ii. If email is related to a missing product: if it's for you, please be sure your primary ship to address is up to date as that is the address we will use. If it is for a customer – please include the name and address of that customer so that we can ship it directly to them.
2. We have Sales Force Members who call in their orders, as they do not have access to a computer or phone. If you know of someone, we ask that in true Tupperware spirit, you coordinate with your upline to reach out and help them submit orders during this time.
3. **VERY IMPORTANT:** When we are processing any transactions that require us to charge your credit card, we can use the card stored in your Profile. Please go to your profile page and confirm or save the card you want used and then advise us of the last four digits of the card to charge in your email. Please note, once you've entered your credit card into your Profile, we are unable to see the card as it is saved behind the scenes but we are able to charge and credit in some cases. Once we have processed a transaction, you can go back in to your profile page and remove it from there, as that will not affect the recent transaction.

The Call Center in Mexico will be open tonight, through the close of mid-month, Friday April 10. We will be providing updates in the coming weeks around when we'll be able to begin taking calls again. The safety and well-being of all of our Tupperware family members remains our top priority. Thank you for your understanding during this time.