

MEMORANDUM

DATE: November 6, 2025

TO: All Staff (NPM Malaysia, Folli-Doc, Anggun Pakar Rambut)

CC: Pan

FROM: Dr. Steven Goh, CEO

SUBJECT: OFFICIAL LAUNCH: New Folli-Heal Plus V2 Packages & Commission Structure

Good morning team,

I am thrilled to announce the official launch of our new **Folli-Heal Plus V2** treatment packages! This is a significant step forward for us, allowing us to provide our customers with the most effective treatment results available, bundled with an amazing free gift reward system. For our staff, these packages introduce a fantastic new commission structure with high earning potential.

Context for New Pricing

As you are all aware, the business environment has faced considerable stress. We have been impacted by new taxes implemented by the government, as well as a general increase in costing across the board—from rental and raw ingredients to transport and import fees.

To ensure we can continue to provide our award-winning services and products, a price adjustment was necessary. However, our core mission remains: to reward our customers with the best value possible. These new packages are designed to be the most economical and effective professional hair treatments in Malaysia, making them accessible to everyone.

New Commission Structure

This new launch is built to reward our team's hard work. Below is the clear, official commission breakdown for each package.

1. Folli-Heal Plus (RM 2999)

- **Total Sessions:** 6
- **Commission Breakdown:**
 - **Sales Commission:** RM 200
 - **Follow-up Commission:** RM 30 (RM 5 x 6 sessions)
 - **Technician Commission:** RM 36 (RM 6 x 6 sessions)
 - **TOTAL COMMISSION:** RM 266

2. Folli-Heal Plus V2 (High Boost) (RM 3999)

- **Total Sessions:** 12

- **Commission Breakdown:**
 - **Sales Commission:** RM 300
 - **Follow-up Commission:** RM 60 (RM 5 x 12 sessions)
 - **Technician Commission:** RM 72 (RM 6 x 12 sessions)
 - **TOTAL COMMISSION:** RM 432

3. Folli-Heal Plus V2 (High Boost + Maintenance) (RM 4999)

- **Total Sessions:** 24
- **Commission Breakdown:**
 - **Sales Commission:** RM 500
 - **Follow-up Commission:** RM 120 (RM 5 x 24 sessions)
 - **Technician Commission:** RM 144 (RM 6 x 24 sessions)
 - **TOTAL COMMISSION:** RM 764

Important Notes on Commission & Package Redemption

Please read the following points carefully:

1. **Commission Payout:** To ensure accurate tracking and service delivery, the **Follow-up Commission** and the **Technician Commission** are to be redeemed *only when the customer comes in to redeem their treatment session*.
2. **Package Expiry Dates:** The Tunai POS system will be updated with set expiry dates for each package (3 months, 6 months, and 1 year, respectively).
3. **Customer Results:** This expiry system is not just an operational rule; it is crucial for our customers' success. It fixes them to our recommended treatment routine, which is essential for achieving the best possible results.
4. **Limited-Time Offer:** The incredible free gift bundles included in these packages are part of a seasonal, new-launch promotion. This is a limited-time offer, so please communicate this to your customers to provide maximum value.

This is an exciting time for our companies. These packages position us as the clear leader in value, results, and service. Let's push this new launch strongly and work together to help more customers achieve their hair goals.

Sincerely,

Dr. Steven Goh
CEO
NPM Malaysia, Folli-Doc, Anggun Pakar Rambut