

No Need to Fear, Compliance Is Here!

If you were watching a superhero movie and you had to choose what role Compliance had in the film, would you see a villain or would you see a hero? First, we have to understand the answer to the question: "What is Compliance?" The Oxford definition of compliance is, "The state of fact of according with or meeting rules or standards." While that may be a good start, at Xyngular we take that definition and strive to make it better. We want to safeguard the future of Xyngular and its Independent Distributors through EDUCATION and EMPOWERMENT.

So, to go back to the original question: What role does Compliance play in the superhero movie? We're your superhero sidekick! YOU are obviously the superhero, and as a Compliance team, we are the sidekick who helps empower you as an individual. For example, take Batman and Robin: They are considered a Dynamic Duo because they work together as a team. As the Compliance team, we want you to feel that together we can be a Dynamic Duo. Although the thought of being a Dynamic Duo with Compliance seems a little scary, just remember we are here to help YOU succeed!

How to Become a Dynamic Duo!

Now that we established that we are in this together, you are probably asking yourself the question: "What exactly is Compliance's mission?" and "Why do we even need a Compliance team?" Although it may seem like the Compliance team enjoys being creepy stalkers and watching your social media everyday looking for something to "nitpick," we assure you this is far from the truth. Hopefully by this time, you are well aware of our friends the FDA and FTC and the purpose of these government regulatory agencies. They have created rules and regulations to protect business consumers that govern how a product or business opportunity can be marketed or promoted. They have the responsibility to ensure that if someone is not doing it according to the law they must find it and stop it!

The challenge most Distributors face is they truly did not intend to do anything wrong and were just simply telling their story. That's where your sidekick (aka, the Compliance team) comes in! It is our duty to understand these regulations and protect the future of Xyngular and its Independent Distributors. The Compliance team's mission is to catch anything that may not comply with these regulations before it hits the radars of those regulatory bodies. Part of our mission is not only to catch any noncompliant stories, but also to educate Distributors, as required by the FDA and FTC. By doing this, you are empowered to continue to share your story compliantly and be able to support your team to do the same.

Although this may make sense, it's not always as simple of a process as it sounds. There are times when we may reach out to a Distributor regarding a noncompliant post, but for whatever reason, we do not get a response from a Distributor. Because of the high expectations given by the FDA and FTC to take corrective action and educate Distributors, the Compliance team is now put into an awkward position of having to contact the Distributor repeatedly until the situation has been resolved. This is the dreadful part of the job and, unfortunately, can sometimes make our Distributors feel like the Compliance team are villains rather than sidekicks.

One thing to realize is that you are NOT in trouble when you receive a letter or call from Compliance. Since we focus on education and empowerment, this is a great time to use the Compliance team as a resource and ask all the questions you may have. We get that all this FDA and FTC business is not easy, so if you have a question about the information in the letter or what actions you need to take, let us know! We are unable to provide the best support for you as a superhero if we do not know your needs!

Ask Questions! We're Here to Help

Q: What do I do if I receive a letter from Compliance?

A: Reading the letter is a great start. The letter will let you know if something has come up in our system that is noncompliant and examples for you to reference. You will be provided some information on how to correct the post if possible AND a timeline to respond to the letter will be given. Whether you know what to do to correct the information or not, the most important thing is to respond to the letter and let the Compliance team know if you have taken care of it or need some help.

Q: Do I have to respond to Compliance if I get a letter?

A: Depending on the letter, it will indicate whether or not you are required to take action and respond, or if the letter is just an educational letter to provide you with some information. It is important to read the letter fully to understand if further action on your part is required.

Q: If I receive a letter from Compliance does this mean I have to stop sharing my story on social media?

A: Absolutely not! In fact, our hope is that once you have received the tools you need you will be excited and have the confidence to share your story even more.

Q: What if I just have a question on how to tell my story or ask if something is compliant?

A: Since education is one of the main focuses of the Compliance team, we have created several tools for you to reference that can be found in your Back Office. The Newsletters target specific compliance topics and provide a “how to” on items such as making a product or income claim. Another great resource is your Compliance team that can be contacted by email at compliance@xyngular.com!