



## Frequently Asked Questions

### 1. What is a teleclass?

A teleclass is like a group conference call. Anyone who wishes to hear the topic that is being taught will call into a telephone bridge line at the designated day and time and listen to the speaker deliver a live seminar. Most of the time, callers are muted during the presentation so that there is no background interference. In some cases, the lines are opened up at the end to take questions from the audience.

### 2. Can I ask questions specific to my situation during the teleclasses?

You will have an opportunity to ask questions either via email or at the end of the presentation. While we cannot guarantee every personal question will be answered, we will do our best to address individual concerns.

### 3. What if I cannot make the live teleclass?

If you are a sapphire, ruby or emerald club member, then the calls will be recorded and archived for you to listen to at your convenience. You will also receive a CD mailed to you every month so you can learn wherever and whenever you like.

### 4. Can I make suggestions for topics I would love to hear?

Absolutely! As a matter of fact, we encourage you to do that. Chances are if you have a need, other moms like you have that same need. Please submit your monthly teleclass topic suggestions to [support@momnificent.com](mailto:support@momnificent.com).

### 5. Can I upgrade or downgrade my membership at any time?

Absolutely! For instance, if you are a Topaz member and wish to have access to the library of monthly access or the other member benefits, you can upgrade to a Sapphire, Ruby or Emerald membership by visiting the main Momnificent! Mom Club page at [http://www.momnificent.com/momnificent\\_mom\\_club.php](http://www.momnificent.com/momnificent_mom_club.php).

If you are a paying member and wish to downgrade to a different membership level, simply email us at [support@momnificent.com](mailto:support@momnificent.com), and we will take care of that for you.

**6. Can I cancel my membership at any time?**

Of course. To cancel your membership, please email us at [support@momnificent.com](mailto:support@momnificent.com).

**7. I am a ruby or emerald club member. How do I know how much time this is going to take?**

I am making the various learning tracks as simple as I can because I understand you are a busy mom. It will take you an hour or less to listen to the monthly lesson. There will be various tools/action plans you can participate in, based on your need and time availability. Although I highly recommend you attend the group coaching call (1 hour) every month, it is not mandatory. Obviously, the more you put into the program, the more you will get out of it. So the short answer is, you get to decide how much of your time you will invest in your life.

**8. As a ruby or emerald club member, how do I know I will get the individualized time I need in group calls?**

One way to guarantee individualized attention is to use your online journal as a means of communicating with your coach throughout the month. You will receive personalized coaching based on your own unique situation. During the group coaching calls, we will do our best to accommodate everyone's needs. We are skilled at making sure no one person monopolizes the time and will give fair time for everyone to share, if they want to. Remember though, you will also learn from other moms as you listen to their personal journey.

**9. What makes this mom club different than all the other free mom clubs out there?**

That is an excellent question. Most of the mom clubs consist of moms offering other moms advice on particular issues. That is certainly one way to learn, but ultimately each mom has to make her own decisions about what is right for her and her family. Coaching not only offers expertise, but helps you apply the information to your life. It provides the accountability that is lacking when moms work at making changes to their lives. If you participate in the ruby or emerald level programs, you will get a structured program that helps you create the life you want, step by step.

**10. What if I have other questions that are not covered here?**

Please email us at [support@momnificent.com](mailto:support@momnificent.com). We will be happy to assist you.