



# LEVERAGING OUR ONBOARDING SYSTEM

## Onboarding Customers

1. Send Out a Warm Welcome Message Including the Following:
  - a. A personal welcome/ thank you video: [THANK YOU](#)
  - b. [PATCH INFORMATION CATALOG](#)
  - c. Short instructions on patch placement
  - d. [DETOX PROTOCOL](#)
  - e. Customer Service Information
    - i. Phone Number: 1-866-202-0065
    - ii. Email : customerservice@lifewave.com
2. In 30-45 days, follow up!
  - a. Ask about their results/ testimony
  - b. Ask if they would like to get their patches for free!
3. In 60 days, follow up!
  - a. Ask about their results/ testimony
  - b. Open the conversation about sharing the product and making money
  - c. Include the [WELLNESS REVOLUTION PROSPECT DOCUMENT](#)