

Dec 15, 2023

## **JIFU Email Directory**

To provide you with the best and fastest service, we ask that you please submit your inquiries and tickets to the correct department.

For your convenience, we have included each of our different customer facing departments, their specialties & contact information below.

### **MEMBER SERVICES DEPARTMENT**

[MemberServices@jifu.com](mailto:MemberServices@jifu.com)

**WhatsApp Chat** = <https://wa.me/19862261405>

Customer Support-Related Topic Examples:

- Payments / Subscriptions
- Product Descriptions, Labels
- Order Status / Shipping
- Login Issues
- Name / Address Changes
- Cancelations / Refunds
- Basic Volume Inquiries
- Event Tickets and Promotion Inquiries
- WebOffice Navigation
- Tree Placement Corrections under 7 days. No exceptions outside of 7 days.
- Vacation Voucher Inquiries and Requests

### **COMPLIANCE DEPARTMENT**

[Compliance@jifu.com](mailto:Compliance@jifu.com)

Compliance Topic Examples:

- Cross Recruiting / Duplicate Accounts
- JIFU Product Selling on Amazon
- Branding / Logo Misuse
- Token / Crypto / Credit Card Misuse
- Promotion of Competing Products & Services
- Suspended Accounts
- Social Media Violations such as income and/or lifestyle claims

\*\*\*When reporting a Compliance violation, please include all the relevant information in your email along with any evidence. Please refrain from reporting violations or seeking policy clarifications via SMS or chat messaging.

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## **COMMISSIONS DEPARTMENT**

[Commissions@jifu.com](mailto:Commissions@jifu.com)

Commission & Finance Topic Examples:

- Rank / Volume Reports
- Missing commissions
- Deep Compensation Plan Inquiries

## **EWALLET DEPARTMENT**

[eWallet@jifu.com](mailto:eWallet@jifu.com)

eWallet Support Examples:

- Bank / TygaPay / Peer-to-Peer Transfers
- Tax Info Verification Issues
- KYC

## **TRAVEL DEPARTMENT**

For USA/CAN/JAP Affiliates:

+1-888-899-5438 (Option 1) – JIFU Travel Customer Service

For non-USA/CAN/JAP Affiliates:

+1-208-600-6009 – JIFU Travel Customer Service

[Travel@jifu.com](mailto:Travel@jifu.com)

Travel Topic Examples:

- Booking related: (e.g. Payments, Changes, Cancellations, Hotel Check-in Issues)
- Currency Widget
- Translation Errors
- Travel Reward Points

## **JIFU.COM & WEBOFFICE DEPARTMENT**

[Websites@jifu.com](mailto:Websites@jifu.com)

Websites Topic Examples:

- Affiliate Replicated Site Link / Registration Issues
- WebOffice Black Tiles (not including Tuesdays' rebuild)
- Widgets (e.g. Rank, Incentive Trips, 4-No-More)
- Translation Inaccuracies

## **JIFU LIVE DEPARTMENT**

[Education@jifu.com](mailto:Education@jifu.com)

JIFU LIVE Topic Examples:

- Login Issues
- Past Recordings or Proper Languages
- Platform Streaming Issues
- Suggested Educators JIFU Should Consider
- Feedback of Current Educators