



FLORIDA DIRECT SELLERS & CONSUMERS COALITION

Membership Policies and Procedures Manual

A consolidated framework for member conduct, governance, brand use, complaints, reviews, corrective action, and appeals.

VERSION

1.0

EFFECTIVE DATE

Upon Board Approval

POLICY AUTHORITY

Board of Directors

HOW TO USE THIS MANUAL

01 Governance Membership structure, good standing, governing-document priority, and policy administration.	02 Member Conduct Ethics, consumer protection, claims, recruiting, marketing, events, data, advocacy, and conflicts.	03-04 Brand & Review Badge and logo requirements, complaints, membership review, corrective action, suspension, and appeals.
--	--	--

i

Important Notice

Membership is a privilege and a professional relationship. It is not an endorsement, certification, legal determination, regulatory approval, or guarantee of any member, product, service, business model, compensation plan, claim, or result.

TABLE OF CONTENTS

PART I Membership Structure and Governance	CONTACT info@fldscc.org
PART II Member Policies and Code of Conduct	ONLINE fldscc.org/membership-policies/
PART III Member Badge and Logo Usage	Questions about interpretation or approval requests should be sent to info@fldscc.org .
PART IV Membership Review and Appeals Procedure	If this Manual conflicts with controlling law, the Articles, Bylaws, or an applicable Membership Agreement, those controlling documents govern.

PART I

Membership Structure and Governance

The framework that defines who the Manual applies to, how membership status is administered, and which governing documents control.

1.1 Purpose

This Membership Policies and Procedures Manual (the "Manual") establishes the governance, conduct, confidentiality, data-use, branding, complaint review, corrective action, suspension, termination, and appeal standards applicable to the Florida Direct Sellers and Consumers Coalition, Inc. (the "Coalition").

The Manual is intended to create a clear, fair, and consistent membership framework while protecting consumers, independent entrepreneurs, members, the Coalition, and the credibility of the direct selling channel.

1.2 Scope

This Manual applies to Company Members, Vendor Members, Distributor Members, approved representatives of members, sponsors, speakers, advisors, consultants, event participants, and any person or entity using Coalition access, information, programs, communications, brand assets, or relationships.

A member is responsible for taking reasonable steps to prevent its authorized employees, representatives, contractors, consultants, speakers, or field participants from misusing the member's Coalition relationship.

1.3 Membership Groups

The Coalition maintains three principal membership groups: Company Members, Vendor Members, and Distributor Members. Eligibility, dues, benefits, term, renewal, and member-specific obligations are established through the applicable Membership Agreement and Coalition approvals.

Unless the Coalition's Articles of Incorporation or Bylaws expressly provide otherwise, membership is non-voting and does not create a right to serve on the Board of Directors, participate in Board decisions, or exercise governance authority. A member representative may be separately appointed or elected to Board or advisory service in accordance with the Coalition's governing documents.

1.4 Good Standing

A member is in good standing when the member remains eligible, has paid required dues and approved fees, complies with the applicable Membership Agreement and this Manual, maintains accurate contact information, and is not suspended.

Only members in good standing may receive active-member benefits, use an approved Member Recognition Badge, or publicly identify themselves as current Coalition members.

1.5 Relationship to Governing Documents

This Manual supplements the applicable Membership Agreement. If a conflict exists, the following order of authority applies: applicable law; the Coalition's Articles of Incorporation; the Coalition's Bylaws; the applicable Membership Agreement; this Manual; and administrative procedures or benefit descriptions.

The Coalition may also adopt event-specific, communication, privacy, sponsorship, or brand-use requirements. Members must comply with those requirements when participating in the applicable activity.

1.6 Administration and Amendments

The Board of Directors retains ultimate authority over this Manual and may delegate day-to-day administration to authorized officers, staff, committees, panels, or professional advisors.

The Board may amend this Manual. Members will receive reasonable notice of material changes. A member that does not accept a material change may resign before the stated effective date, subject to outstanding obligations and the applicable Membership Agreement.



Controlling Documents

If this Manual conflicts with applicable law, the Coalition's Articles of Incorporation, Bylaws, or an applicable Membership Agreement, those controlling documents govern.

PART II

Member Policies and Code of Conduct

The ethical, professional, consumer-protection, marketing, privacy, advocacy, and member-interaction standards expected of all members and approved participants.

2.1 Core Standards

- ☐ Integrity - communicate and conduct business honestly and professionally.
- ☐ Accuracy - avoid false, misleading, exaggerated, incomplete, or unsupported statements.
- ☐ Consumer Protection - avoid unfair, deceptive, coercive, abusive, or manipulative practices.
- ☐ Respect - treat consumers, independent entrepreneurs, other members, staff, policymakers, and stakeholders professionally.
- ☐ Accountability - accept responsibility for business activities, representations, and authorized representatives.
- ☐ Responsible Advocacy - protect the independence and credibility of the Coalition's policy voice.

i

Core Principle

Members are expected to act with integrity, accuracy, respect, accountability, consumer focus, and responsible advocacy in every Coalition-related activity.

2.2 Legal Compliance

Each member is solely responsible for compliance with the federal, state, and local laws, regulations, orders, guidance, licensing requirements, contracts, and professional obligations applicable to its own activities.

Membership does not establish, prove, certify, or guarantee legal or regulatory compliance. The Coalition does not provide legal, tax, financial, regulatory, compliance, cybersecurity, or professional advice.

2.3 Consumer Protection and Business Practices

Members shall use reasonable efforts to provide consumers with clear, accurate, and timely information needed to make an informed decision.

- ☐ Price and material terms of sale.
- ☐ Shipping, delivery, fulfillment, and material product or service limitations.
- ☐ Refund, return, cancellation, warranty, subscription, autoship, and recurring-billing terms.
- ☐ Customer service contact information and complaint procedures.
- ☐ Any other material condition, exclusion, expense, or restriction.

2.4 Product and Service Claims

Product and service claims must be truthful, accurate, appropriately substantiated, and not misleading. Members shall not overstate health or wellness benefits, performance, safety, ingredients, testing, regulatory status, technology capabilities, compliance support, business impact, financial results, or customer outcomes.

2.5 Income, Lifestyle, and Opportunity Claims

Income, lifestyle, rank, bonus, incentive, opportunity, testimonial, and success claims must be truthful, supported, and presented with the material context necessary to prevent deception.

Members may not state or imply that success is guaranteed, automatic, typical when it is exceptional, easy, achievable without meaningful effort or expense, or primarily dependent on recruitment rather than legitimate sales where such a representation would be misleading.

2.6 Recruiting and Enrollment

Members may not recruit, enroll, or solicit through deception, pressure, manipulation, fear, incomplete material information, unrealistic promises, or misrepresentation of cost, effort, risk, restrictions, or expected results.

Where applicable, material startup costs, ongoing expenses, compensation conditions, return rights, cancellation rights, independent contractor status, and business responsibilities should be clearly disclosed.

2.7 Company Member Standards

Company Members should maintain clear written policies addressing enrollment, compensation plan rules, payment timing, rank qualifications, returns and buybacks, recurring charges, termination rights, advertising and social media, claim approval, complaints, compliance reviews, and dispute procedures where applicable.

Company Members should use reasonable monitoring and corrective measures to address unauthorized or misleading claims made by persons acting under their authority.

2.8 Vendor Member Standards

Vendor Members shall accurately describe their services, fees, experience, capabilities, security, compliance support, limitations, and expected outcomes.

Vendor Members shall avoid high-pressure selling, misleading claims of access or influence, inappropriate solicitation, misuse of member information, and any statement implying Coalition endorsement or guaranteed results.

Any referral, commission, preferred-provider, or commercial arrangement with the Coalition must be established under a separate written agreement. Vendor Membership alone does not create such an arrangement.

2.9 Distributor Member Standards

Distributor Members include approved independent distributors, affiliates, social sellers, field leaders, referral partners, and other independent entrepreneurs.

Distributor Members shall follow applicable company policies, treat consumers and prospects honestly, avoid unauthorized claims and inappropriate recruitment, protect confidential information, and avoid using Coalition status to imply legal approval, company approval, income validation, or special business standing.

2.10 Inventory and Qualification Purchases

Members shall not encourage or require unreasonable purchases of inventory, products, services, sales aids, subscriptions, tools, event tickets, or business materials.

Company practices should discourage purchases made primarily to qualify for compensation rather than to satisfy genuine consumer demand or reasonable business use.

2.11 Marketing, Advertising, and Social Media

Advertising, social media, influencer content, public relations, events, webinars, testimonials, educational materials, and member announcements must be truthful and not misleading.

Material relationships, compensation, sponsorships, referral arrangements, and incentives must be disclosed when required. No member may imply Coalition endorsement, certification, approval, or validation without written authorization.

2.12 Comparative Statements and Competitive Conduct

Members shall not make false, misleading, unsupported, or unprofessional comparisons concerning another member, company, product, service, compensation plan, vendor, executive, field leader, or independent entrepreneur.

Legitimate criticism or policy disagreement must be factually supported and professionally communicated. Members shall not use Coalition activities to interfere improperly with another member's commercial relationships.

2.13 Events and Member-to-Member Conduct

Professional networking is permitted. Members must treat other participants with fairness and respect.

- ☐ No harassment, threats, intimidation, abuse, discrimination, or disruptive conduct.
- ☐ No mass prospecting, aggressive solicitation, unauthorized recruiting, or commercial pressure.
- ☐ No misuse of attendee lists, member contact information, recordings, photographs, or event materials.
- ☐ No unauthorized media activity, candidate campaigning, or distribution of unrelated promotional materials.
- ☐ No conduct creating unreasonable safety, legal, operational, or reputational risk.

2.14**Member Information, Privacy, and Data Use**

Coalition-provided member information may be used only for authorized Coalition-related purposes.

- ☐ Do not sell, scrape, transfer, or create unauthorized lead lists from Coalition information.
- ☐ Do not add contacts to mass-marketing lists without lawful consent.
- ☐ Do not upload member information into advertising platforms, artificial intelligence systems, analytics systems, customer relationship management tools, or other databases without authorization.
- ☐ Use reasonable safeguards and comply with applicable privacy, data-security, email, text-messaging, and consumer-communication laws.

2.15**Confidentiality**

Members shall protect non-public Coalition and member information, including advocacy strategy, internal communications, board or committee discussions, draft materials, member data, financial information, event planning, and non-public business information.

Confidentiality obligations continue after membership ends as provided in the applicable Membership Agreement.

2.16**Coalition Name, Logo, Badge, and Membership Status**

Prior written approval is required to use the Coalition's primary logo, seal, trademarks, photographs, recordings, policy materials, or event assets.

An approved Member Recognition Badge may be used only while the member remains in good standing and only in accordance with the Member Badge and Logo Usage Policy.

Members may not state or imply that the Coalition endorses a member, certifies legal compliance, approves a compensation plan, validates an income claim, recommends a vendor, guarantees a product or service, supports a candidate, or authorizes a member to speak on behalf of the Coalition.

Detailed badge and logo requirements are set out in Part III of this Manual.

2.17**Advocacy and Legislative Engagement**

The Coalition independently controls its advocacy agenda, policy priorities, legislative positions, public statements, regulatory engagement, and external communications.

Members participating in advocacy activities shall follow Coalition instructions, communicate accurately, respect policymakers and staff, comply with lobbying, disclosure, ethics, and campaign-finance requirements, avoid commercial solicitation, and clearly distinguish personal or company positions from Coalition positions.

2.18**Candidate and Campaign Activity**

No member may use the Coalition's name, funds, events, staff, communications, data, facilities, or property to support or oppose a candidate or political party without express Board authorization and legal review.

A member's personal or company political activity must be clearly separated from Coalition activity.

2.19 Conflicts of Interest

Members shall disclose material conflicts that may affect advice to the Coalition, committee participation, vendor recommendations, sponsorship decisions, complaint reviews, policy recommendations, or use of confidential information. The Coalition may require recusal, disclosure, or participation limits.

2.20 Anti-Bribery and Improper Benefits

Members may not offer, request, authorize, or provide an improper payment, gift, favor, or benefit in connection with Coalition activities, policymaker engagement, membership decisions, commercial opportunities, sponsorships, or referrals.

2.21 Complaints and Membership Review

Complaints concerning possible violations should be submitted in writing to the Coalition. The Coalition may decline matters that are unsupported, frivolous, outside its mission, primarily private commercial disputes, already in litigation, or better addressed by another authority.

The Coalition is not a court, regulator, arbitrator, law-enforcement agency, or general dispute-resolution service.

Detailed complaint, review, corrective action, suspension, termination, and appeal procedures are set out in Part IV of this Manual.

2.22 Corrective Action

Where appropriate, corrective action may include education, a warning, a written response, correction or removal of materials, cessation of unauthorized claims, consumer or member remediation, restrictions on event participation or promotional benefits, temporary suspension, termination, or referral to an appropriate authority.

2.23 Fair Process and Appeals

Membership suspension or termination shall be handled through a procedure that is fair, reasonable, and carried out in good faith.

The affected member shall generally receive written notice of the principal grounds, a reasonable opportunity to respond, review by an authorized and reasonably impartial decision-maker, written notice of the decision, and an opportunity to request reconsideration within fifteen calendar days.

The Coalition may impose immediate temporary restrictions when reasonably necessary to protect safety, confidential information, legal compliance, operations, relationships, or reputation.

2.24 No Private Right of Action

These Policies govern Coalition membership and participation. They do not create legal rights for non-members, third-party beneficiary rights, or an independent private cause of action.

2.25 No Legal Determination

A Coalition membership decision is an internal organizational decision. It is not a determination of legal liability, regulatory compliance, professional negligence, contractual liability, or criminal conduct.

2.26 Amendments and Notice

The Board of Directors may amend these Policies. Members will receive reasonable notice of material changes. A member that does not accept a material change may resign before the stated effective date, subject to outstanding obligations.

2.27 Contact and Acknowledgment

Questions concerning these Policies may be directed to info@fldscc.org.

A member acknowledges and agrees to these Policies by signing the applicable Membership Agreement, completing an electronic acknowledgment, or continuing membership after receiving notice of an amendment, as permitted by the applicable agreement and law.

PART III

Member Badge and Logo Usage

Rules for approved use of FLDSCC Member Recognition Badges, the Coalition name, and other Coalition brand assets.



Badge Eligibility

Only a member in good standing may use the Member Recognition Badge issued for its approved membership group. Use of the primary FLDSCC logo requires separate written authorization.

3.1

Purpose

This Member Badge and Logo Usage Policy (the "Policy") protects the Coalition's identity and establishes clear rules for members using approved Coalition membership recognition materials.

3.2

Covered Brand Assets and Ownership

The Coalition owns or controls its name, primary logo, seal, Member Recognition Badges, taglines, photographs, recordings, event graphics, policy materials, and other brand assets (collectively, "Coalition Brand Assets").

No ownership interest is transferred to a member. Any permission is limited, non-exclusive, nontransferable, revocable, and subject to this Policy and the applicable Membership Agreement.

3.3

Eligibility

Only a member in good standing may use the Member Recognition Badge issued for its approved membership group.

A Company Member may use only the approved Company Member Badge. A Vendor Member may use only the approved Vendor Member Badge. A Distributor Member may use only an approved Distributor Member Badge if and when issued by the Coalition.

3.4

Member Recognition Badge

The Member Recognition Badge identifies an organization or individual as an active Coalition member. It does not state or imply that the Coalition endorses, certifies, guarantees, approves, or recommends the member or any product, service, business model, compensation plan, claim, opportunity, result, or legal position.

3.5 Permitted Uses

Subject to the applicable Membership Agreement and any written approval conditions, an approved Member Recognition Badge may generally be used on:

- ☐ The member's official website or member profile page.
- ☐ Corporate or professional social media profiles.
- ☐ Email signatures.
- ☐ Presentations, proposals, brochures, and other general corporate materials.
- ☐ Trade-show or event materials identifying the organization as a Coalition member.
- ☐ A membership announcement approved by the Coalition.

3.6 Approved Membership Language

Unless the Coalition approves different wording, a member may use the following factual statement:



Approved Membership Statement

"[MEMBER NAME] is a member of the Florida Direct Sellers and Consumers Coalition, Inc."

The statement must not be combined with language suggesting endorsement, certification, regulatory approval, legal approval, preferred-provider status, or guaranteed performance.

3.7 Prohibited Uses

A member may not:

- ☐ Alter, redraw, recolor, crop, distort, rotate, animate, add effects to, or recreate a Coalition Brand Asset.
- ☐ Use an outdated, unauthorized, or incorrect membership badge.
- ☐ Place a badge next to a product, health, income, lifestyle, opportunity, compliance, regulatory, legal, or performance claim in a manner suggesting Coalition approval.
- ☐ Use a Coalition Brand Asset as the member's own logo, primary brand, certification seal, product mark, application icon, domain name, account name, or social media handle.
- ☐ Use a Coalition Brand Asset on merchandise, products, packaging, certificates, awards, or paid advertising without separate written approval.
- ☐ Use Coalition branding in candidate, campaign, partisan political, fundraising, or unauthorized lobbying communications.
- ☐ Use Coalition branding after membership expires, is suspended, or is terminated.
- ☐ Sublicense, transfer, distribute editable master files, or authorize another person to use Coalition Brand Assets.

3.8 Use of the Primary Coalition Logo

Membership does not automatically authorize use of the Coalition's primary organizational logo or seal.

Use of the primary logo requires separate prior written approval identifying the approved asset, purpose, platform, format, and duration. The Coalition may revoke approval at any time.

3.9 Public Announcements and Media

A member must obtain prior written approval before issuing a press release, paid advertisement, public campaign, media statement, or other prominent announcement materially describing its Coalition relationship.

Routine factual references to active membership using approved wording and an approved badge do not require separate approval unless the Coalition has imposed specific conditions.

3.10 File Integrity and Presentation

Members must use the files supplied by the Coalition and preserve the original proportions, colors, typography, clear space, and legibility.

The badge should remain secondary to the member's own brand and must not be displayed in a manner that creates confusion regarding sponsorship, ownership, affiliation, or endorsement.

3.11 Approval Requests

Requests for logo use, alternative formats, public announcements, merchandise, advertising, or another use not clearly permitted by this Policy should be sent to info@fldscc.org.

A request should include the proposed asset, draft design or screenshot, intended platform, purpose, publication date, and duration of use.

3.12 Monitoring and Corrective Action

The Coalition may review any use of its Brand Assets and may require correction, removal, or discontinuation of a use that is unauthorized, inaccurate, misleading, inconsistent with this Policy, or reasonably likely to harm the Coalition.

A member must complete a requested correction or removal within the deadline stated by the Coalition. Failure to comply may result in suspension or termination of membership or other action under the Membership Agreement and Member Policies.

3.13 Suspension, Expiration, or Termination

Permission to use a Member Recognition Badge or other Coalition Brand Asset ends immediately when membership is suspended, expires, terminates, or the Coalition withdraws authorization.

Unless the Coalition requires faster removal, the former or suspended member must remove the badge and current-member language from websites, social media, presentations, marketing materials, and other controlled channels within ten business days.

3.14 No Endorsement or Guarantee

Use of a Member Recognition Badge or approved Coalition reference does not create an endorsement, certification, warranty, recommendation, partnership, agency relationship, legal approval, regulatory approval, preferred-provider relationship, referral obligation, or guarantee of results.

3.15 Related Policies, Contact, and Amendments

This Part should be read with the applicable Membership Agreement and the other provisions of this Manual. Questions and approval requests should be sent to info@fldscc.org.

The Board of Directors may amend this Policy. Members will receive reasonable notice of material changes.

The current version of this Manual is available at <https://fldscc.org/membership-policies/>.

PART IV

Membership Review and Appeals Procedure

A fair and consistent process for complaints, initial assessment, member response, corrective action, suspension, termination, and appeals.

PROCESS AT A GLANCE

1	Complaint or Concern Submitted
2	Initial Assessment and Conflict Review
3	Notice and Member Response
4	Decision and Corrective Action
5	Appeal Within 15 Calendar Days

4.1 Purpose

This Membership Review and Appeals Procedure (the "Procedure") establishes the process the Coalition may use to receive, assess, review, and resolve complaints or concerns involving membership agreements, the Member Policies and Code of Conduct, Coalition activities, or conduct that may materially affect the Coalition.

4.2 Scope

This Procedure applies to Company Members, Vendor Members, Distributor Members, approved representatives, sponsors, speakers, advisors, consultants, event participants, and other persons using Coalition access or relationships. The Coalition may adapt timelines or steps when reasonably necessary, provided the process remains fair, reasonable, and carried out in good faith.

4.3

Submitting a Complaint or Concern

A complaint or concern should be submitted in writing to info@fldscc.org with the subject line "Membership Review."

The submission should include the information reasonably available to the complainant.

- ☐ Name and contact information of the complainant.
- ☐ Name of the member or participant involved.
- ☐ Description of the conduct and relevant dates.
- ☐ Copies or links to supporting materials, such as emails, screenshots, advertisements, social media posts, agreements, or correspondence.
- ☐ Identification of any prior complaint, lawsuit, regulatory report, company review, or other proceeding involving the same matter.
- ☐ The requested outcome, if any.

4.4

Initial Assessment

The Coalition may conduct an initial assessment to determine whether the matter potentially involves a Membership Agreement, the Member Policies and Code of Conduct, misuse of Coalition access or intellectual property, reputational or operational risk, or another matter within the Coalition's mission.

The Coalition may decline or close a matter that is unsupported, frivolous, duplicative, outside its mission, primarily a private commercial dispute, already in litigation, or better handled by a company, regulator, court, attorney, law-enforcement agency, or other authority.

4.5

Conflicts and Recusal

A person with a material personal, financial, professional, or organizational conflict concerning the matter should disclose the conflict and not control the review or appeal.

The Coalition may assign the matter to an officer, committee, Board panel, outside counsel, or other qualified reviewer.

4.6

Notice to the Affected Member

If further review is appropriate, the Coalition will generally provide the affected member with written notice describing the principal issues, the relevant agreement or policy provisions, any temporary restrictions, the response deadline, and the person or body conducting the review.

The response period will be reasonable under the circumstances and will normally be no fewer than ten calendar days unless urgent circumstances require a shorter period.

4.7

Member Response and Cooperation

The affected member may submit a written response, supporting information, explanations, proposed corrective action, and any other information the member believes should be considered.

Members must cooperate in good faith with reasonable requests for information. Failure to cooperate may be considered separately in determining membership status.

4.8 Temporary Measures

The Coalition may impose temporary measures while a review is pending when reasonably necessary to protect safety, confidential information, legal compliance, operations, relationships, data, intellectual property, or reputation.

- ☐ Temporary suspension of event or meeting participation.
- ☐ Temporary removal of a website listing or public recognition.
- ☐ Temporary suspension of badge or logo authorization.
- ☐ Temporary limits on access to member data, communications, committees, introductions, or promotional opportunities.
- ☐ Preservation or removal of relevant content or materials.

4.9 Review Process

The reviewer may consider written submissions, interviews, public information, records, screenshots, policies, agreements, prior corrective actions, and advice from legal or other professional advisors.

The Coalition is not required to apply formal rules of evidence or conduct a trial. The process is an internal membership review, not a judicial or regulatory proceeding.

4.10 Decision and Corrective Action

After reviewing the available information, the authorized decision-maker may close the matter, find insufficient information, determine that corrective action is appropriate, suspend membership, terminate membership, or refer the matter to an appropriate authority where required or appropriate.

The written decision will generally summarize the outcome, any required corrective action, the effective date, applicable deadlines, and appeal rights.

- ☐ Education, guidance, or a written warning.
- ☐ Correction, clarification, or removal of misleading or unauthorized content.
- ☐ Cessation of unauthorized claims, solicitation, data use, or branding.
- ☐ Consumer or member remediation where appropriate.
- ☐ Restrictions on events, communications, committees, promotional benefits, introductions, or use of Coalition materials.
- ☐ Temporary suspension or termination of membership.

4.11 Appeal

A member may request reconsideration by sending a written appeal to info@fldscc.org within fifteen calendar days after receiving the decision.

The appeal must identify the decision challenged, the reasons reconsideration is requested, any claimed procedural error, and any new or additional information that could materially affect the outcome.

The appeal may be decided by the Board of Directors, the Executive Committee, an authorized appeals panel, or another qualified decision-maker. A person who materially controlled the original decision should not control the appeal where reasonably avoidable.

The appeal body may affirm, modify, reverse, or return the matter for additional review. The appeal decision is final for internal membership purposes.

4.12 Confidentiality and Information Sharing

The Coalition will use reasonable efforts to limit disclosure of complaint and review information to persons with a legitimate need to know. Absolute confidentiality cannot be guaranteed.

Information may be shared with the affected member, reviewers, Board members, professional advisors, insurers, regulators, law enforcement, or other persons where reasonably necessary, legally required, or appropriate to protect the Coalition or others.

4.13 Non-Retaliation and Good-Faith Submissions

Members may not retaliate against a person for making a good-faith complaint, providing information, or participating in a review.

Knowingly false, malicious, or materially misleading submissions may themselves violate Coalition policies.

4.14 Records

The Coalition may maintain complaint, review, decision, and appeal records in accordance with its document-retention and privacy practices. Access to internal review records is determined by the Coalition and applicable law.

4.15 Relationship to Other Proceedings

The Coalition may pause, limit, or close an internal review when the same matter is subject to litigation, arbitration, regulatory investigation, law-enforcement activity, or another formal proceeding.

The Coalition may also take independent membership action when necessary to protect its mission, operations, relationships, or reputation.

4.16 No Legal Determination or Dispute Resolution

The Coalition does not adjudicate compensation disputes, rank disputes, service disputes, payment disputes, employment disputes, consumer claims, contractual claims, or other private legal matters.

A decision under this Procedure concerns internal membership or participation only and is not a legal, regulatory, or factual determination binding on another person or authority.

4.17 Related Policies, Contact, and Amendments

This Part should be read with the applicable Membership Agreement and the other provisions of this Manual. Questions or submissions should be sent to info@fldscc.org.

The Board of Directors may amend this Procedure. Members will receive reasonable notice of material changes. The current version of this Manual is available at <https://fldscc.org/membership-policies/>.

QUESTIONS OR SUBMISSIONS

Membership Policies and Procedures

Florida Direct Sellers and Consumers Coalition, Inc.
5379 Ocean Blvd.
Sarasota, FL 34242

Email: info@fldscc.org

Website: www.fldscc.org

Online Manual: www.fldscc.org/membership-policies/

Version 1.0