

DISCOVERER

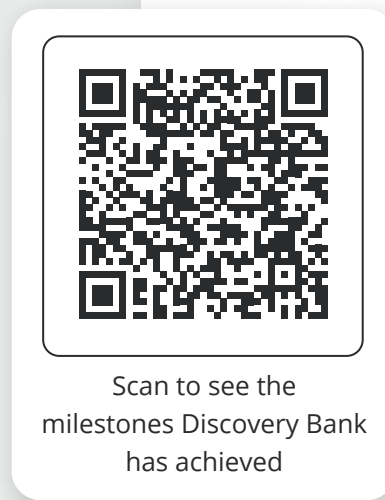


DISCOVERY BANK

Since its launch in 2019, Discovery Bank has grown significantly in every area – the number of accounts, clients, deposits, credit advances and payments. Discovery Bank has firmly established itself as the pre-imminent digital bank in South Africa and a global case study for the successful application of shared value in banking.

A YEAR OF MILESTONES

Discovery Bank has recorded a number of milestones over the past year, punctuated by product launches and innovations which have resulted in a best-of-breed product for clients and significant growth to 1 Million Accounts.



Contents

A circular diagram illustrating the shared-value model. At the top is 'CLIENTS' with an icon of two people. At the bottom left is 'SOCIETY' with a building icon. At the bottom right is 'BANK' with a bank icon. A central smartphone icon represents the bank's interface. Arrows indicate the flow of value: 'DYNAMIC DISCOUNTS' and 'DYNAMIC INTEREST' flow from the bank to clients; 'BEHAVIOURAL CHANGE' flows from clients to the bank; 'INCREASED DEPOSITS' and 'LOWER DEFAULTS' flow from the bank to society.

DISCOVERY BANK'S SHARED-VALUE MODEL

A white airplane with 'Vitality Travel' written on its side is flying through a blue sky with white clouds. A white arrow points to the right in the top right corner.

VITALITY TRAVEL

A woman in a yellow shirt is performing a squat with a barbell in a gym. The 'Vitality Pay' logo is overlaid in the center. A white arrow points to the right in the top right corner.

VITALITY PAY AS YOU GYM

A close-up of a doctor's hands in green scrubs holding a stethoscope. The 'Health Pay' logo is overlaid in the center. A white arrow points to the right in the top right corner.

HEALTH PAY

A diagram showing five white pillars on a red base. The pillars are labeled 'HEALTH', 'LIFE', 'INVEST', 'INSURE', and 'BANK'. Below the pillars, the text 'Vitality HEALTH | DRIVE | MONEY' and the Discovery Bank logo are visible. A white arrow points to the right in the top right corner.

DISCOVERY BANK OPERATING SYSTEM

A collage of images related to the Discovery account: a Vitality Travel airplane, a Vitality Pay logo, and a blue Discovery Visa card. A white arrow points to the right in the top right corner.

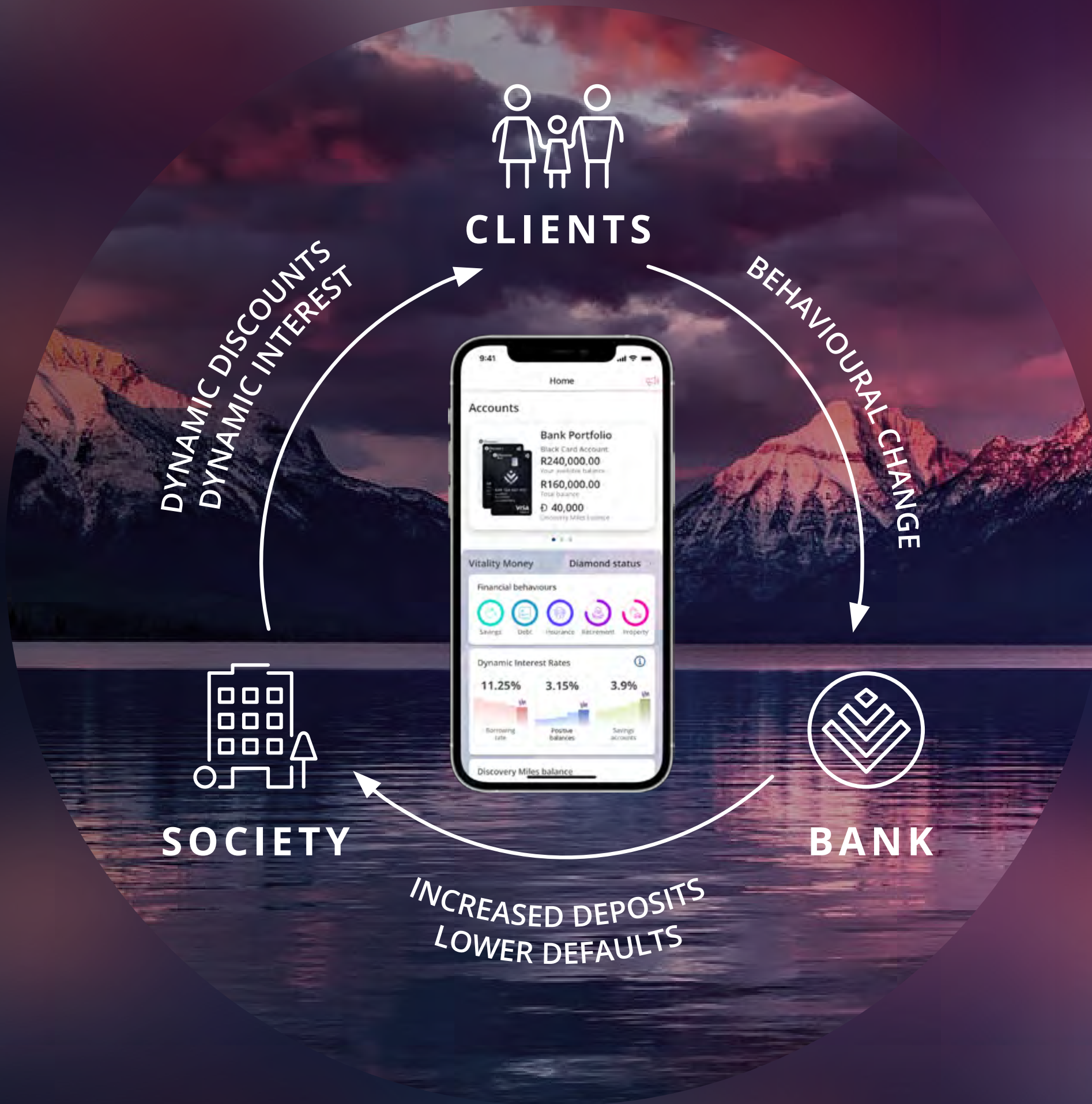
THE DISCOVERY ACCOUNT

A smartphone is shown with a large, golden Euro symbol overlaid on its screen. A white arrow points to the right in the top right corner.

NEW CLIENT SUPPORT

A laptop displays the Discovery Bank website. A white arrow points to the right in the top right corner.

SALES SUPPORT AND RECOGNITION



Discovery Bank's Shared-value model

DISCOVERY BANK'S SHARED-VALUE MODEL

DRIVES POSITIVE FINANCIAL BEHAVIOURS AND ENGAGEMENT, AND REWARDS CLIENTS FOR MANAGING THEIR MONEY WELL

DISCOVERY BANK'S SHARED-VALUE MODEL

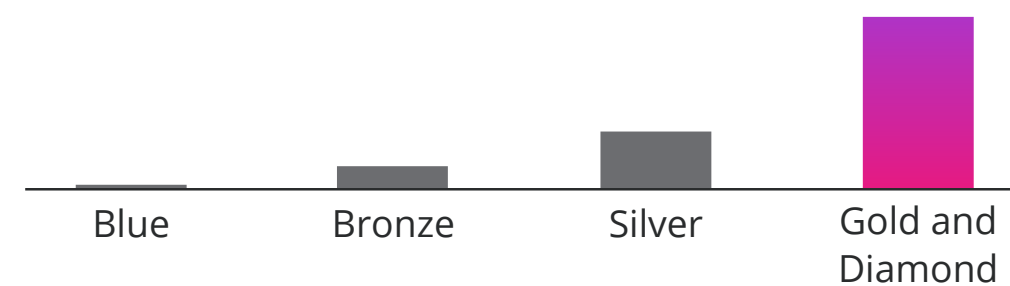
Discovery Bank was built to help South Africans improve their financial behaviour. The Bank's Shared-value Banking model leverages our proprietary behavioural change programme – Vitality Money – to measure how financially healthy clients are. This, in turn, enables us to reward them for managing their money well.



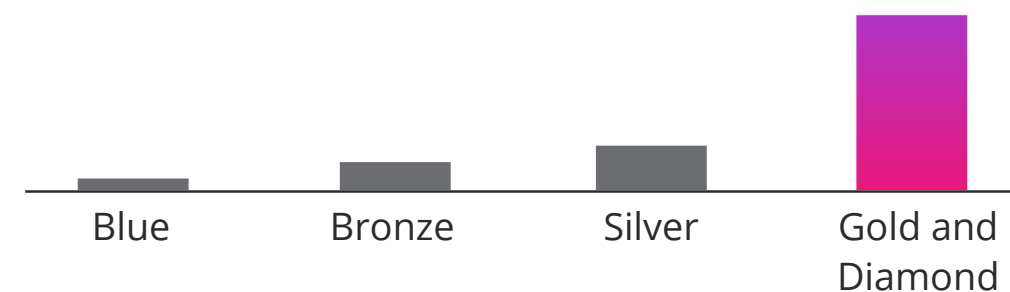
BEHAVIOUR CHANGE

Early metrics show that the model is working as designed. Clients with a higher Vitality Money status are displaying strong signs of financial resilience, with higher levels of spend, larger deposits and lower arrears on credit. This is despite the poor macro-economic conditions they face.

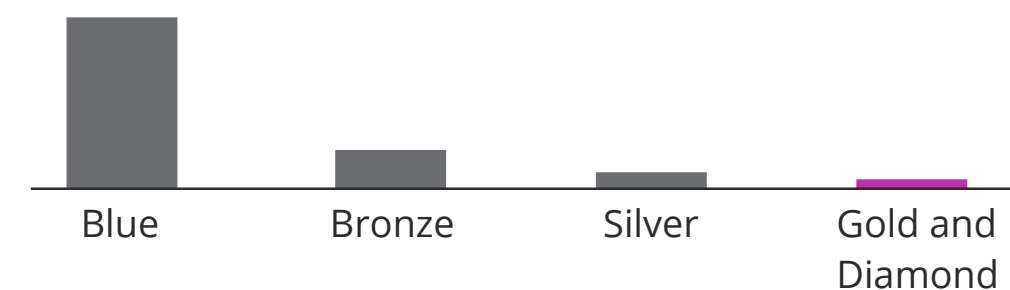
Spend by Vitality Money status



Deposits by Vitality Money status



Arrears rate by Vitality Money status



REWARDS

Discovery Bank clients are rewarded for managing their money well, with the best rewards in South Africa. Discovery Bank rewards include better interest rates, discounts at lifestyle and travel partners, and Discovery Miles, the world's first shared-value rewards currency that's more valuable than cash.

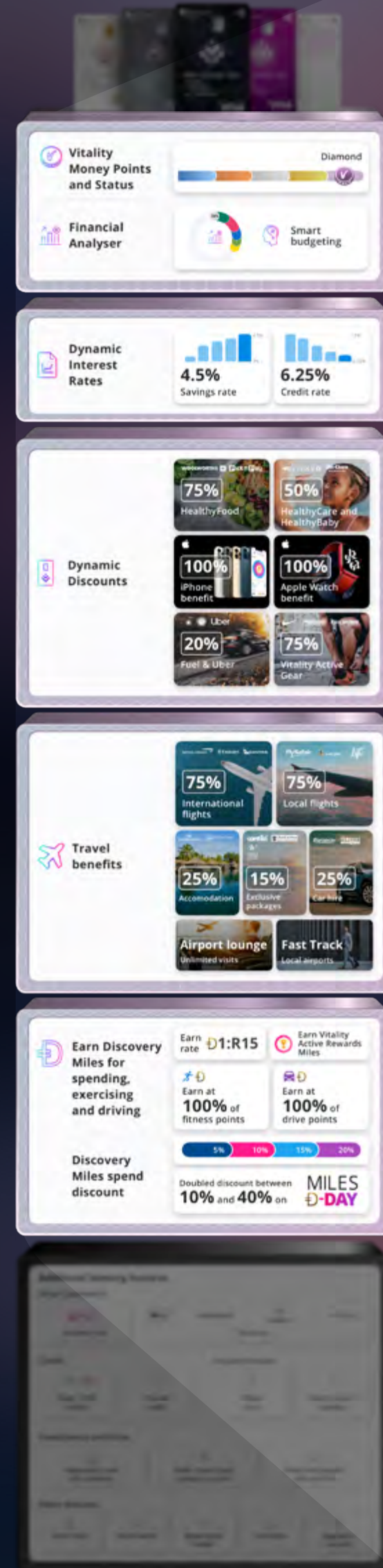
In 2021, Discovery Bank clients:

€ Earned over **5 BILLION DISCOVERY MILES**

📈 Received a **21% AVERAGE DISCOUNT** when spending their Discovery Miles

🏆 Achieved **1.5 MILLION WEEKLY** Vitality Active Rewards money goals

📈 Earned over **R30 MILLION** in interest boosts



Vitality Money Points and Status Diamond

Financial Analyser Smart budgeting

VITALITY MONEY REWARDS CLIENTS FOR IMPROVING THEIR FINANCIAL HEALTH BASED ON FIVE FINANCIAL BEHAVIOURS.

The better they do, the better their rewards. We offer a range of financial tools and training to help them along the way.

Dynamic Interest Rates

Savings rate **4.5%** Credit rate **6.25%**

GET THE BEST INTEREST RATES IN SOUTH AFRICA.

Clients can get boosted interest on deposits, reduced rates on borrowing, and a full choice of products to meet all their savings needs.

Dynamic Discounts

75% HealthyFood, 50% HealthyCare and HealthyBaby, 100% iPhone benefit, 100% Apple Watch benefit, 20% Uber Fuel & Uber, 75% Vitality Active Gear

AS A CLIENT'S FINANCIAL HEALTH AND ENGAGEMENT IMPROVES, SO WILL THEIR DYNAMIC LIFESTYLE REWARDS.

Clients can earn boosted rewards on healthy food, personal care items, fuel and Uber, Apple devices, and more.

Travel benefits

75% International flights, 75% Local flights, 25% Accommodation, 15% Exclusive packages, 25% Airport lounge, Fast Track

GET ACCESS TO THE RICHEST TRAVEL SAVINGS.

The Vitality Travel platform, exclusive to Discovery Bank clients, offers the widest network of flight, accommodation and car hire partners, at great discount prices, in one convenient place.

Earn Discovery Miles for spending, exercising and driving

Earn rate **D1:R15** Earn at **100%** of fitness points, Earn at **100%** of drive points

Discovery Miles spend discount Doubled discount between **10%** and **40%** on **MILES DAY**

CLIENTS EARN DISCOVERY MILES FOR EXERCISING, DRIVING AND SPENDING.

When clients get active, drive well and spend responsibly, they earn Discovery Miles. Discovery Miles are more valuable than cash – clients can save up to 40% when spending them at over 40 in-store and online retail partners.

DISCOVERY MILES

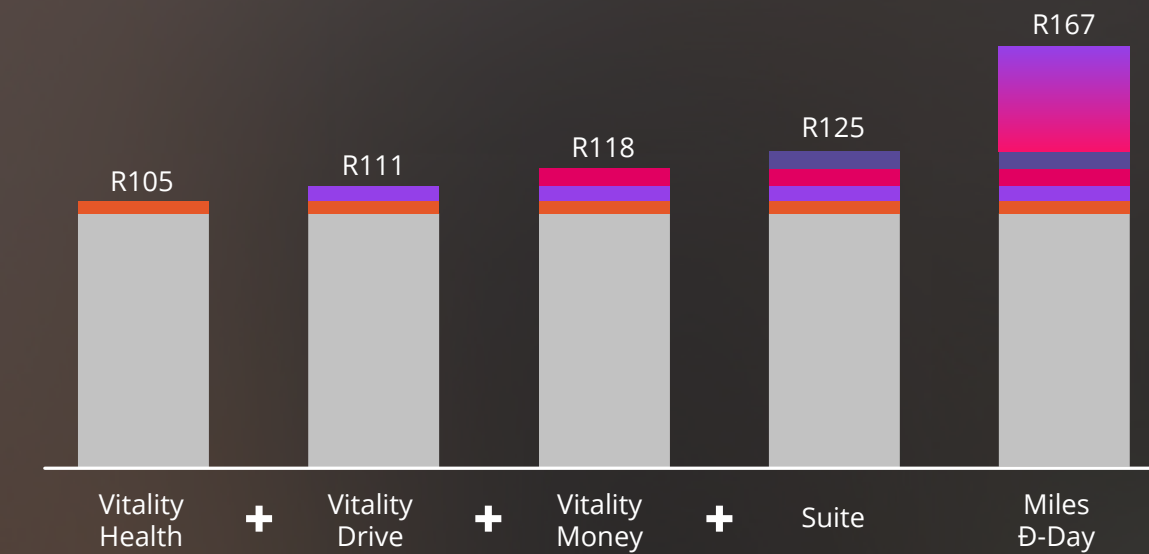
THE WORLD'S FIRST SHARED-VALUE REWARDS CURRENCY

THE VALUE OF DISCOVERY MILES

Discovery Bank clients are rewarded based on their engagement in Vitality programmes and their monthly qualifying card spend.

Through integration across Discovery products, the value of Discovery Miles increases. For example R100 is equal to R105 and can be worth as much as R167 depending on a client's level of product integration. Ultimately, resulting in an up to 67% increase in value to the client.

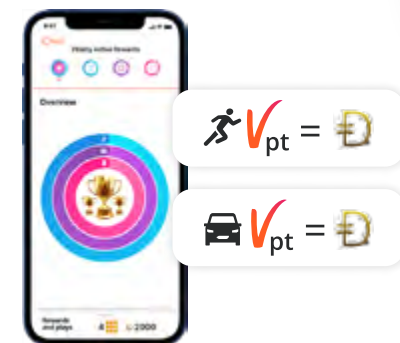
PURCHASING VALUE OF R1,000



Earn

01 | Earn Discovery Miles for getting active, driving well and spending responsibly

Earn up to 1 Discovery Mile for every 1 Vitality fitness point or drive point every week. PLUS, you can earn Discovery Miles by achieving your weekly health, drive and money goals with Vitality Active Rewards.



02 | Get your dynamic lifestyle rewards in Discovery Miles

Get up to 75% back in Discovery Miles on qualifying spend when you buy HealthyFood items at Pick n Pay or Woolworths. You could also get up to 50% back on HealthyCare items at Clicks or Dis-Chem.

PLUS, most of your Vitality Health rewards are awarded in Discovery Miles once you activate Vitality Money.



03 | Get rewarded on fuel spend and Uber rides

Earn up to 20% back in Discovery Miles on qualifying spend when you fill up at BP and select Shell service stations or when you ride with Uber.

04 | Use a Discovery Bank credit card

Earn Discovery Miles on all qualifying purchases made with your Discovery Bank credit card.



Spend

01 | Spend them in the Vitality Mall

Spend Discovery Miles on a range of exciting rewards in the Vitality Mall using the Discovery app.



02 | Shop online and in-store

Spend Discovery Miles online and in-store at select partners using the Discovery Bank app.



03 | Spend them on travel

Use Discovery Miles for flights, accommodation, car hire and holiday package bookings.



04 | Spend them on prepaid products and services

Purchase airtime, data and SMS bundles, as well as prepaid water and electricity on the Discovery Bank app.

05 | Monetise them or send them to your contacts

Exchange Discovery Miles for cash – paid straight into a Discovery Bank account. You can also send them to any of your contacts who have a Discovery Miles Account with Discovery Bank.



Vitality Travel



BOOK



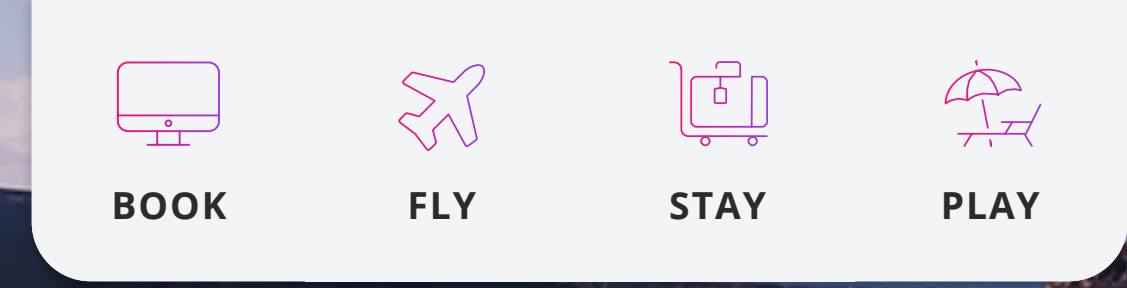
FLY



STAY



PLAY



OUR CLIENTS CAN NOW ENJOY AN END-TO-END **ENHANCED TRAVEL EXPERIENCE**, WITH ALL THE BENEFITS OF VITALITY TRAVEL

SINCE **VITALITY TRAVEL** LAUNCHED IN MARCH 2022



Discovery Bank clients are filling **over four** planes per day.



Discovery Bank clients are paying **31% less** per flight on average.

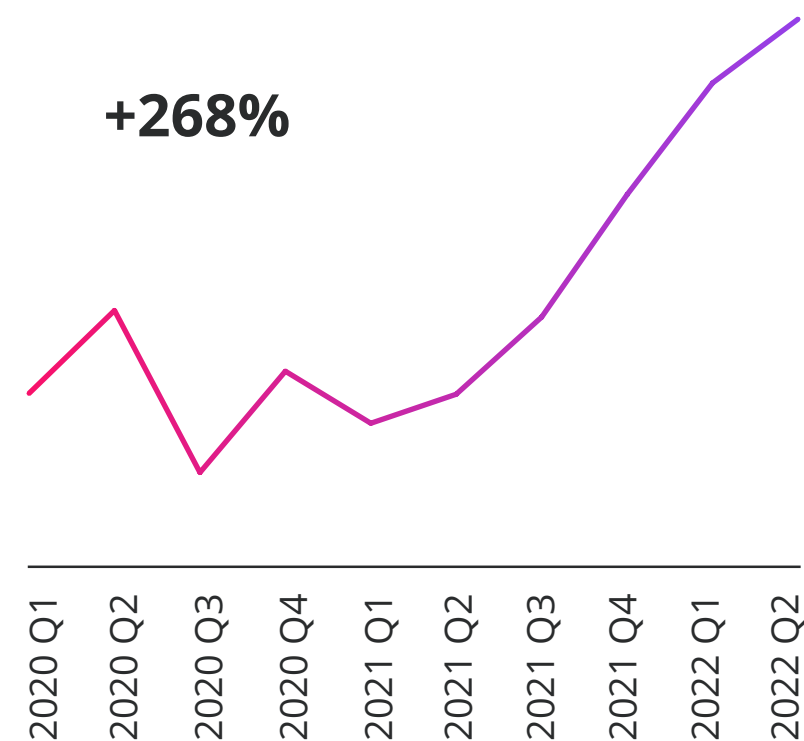
TRAVEL OPENS UP THE MIND AND FEEDS THE SOUL

Travel is back! Travel spend and bookings have more than tripled since the start of the COVID-19 pandemic. Not only is it exciting and motivating, it's really good for you as well.

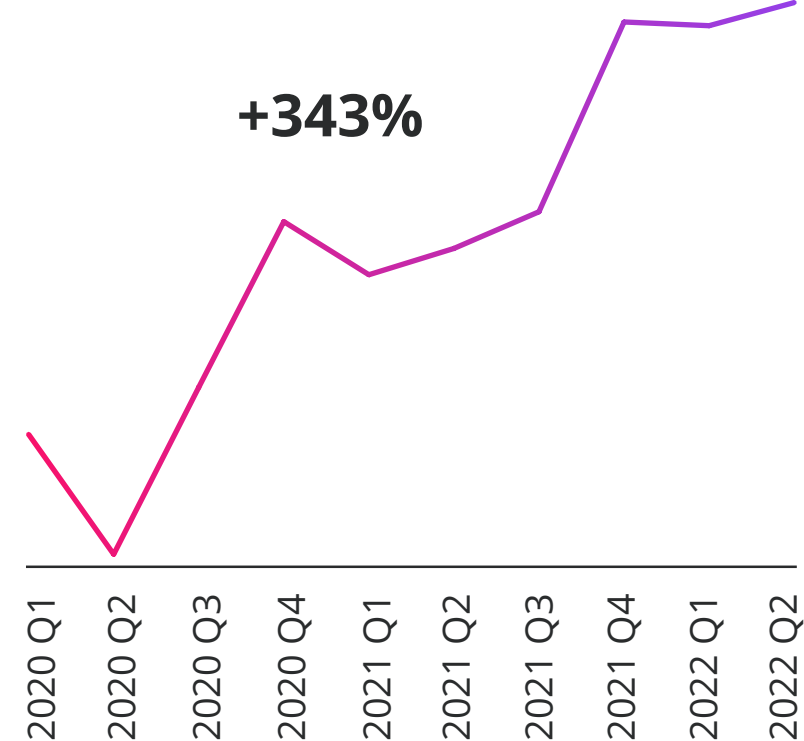
Travel has been proven to be a great way to maintain mental wellbeing and, by extension, it contributes to a happier and more fulfilling life.

Vitality Travel offers the richest travel rewards and an expanded selection of flight and accommodation partners. This, coupled with enhancements along the full travel journey, like Discovery Bank Priority Fast Track and premium lounge access, makes travelling locally or internationally more affordable, easier to book, and stress-free.

GROWTH IN AIRLINE SPEND

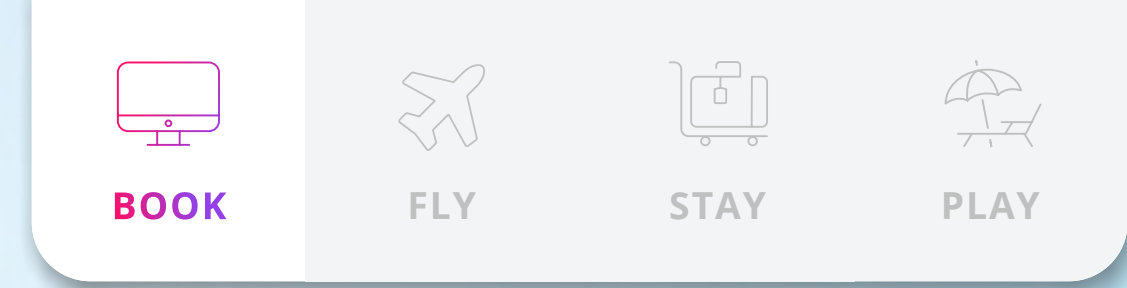


GROWTH IN ACCOMMODATION SPEND



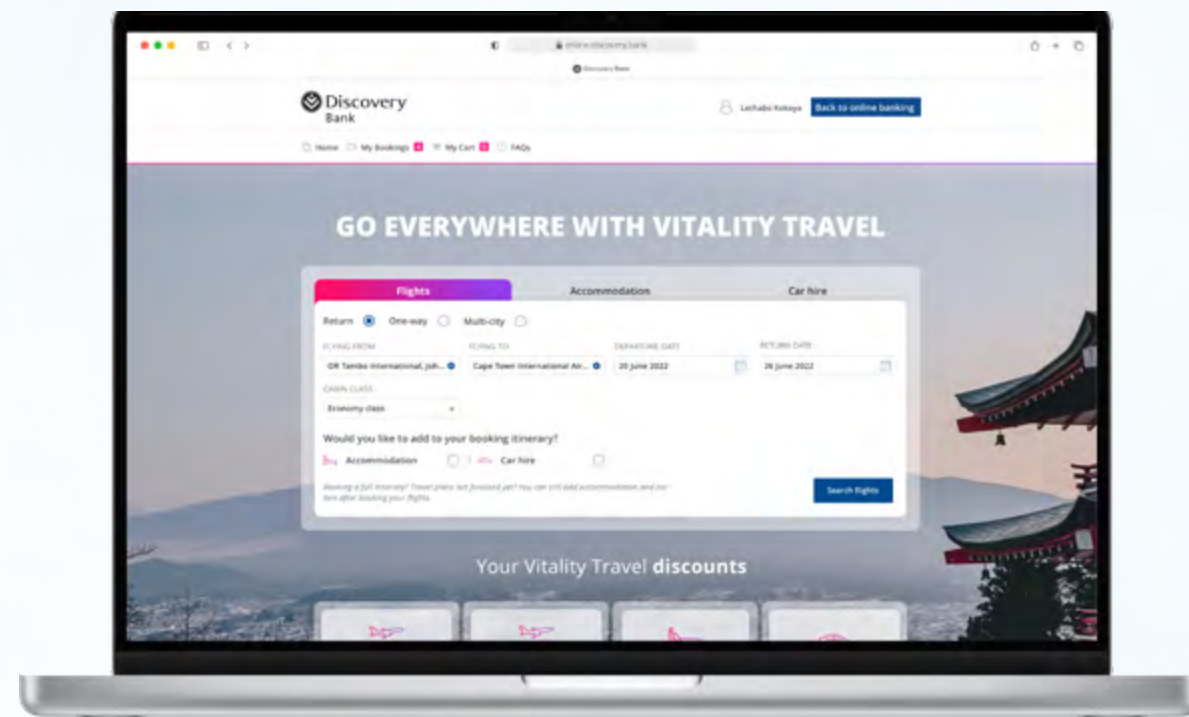
IMPACT OF TRAVEL ON HAPPINESS





CLIENTS CAN NOW ENJOY AN EVEN MORE REWARDING TRAVEL EXPERIENCE, **WITH VITALITY TRAVEL**

EXISTING BENEFITS OF VITALITY TRAVEL



A seamless booking experience

- View and book your flights, accommodation and car hire
- View and access all your Vitality travel benefits in one place

Total trip management

- View and change all travel bookings (Coming soon)

Broaden your horizons

- Choose from more travel partners, including a wide variety of hotels, B&Bs, resorts, and lodges across South Africa

OFFERING DISCOUNTED FLIGHTS ON A WIDE RANGE OF LOCAL AND INTERNATIONAL PARTNERS

Welcoming CemAir and South African Airways to the Vitality Travel discount flight partner network



PLUS, CONVENIENT ACCESS TO A BROAD RANGE OF GLOBAL AIRLINES TO REACH DESTINATIONS WORLDWIDE, INCLUDING:



VITALITY TRAVEL OFFERS RICH REWARDS WITHIN THE PARTNER NETWORK

Local flights	International flights	Car hire	Accommodation
Up to 6 flights per year	Up to 2 bookings per year	Unlimited	Access to over 1,500 hotels, lodges, resorts and B&Bs
<p>Up to 75% off</p>	<p>Up to 75% off</p>	<p>Up to 25% off</p>	<p>Up to 25% off</p>

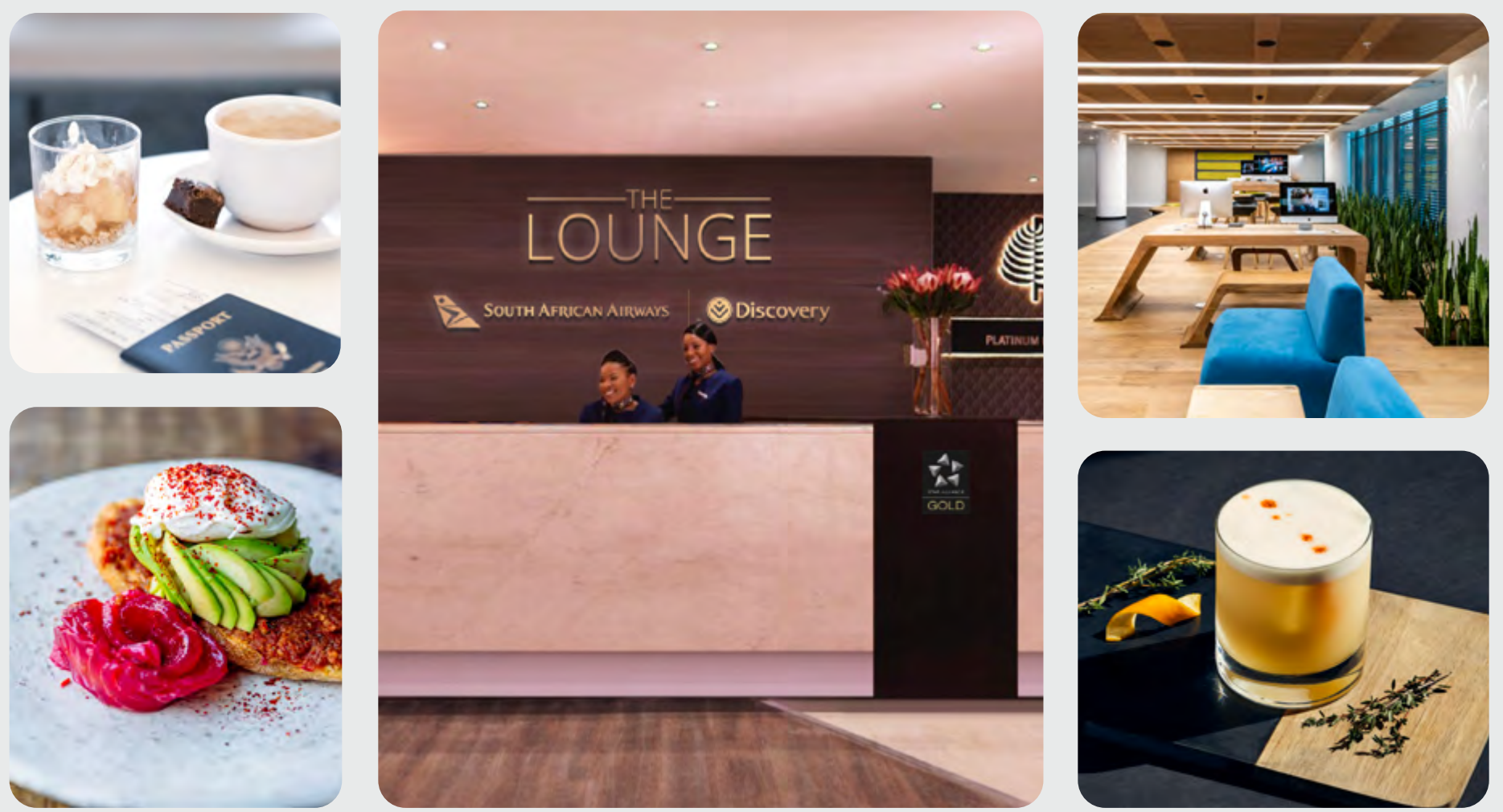
INTRODUCING THE LOUNGE BY SAA AND DISCOVERY



Scan to experience a taste of The Lounge

DISCOVERY BANK CLIENTS CAN NOW ACCESS THE LOUNGE

Discovery has partnered with SAA to give Discovery Bank clients access to The Lounge, offering travellers an elevated pre-flight experience with upgraded comforts that will refuel body, mind and soul. Serving premium coffee and drinks and healthy dining options, The Lounge offers a restful, ambient space where you can connect, or get connected, ahead of your beautiful adventure. A client's complimentary lounge allocation depends on their product and account engagement, however, **as an introductory offer, qualifying clients can enjoy unlimited complimentary use of The Lounge until the end of 2022.**



ANNUAL ALLOCATION OF COMPLIMENTARY LOUNGE VISITS

	Discovery Bank Credit Card Account or Discovery Bank Transaction Account with bundled fees		Discovery Bank Suite		
	Platinum	Black	Platinum	Black	Purple
DOMESTIC DEPARTURES	Up to 6	Up to 12	Up to 12	Up to 24	Up to 36
INTERNATIONAL DEPARTURES	Up to 2	Up to 4	Up to 4	Up to 8	Up to 12

Access to The Lounge is now available at:

- Cape Town International Airport domestic departures
- OR Tambo International Airport domestic and international departures
- King Shaka International Airport domestic departures

Other features

- Discovery Bank Purple clients get exclusive access to the First Class area of the Platinum Lounge.
- The annual lounge visit allocation can be used by primary accountholders or secondary cardholders 18 years or older.
- Primary accountholders and or secondary cardholders can take up to four others (including their children under 18, or guests 18 and older) into The Lounge.
- Clients can access additional lounge visits at an access fee of R300 per visit.

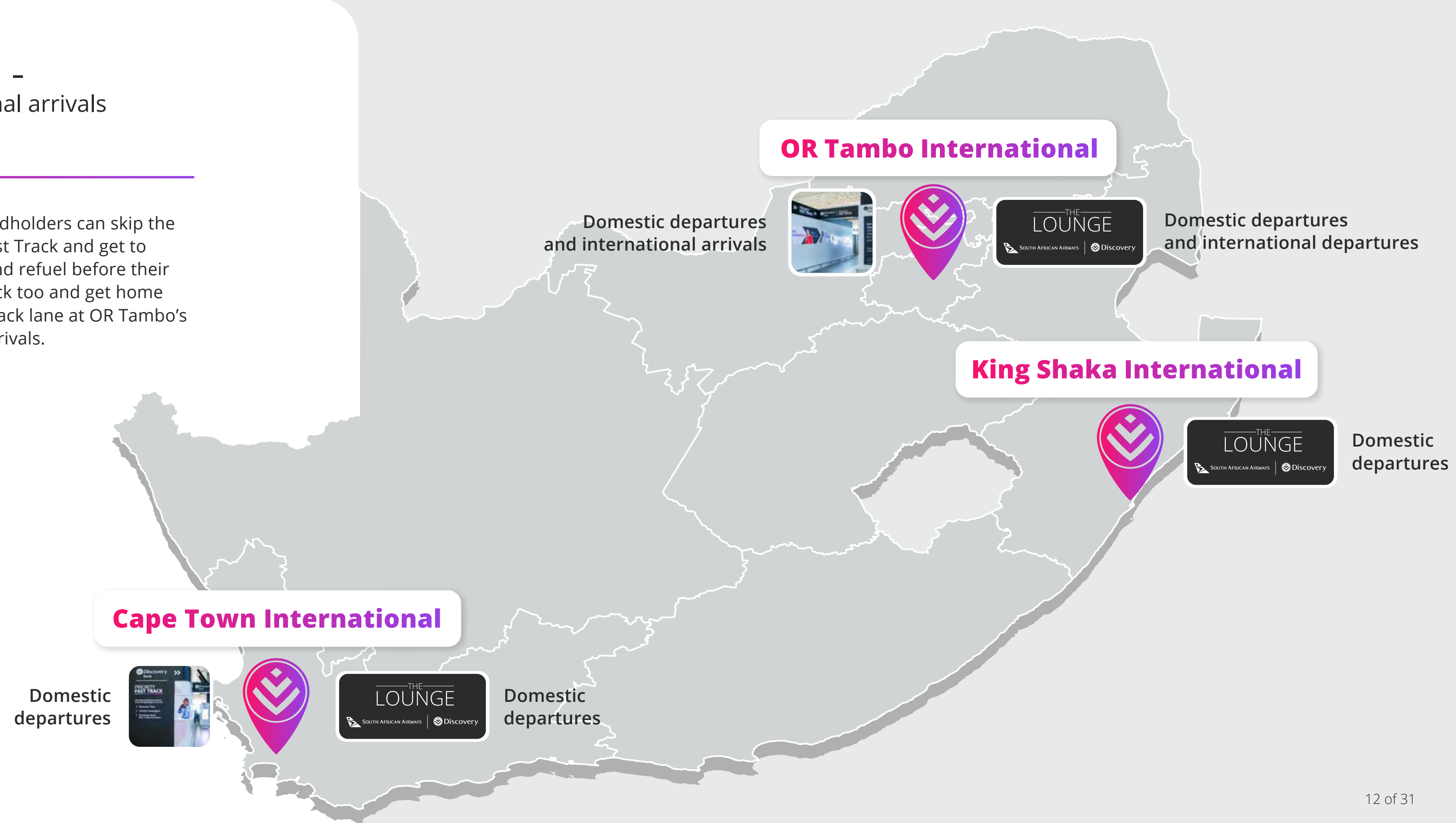
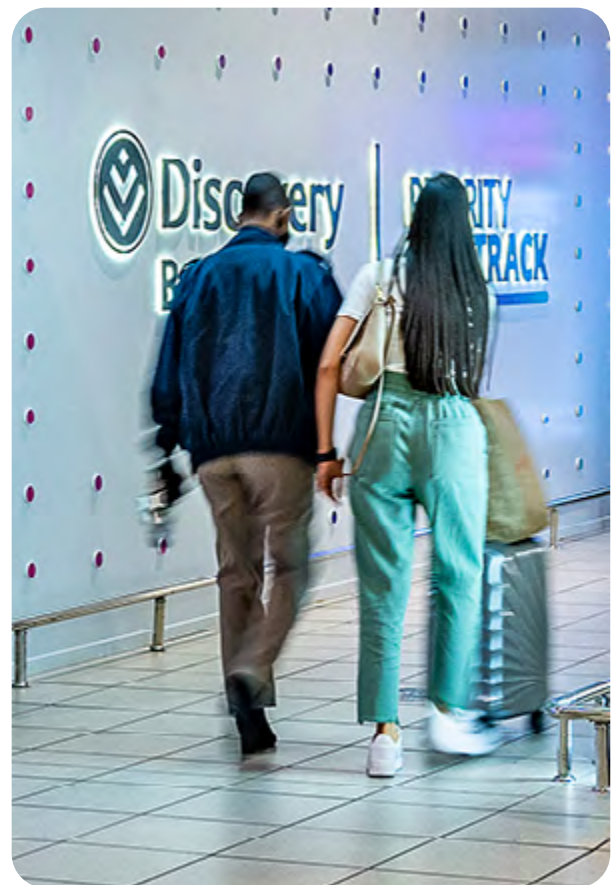
Technical details

- Access to The Lounge is dependent on the primary accountholder being up to date with their banking fees, meeting minimum engagement criteria, and their account being in good standing.
- From 2023, the number of complimentary visits will be based on the client's level of engagement with their account.
- All entries to The Lounge used by the primary accountholder, secondary cardholders, children and guests will be deducted from the primary accountholder's annual allocation.
- The Lounge benefit through Discovery Bank operates independently of the worldwide lounge benefit that Black and Purple cardholders receive through LoungeKey.

PERSONALISED TRAVEL EXPERIENCE FOR HASSLE-FREE AND RELAXING TRAVELLING

PRIORITY FAST TRACK - Now available at international arrivals at OR Tambo

Discovery Bank Black and Purple cardholders can skip the queue at the airport with Priority Fast Track and get to The Lounge so that they can relax and refuel before their flight. Skip the queue on the way back too and get home quicker with the new Priority Fast Track lane at OR Tambo's passport control for international arrivals.



CLIENTS CAN NOW ACCESS EVEN MORE ACCOMMODATION OPTIONS THAN EVER

Clients can already get up to 25% off at a wide selection of local Vitality holiday accommodation partners and on car hire. Now, they can also access millions of local and international accommodation listings on Booking.com, all through Vitality Travel.

DISCOUNTED ACCOMMODATION AND CAR HIRE

GET 10% TO 25% OFF ACCOMMODATION AT PARTNERS



Access to over **1,500** hotels, lodges, resorts and B&Bs



GET 10% TO 25% OFF CAR HIRE



UNLIMITED

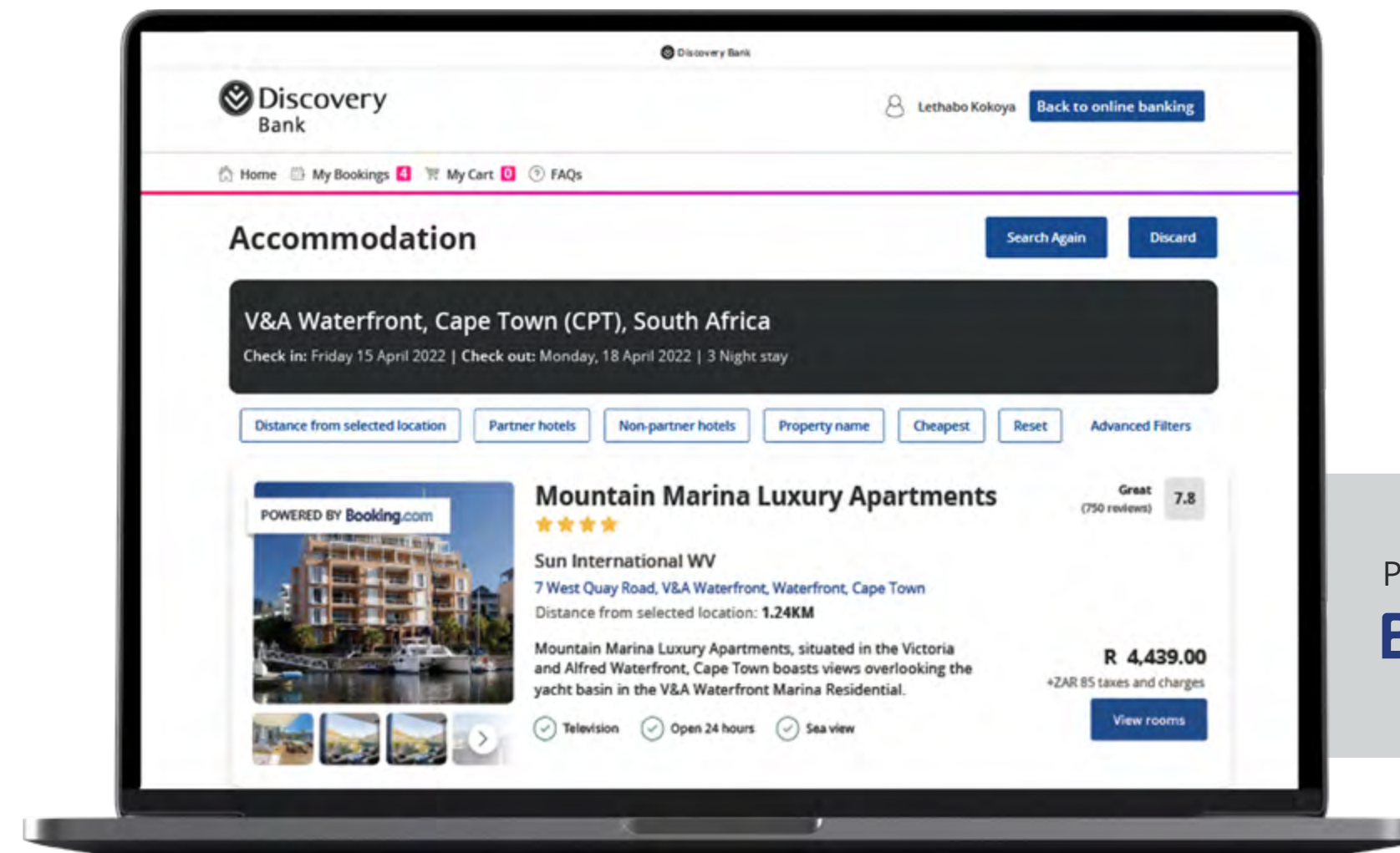


○ All clients with an eligible Discovery Bank account
 ○ Vitality Health
 ○ Vitality Money

PLUS BOOKING.COM ACCOMMODATION LISTINGS

Get access to millions of local and international accommodation listings on Booking.com through Vitality Travel

Clients can easily book these accommodation listings on Vitality Travel, along with their flight bookings and car hire, and even pay with Discovery Miles if they wish. Accommodation listings from Booking.com do not qualify for any discounted rates.



Powered by **Booking.com**

CLIENTS GET ACCESS TO REAL-TIME FOREX AND EXCLUSIVE EVENTS TO MAKE THEIR TRIPS HASSLE-FREE AND MEMORABLE



DISCOVERY BANK REAL-TIME FOREX ACCOUNTS

The most comprehensive and competitive forex account in the market



Pre-fund in British Pounds, US Dollars or Euros before a trip



Zero fees for transferring between currencies



Free **virtual card**



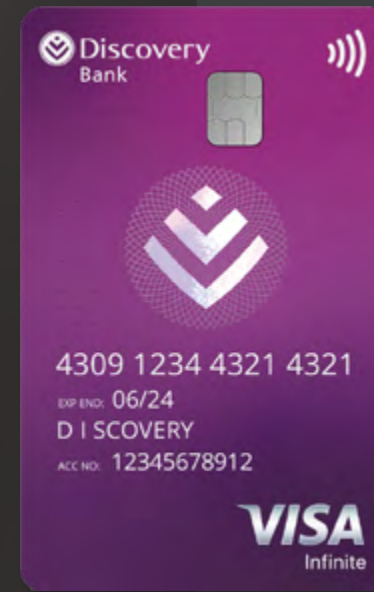
Top-up in real time from ZAR accounts



Physical card for international spending



Access to the **best real-time buy and sell rates** 24/7



PURPLE CLIENTS HAVE EXCLUSIVE ACCESS TO A GLOBAL CONCIERGE SERVICE

Our team of professionals are on hand to assist clients with a variety of lifestyle services, including travel, golfing, wining and dining, arts and culture, shopping, business and personal needs.



Tickets to sports and theatre events that are difficult to book



Unforgettable travel experiences



Last-minute gifts and hard-to-find items from anywhere in the world



Dinner reservations at the finest restaurants



Front-row seats at fashion shows



Personal shoppers



Discovery Pay,
the smartest
way to pay

DISCOVERY PAY, THE SMARTEST WAY TO PAY

Discovery Pay is an integrated payments platform making payments smart, instant, and seamless for Discovery Bank clients. Discovery Pay incorporates the healthcare provider networks of Discovery Health and fitness facility networks of Vitality with the payment infrastructure of Discovery Bank.

Clients can instantly settle out-of-pocket medical expenses without the hassle of paperwork or queues, access Discovery Vitality's network of fitness partners on a pay-as-you-go basis with Vitality Pay as you Gym, and simply and quickly pay other Discovery clients using just their cellphone number without having to exchange banking details.



Instantly **settle out-of-pocket medical expenses** without the hassle of paperwork or queues.



Access Discovery Vitality's network of fitness partners on a pay-as-you-go basis with **Vitality Pay as you Gym.**





VITALITY PAY AS YOU GYM, THE FLEXIBLE WAY TO GYM

Vitality Health members currently enjoy access to the richest gym benefit in the industry, with up to 75% savings on monthly fees at Virgin Active or Planet Fitness. Now with Vitality Pay as you Gym, clients have an alternative gym benefit that gives them the flexibility to train whenever they want.

Clients can access more than 170 facilities nationwide across all Virgin Active and Planet Fitness gym networks, and pay discounted rates of R75 to R100 per visit, seamlessly processed by Discovery Bank and Vitality Pay.



SPECIAL OFFER: ~~PAY AS YOU GYM~~

As an introductory offer, clients can enjoy **free gym visits from 20 June to 31 July 2022**.

Also, clients get rewarded with a **free smoothie** after using Pay as you Gym for the first time.

1

Find a gym

2

Scan

3

Tap

4

Work out

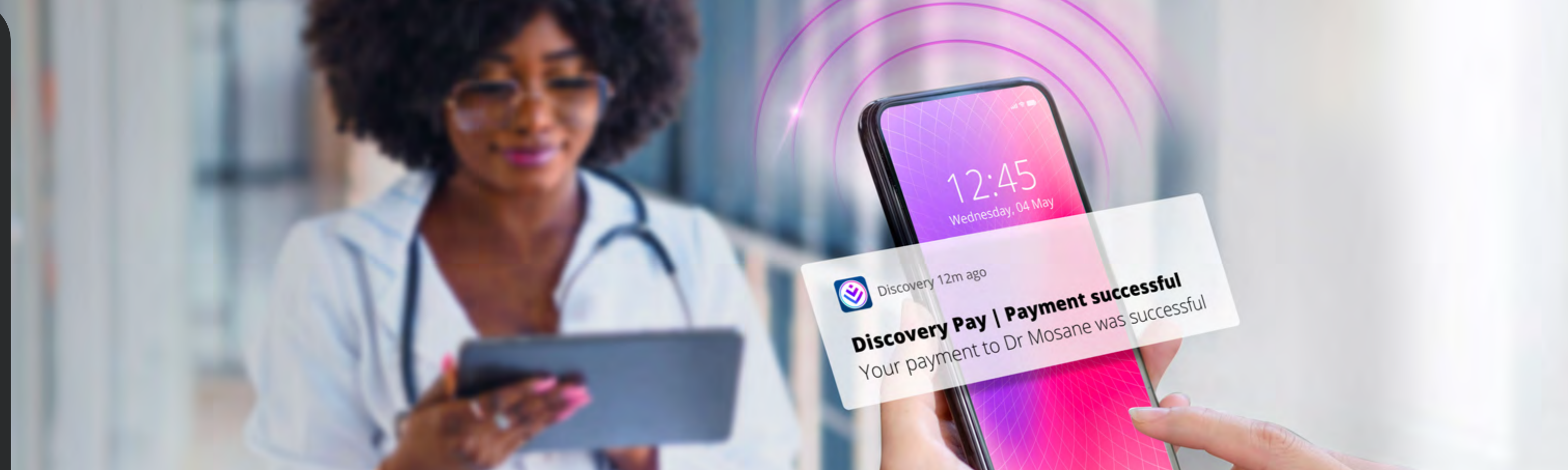
Technical details

- Clients must be members of the Vitality Health programme to access Vitality Pay as you Gym
- Vitality Pay as you Gym will be open for all Discovery clients in the upcoming months – look out for more information coming soon!
- Virgin Active Classic gyms are excluded from Vitality Pay as you Gym access



PAYING FOR HEALTHCARE HAS NEVER BEEN EASIER, WITH **HEALTH PAY**

Discovery Health Medical Scheme members can instantly settle out-of-pocket medical expenses at participating healthcare providers, with Health Pay from their linked Discovery Bank account. Medical claims will be automatically paid from medical scheme benefits and any outstanding balance is seamlessly paid from other funding sources using their savings or credit facilities with Discovery Bank.



Health Pay gives clients the ability to have their out-of-pocket medical expenses settled instantly and automatically, directly from their linked Discovery Bank account. Health Pay is available at participating GPs, pharmacies, hospitals, pathologists, radiologists, and other healthcare providers.



Clients can set up Health Pay by simply linking their Discovery Account or Discovery Bank card to their Discovery Health Medical Scheme plan through the Discovery Bank app, and any future out-of-pocket expenses will automatically be settled using their available balance.



In certain healthcare provider practices, clients can also automatically make Health Pay payments by scanning the QR code on the invoice, using the Discovery app.

SEAMLESS PAYMENTS



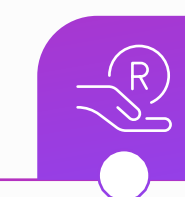
01

Visit the healthcare provider



02

Provider submits claim or the member scans a QR code



03

Automatic payment made by the medical scheme and Health Pay



DB.OS The Discovery Bank Operating System

THE DISCOVERY BANK OPERATING SYSTEM

Enabling all Discovery products to be accessed through the Discovery Bank app.
 From 1 July 2022, clients can view their entire Discovery portfolio in one place on the Discovery Bank app.

The collage features five main sections, each with a colored header and a corresponding app screenshot:

- Vitality:** Shows dynamic lifestyle rewards for Woolworths (75% current reward) and a HealthyFood reward progress for next month (75%).
- Discovery Health Medical Scheme:** Shows the Health Portfolio for a Classic Delta Comprehensive Plan with an MSA balance of R 3,654.23.
- Discovery Invest:** Shows the Invest Portfolio with a total portfolio value of R 55,481.00 and total contributions of R 40,000.00.
- Discovery Life:** Shows the Life Portfolio with two plans, a total life cover of R 2,000,000.00, and a next PayBack of R 8,500.00.
- Discovery Insure:** Shows the Insure Portfolio with 4 vehicles insured and a 12-month fuel cash back of R 8,500.00.

CLIENTS CAN ACCESS THEIR FULL DISCOVERY PORTFOLIO ON THE DISCOVERY BANK APP

- MSA balance
- Claims
- Hospital networks
- Dependants

- Monthly contributions
- Current portfolio value

- Life product benefit
- Lives covered
- Beneficiaries
- Policy PayBacks

- Monthly premiums
- Vehicles
- Specified items insured
- Vitality Drive benefits and rewards

ENHANCED BENEFITS THROUGH DISCOVERY BANK

Smart, instant, seamless healthcare payments with Health Pay

Up to 15% boost for monthly contributions on recurring RAs and DROs

Up to 15% off Discovery Life premiums
Up to 46% additional base life cover through Bank Vitality Fund

Up to 70% back at BP and Shell
Up to 40% savings on Uber rides



The €Discovery Account

THE DISCOVERY ACCOUNT AVAILABLE EXCLUSIVELY TO DISCOVERY CLIENTS

The **Discovery Account** is a fully digital banking account that gives Discovery clients: access to discounted travel across a wide range of partners through Vitality Travel; the world's first shared-value rewards currency that is worth more than cash with Discovery Miles; innovative payment capabilities with Discovery Pay; and Vitality Money. **All of this with zero monthly fees.**

Scan to see how clients can activate the Discovery Account



The **Discovery Account** is a completely digital banking account, which allows clients to transact on the Discovery Bank app or with their free virtual card. Clients can purchase airtime, data and prepaid water and electricity, view, track, manage and spend their Discovery Miles and make secure contactless payments with Apple Pay, Fitbit Pay, Garmin Pay and Samsung Pay.

Access to Vitality Travel and a wider selection of global flight and accommodation options

Discovery Account clients enjoy a 10% to 35% saving on local and international flights at a wider network of discount partners – now including Airlink, FlySafair, LIFT, CemAir and South African Airways – as well as on accommodation and car hire.



Get an overview of all Discovery products

Clients also get an overview of all their Discovery portfolio account and investment balances, life and insurance cover, and more. All conveniently accessible in the Discovery Bank app.

Enjoy the power of Discovery Miles – more valuable than cash

Clients get access to Discovery Bank's Discovery Miles Account, where they'll earn all rewards across their Discovery products, including most Vitality Health benefits. Get up to 15% off when spending Discovery Miles throughout the month – doubling to up to 30% off on Miles Day.



Innovative payment features through Discovery Pay. Pay out-of-pocket medical expenses seamlessly with Health Pay, enjoy flexible gym visits with Vitality Pay as you Gym, and enjoy the convenience of paying other Discovery clients using just their cellphone number – no matter who they bank with.

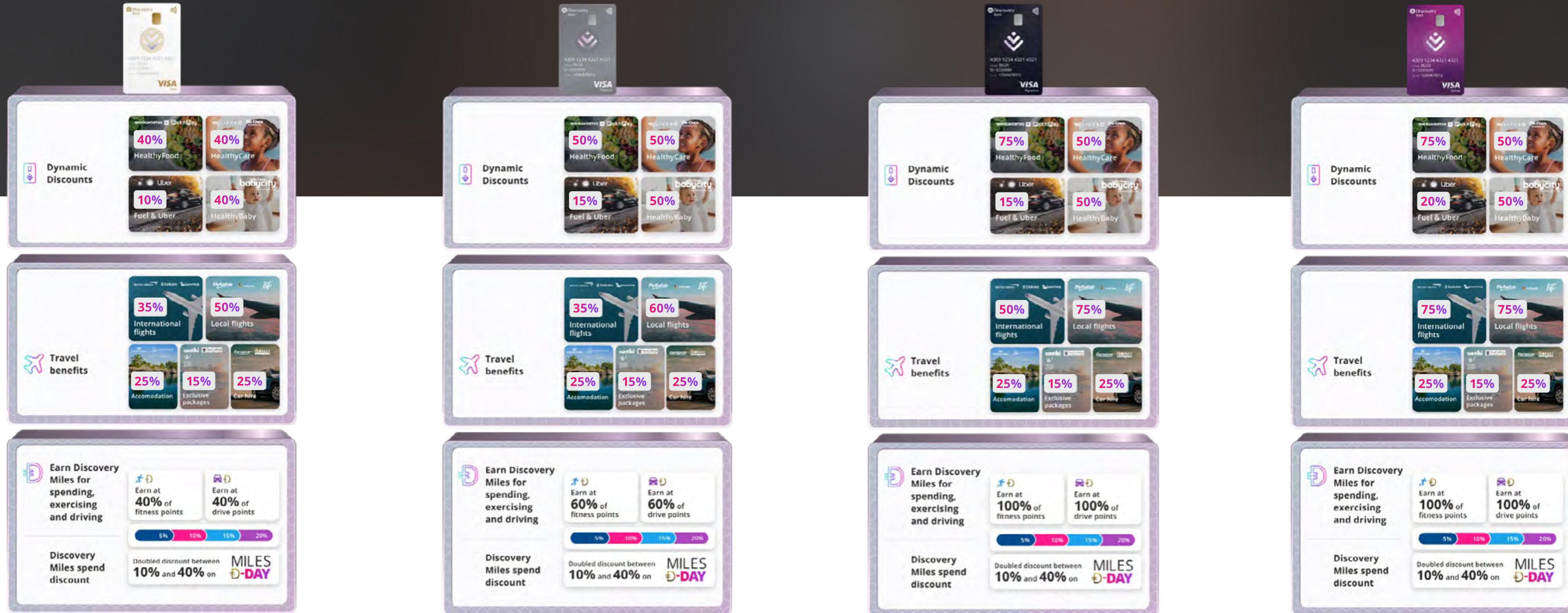


New client support



FOR A LIMITED TIME, NEW CREDIT CARD AND SUITE CLIENTS **EARN THE MAXIMUM VITALITY MONEY REWARDS FOR 3 MONTHS**

In the first three months of joining, clients receive the maximum Vitality Money reward benefits for the Discovery Bank products they sign up for. This allows clients to familiarise themselves with Vitality Money, to start engaging with the programme, while earning rewards and being introduced to the world of Discovery Miles.



Technical details

- Clients who sign up any time from 1 July 2022 to 31 July 2022 will receive maximum rewards at the end of each month for the first three months.
- This is applicable to all new clients who open their first Discovery Bank account, but excludes Discovery Card clients upgrading to a Discovery Bank credit product, as well as clients upgrading from a Discovery Bank Transaction Account to a Discovery Bank credit product.

- The benefits only apply to the Vitality Money component of any reward.
 - Clients will receive maximum discounts, regardless of qualifying spend or Vitality Money status. This excludes interest rate boosts with Dynamic Interest Rates, iPhone benefit, Discovery Miles for card spend, Vitality Active Gear, and Vitality Active Rewards.
 - Waiting periods for travel discounts are waived during this period.
- Discounts on accommodation and car hire, and access to travel lounges assume a minimum qualifying card spend of R2,500 per month.

CLIENTS CAN EARN UP TO ₪20,000 FOR ENGAGING WITH THEIR DISCOVERY BANK ACCOUNT

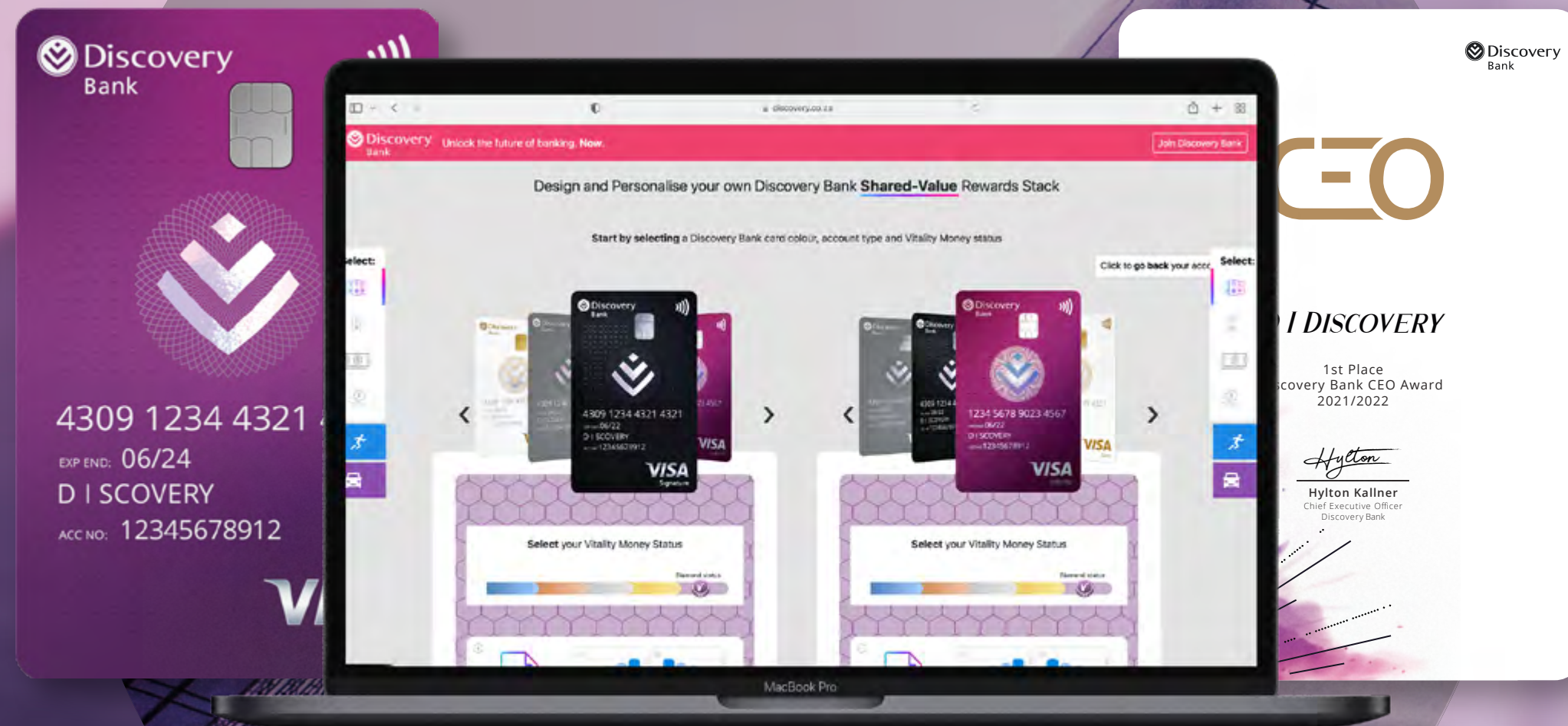


5 SIMPLE STEPS FOR CLIENTS TO EARN 20,000 DISCOVERY MILES

		DISCOVERY MILES
✓	Complete their first qualifying transaction	Up to 5,000
↻	Switch their Discovery Group debit orders	Up to 5,000
📦	Switch their salary to Discovery Bank	5,000
📱	Spend at least R2,500 on their card	2,500
📱	Spend R2,500 using their digital wallet or virtual card	2,500
		₪ 20,000

Technical details

- The amount of Discovery Miles a client can earn is dependent on their product type and card colour.
- 1,250 Discovery Miles will be awarded for each Discovery Life, Health, Invest and Insure debit order switched (with a max of 5,000 Discovery Miles).
- Discovery Miles will be allocated weekly.
- This campaign runs from 20 June 2022 until 31 August 2022.



Sales support and recognition

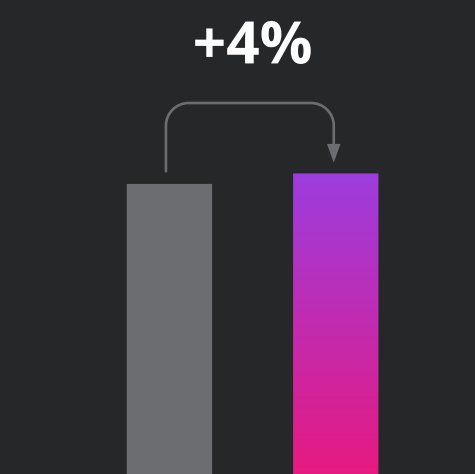
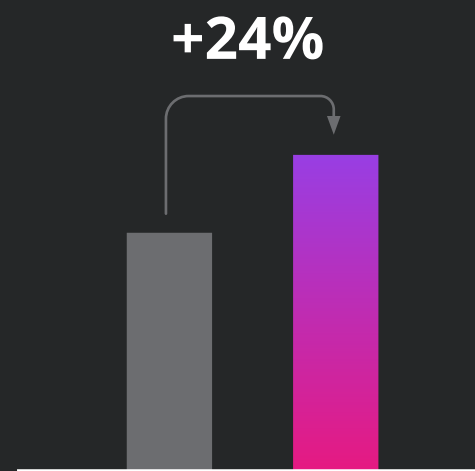
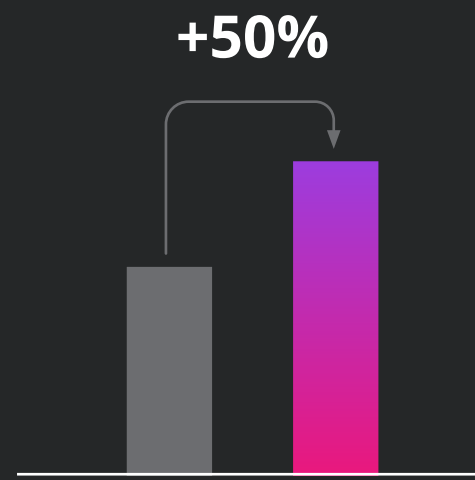
INTEGRATION WITH DISCOVERY BANK SUPPORTS YOUR BUSINESS

Discovery Bank integration drives higher premiums, more engagement and higher persistency

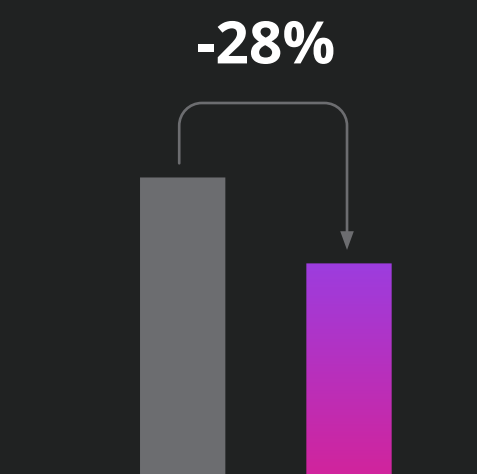
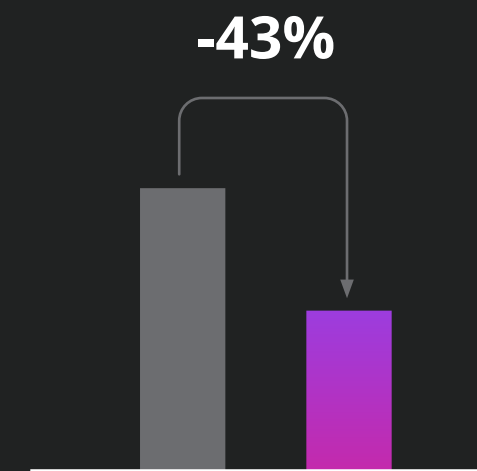
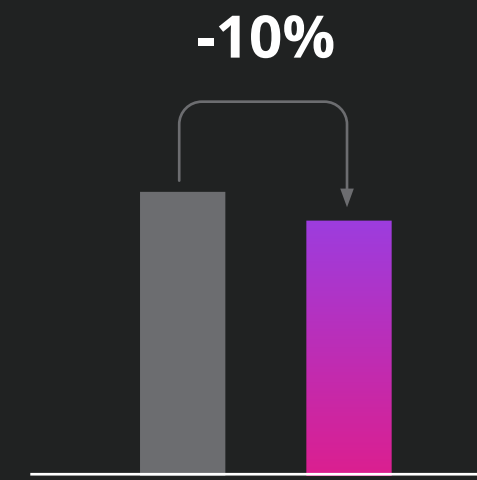
Through increased Discovery Bank and Vitality Money engagement, your clients are less likely to lapse, and more likely to increase overall product utilisation.

- Discovery Bank clients typically engage more with Discovery products, getting more rewards and more value.
- On average, clients with Discovery Bank have 50% higher Discovery Life premiums, 24% higher Discovery Insure premiums and 4% higher Discovery Invest contributions.
- This engagement and value translates to a lower lapse risk and a better quality client overall.

PREMIUMS

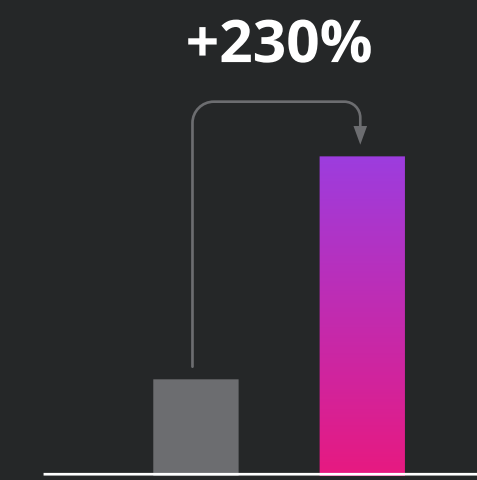


LAPSE RATE

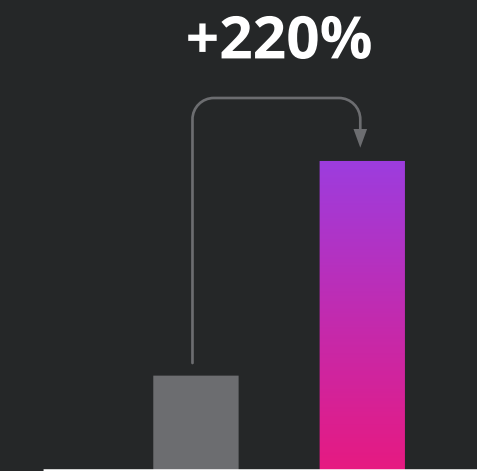


ENGAGEMENT

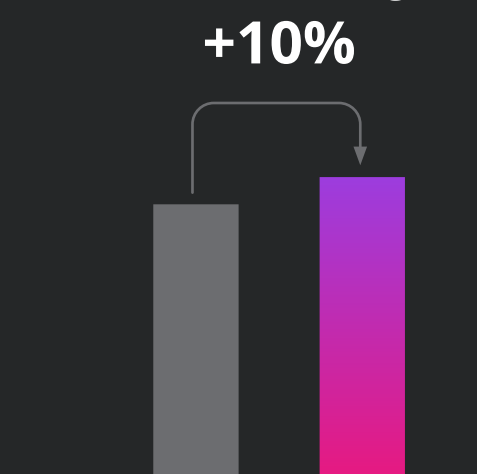
Average rewards per client



Fuel cash back



Assets under management



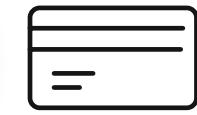
■ Non-Discovery Bank clients ■ Discovery Bank clients

SPECIALISED SERVICES TO ADVISERS AND CLIENTS THROUGHOUT THE CLIENT LIFECYCLE

CLIENT



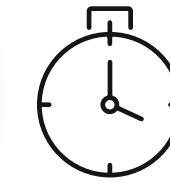
NEW BUSINESS APPLICATION



CREDIT



INITIAL ENGAGEMENT



LIFETIME SERVICE



CREDIT CASE MANAGERS*

Support each credit application from application to activation



BANK INTRODUCTION CONSULTANTS

Proactively contact new clients to help them activate benefits and set up their Bank account



DISCOVERY BANKERS

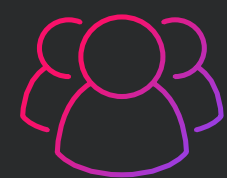
Highly trained Bankers available to support clients 24/7/365



PURPLE RELATIONSHIP BANKERS

Single point of-contact for high-net-worth clients for all queries

ADVISER



DISTRIBUTION RELATIONSHIP MANAGERS

Dedicated team providing end-to-end support to advisers and their distribution support structures for adviser-initiated Discovery Bank sales.

* Dedicated support for adviser initiated bank sales

COMPREHENSIVE SALES TOOLS AND SUPPORT

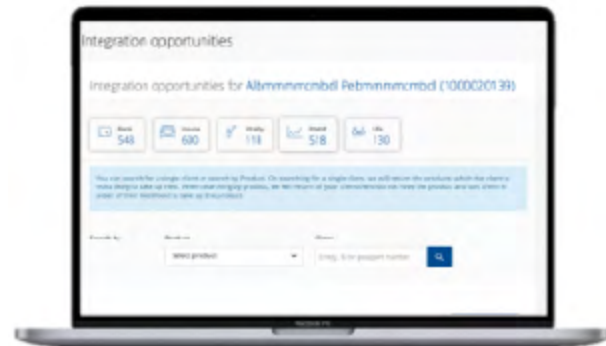
Discovery Bank has developed tools to help you along the full sales journey. With Discovery Bank being the composite-maker across the Group, it's more relevant than ever to be able to identify potential integration points within your clients' existing portfolios, to provide them with succinct and personalised marketing material so they fully understand the value proposition of Discovery Bank, and to help them onboard to Discovery Bank while providing support along the full journey.

PROSPECTS

View sales opportunities on your existing Discovery client base, and easily identify where your clients could gain even more value through additional product integration, servicing or engagement.

Integration opportunities for overall list of clients who haven't yet joined Discovery Bank:

FAZ > Leads > Lead Suite > Integration Opportunities



Sales campaign opportunities for targeting specific clients, including your list of clients still on the previous Discovery Card:

FAZ > Leads > Lead Suite > Sales campaigns

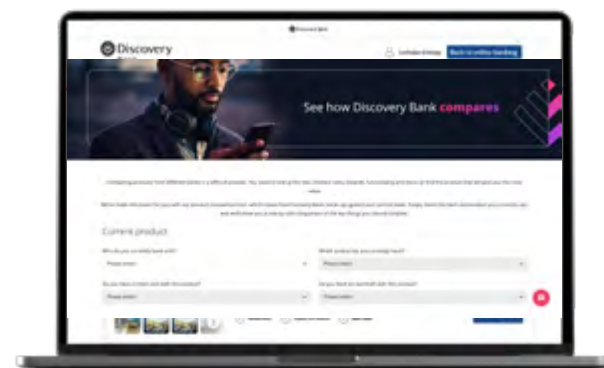
ADVICE

Access marketing sales tools to help position Discovery Bank. Easily show your clients the full range of products, how they compare to the market, and the high value they offer.

Compare Discovery Bank products to each other with the **INTERACTIVE SHARED-VALUE STACK**



Compare Discovery Bank products to other banks with the **COMPETITOR COMPARISON TOOL**



ONBOARDING

Choose from a range of sales methods to suit you and your clients' needs, offering various fee-earning and recognition options.

Financial Adviser Platform
100% fees | **100%** recognition

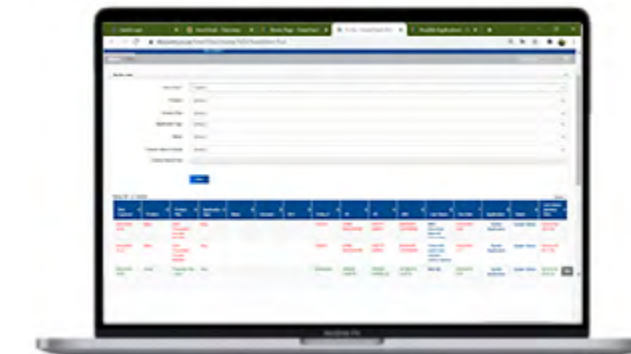
Friend Referral Rewards
50% fees | **100%** recognition

Life SmartAdvice Referrals
0% fees | **100%** recognition

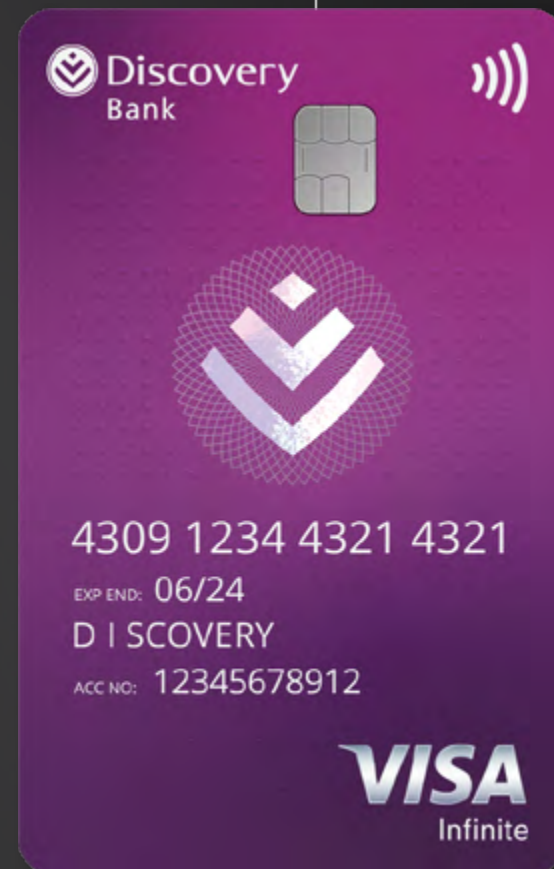
TRACKING

New digital tools to track sales and increase conversions, including real-time case reporting for sales made through the Financial Adviser Platform.

Distribution stakeholders can now view and assist with your **OPEN CASES VIA SMARTRACK**



RECOGNISING TOP ACHIEVERS WITH THE **DISCOVERY BANK PRESTIGE ADVISER PROGRAMME**



DISCOVERY BANK PRESTIGE ADVISER

Top-performing Discovery Bank advisers will now qualify as a **Discovery Bank Prestige Adviser** and the benefits that come with it, including:

- **Complimentary Discovery Bank Purple Suite**, with monthly and annual fees covered for a year (2022 value of R9,790).
- **Dedicated Relationship Consultant** to assist with your Discovery Bank support needs.

Qualifying criteria:

- R100,000 in annual Discovery Bank recognition production*
- 80% of accounts active



DISCOVERY BANK CEO AWARD

Top 3 Discovery Bank Prestige Advisers for the year will now qualify for the **Discovery Bank CEO Award**.

These advisers will qualify for an invitation to the exclusive Discovery Bank Purple Wealth Suite, with their monthly and annual fees covered for the first year (2022 value of R20,090). Plus a 12-month Fixed Deposit Account in their name.

The initial value of the fixed deposits are:

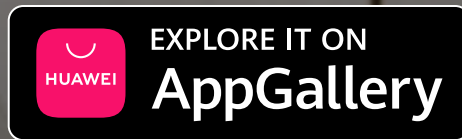
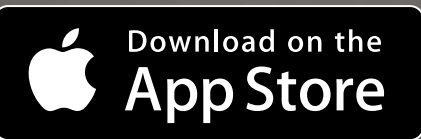
- 1st place:** R25,000
- 2nd place:** R15,000
- 3rd place:** R10,000

Qualifying criteria:

- Top 3 Discovery Bank Prestige Advisers by annual recognition production*.
- Must qualify for Sales Conference.
- The Purple Wealth Suite will be retained for a period of three years from CEO Award qualification and the financial adviser must qualify as a Discovery Bank Prestige Adviser in years 2 and 3 to retain their Discovery Bank Purple Wealth Suite.

*Annual recognition production based on accounts sold, as detailed in the Discovery Bank remuneration manual.

Standard Rewards & Recognition programme eligibility criteria apply. Call centre agents do not qualify for the Prestige Adviser Programme.



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Rewards based on your engagement in Vitality programmes, Discovery products, and monthly qualifying card spend. Limits, terms & conditions apply.