DISCOVERY BANK ROADSHOW

June Launch

Frequently Asked Questions

1. Where can I find more information about the full range of Discovery Bank products?

You can view information on our full range of day-to-day bank accounts, credit cards, forex accounts, and savings accounts on the Discovery Bank product webpages here.

Each product page covers eligibility criteria, headline benefits, rewards, functionality, interest rates, fees, and more. You can even send a direct link to a client if you want them to look at a specific product (for example, the Platinum Suite).

Find the full list of individual product webpages on the FAZ Bank Marketing Support page here: **FAZ > Marketing Support > Bank > Discovery Bank and Vitality Money**.

2. Where can I find more information about the Điscovery Account with no monthly fees?

You can view information about the **Điscovery Account** here.

You'll find how to open a **Điscovery Account**, as well as the product and travel benefits and features. You can also find additional information on the Điscovery Account on the Bank Info and tips page here.

3. How do clients open the Điscovery Account with no monthly fees?

To open a Điscovery Account, clients must simply:

1. Download the Discovery Bank app and log in using their Discovery login details.
2. Set up Facial ID.
3. Choose **Điscovery Account** and view the account benefits.
4. Accept the T&Cs and select **Next**.
5. Enter their personal details and set up their virtual card.
6. Select **Done** once complete.

You can view the how-to video here.

Remember, you and your clients can access a wide library of how-to videos using a choice of three options:

- **FAZ > Marketing Support > Bank > Sales tools and latest news > How-to videos.**
- Visit discovery.co.za > **BANK > Info and tips > 'How to' video guides.**
- Log in to the Discovery Bank app > **More** > **How-to videos**.

4. Where do I find the latest Discovery Bank interest rates?

The latest Discovery Bank rates are available in the Discovery Bank app. Clients can also view them on discovery.co.za. As a financial adviser, you can view them on the Financial Adviser Zone (FAZ) Bank Marketing Support page here: **FAZ > Marketing Support > Bank > Discovery Bank and Vitality Money > Interest rates.**

For deposits of R1 million or more into Fixed Deposit Accounts, clients may qualify for higher interest rates. You can get the latest daily rates on request from our Distribution Support team by emailing DistributionSupport@discovery.bank or calling 011 324 4885.

5. Where can I find more information about Discovery Miles and how Discovery Miles Đ-Day works?

Find more information on Discovery Miles on the Discovery Miles webpage and the Discovery Miles Bank Info and tips page. Additional information on Miles Đ-Day is available here.

6. Where can I find more information about Discovery Pay, Vitality Pay, Health Pay and Contact payments?

Find more information on Discovery Pay on the Discovery Pay webpage. Here you'll find videos and steps on how to set up and use each payment option, and also find key information clients need to know.

7. Where can I find more information about Vitality Travel?

Find more information on the Vitality Travel webpage and the Vitality Travel Bank Info and tips page.

8. Where can I find information about how all the Discovery Bank and Vitality rewards work?

Find more information on Discovery Bank and Vitality rewards using these sources:

- Vitality Money webpage
- Vitality Money rewards webpage
- The interactive shared-value stack
- Vitality Rules webpage
- Discovery Bank Info and tips webpage.

9. How do Vitality Health clients access their travel benefits now that Comair has gone into liquidation?

To access travel benefits, Vitality members (either through Vitality Health or Vitality Money) need to use the Vitality Travel platform, exclusive to Discovery Bank clients. This means clients need to either have a Discovery Bank Transaction Account, Card Account, Suite, or the **Điscovery Account** with no monthly fees to qualify.

To access the Vitality Travel platform:

- Log in to discovery.bank > **TRAVEL**, or
- Log in to discovery.co.za > **TRAVEL > Book Travel**.

10. Does Discovery Bank offer travel insurance?

Discovery Bank clients who buy their international travel tickets with their Discovery Bank Gold, Platinum, Black or Purple debit or credit cards, or with their Discovery Miles, qualify for free international travel insurance.

Discovery Bank Gold and Platinum cardholders, as well as clients who pay for their trips using Discovery Miles, will have their travel insurance underwritten by Discovery Travel Insurance through Discovery Insure Ltd. View the policy here. These clients can contact Discovery Insure directly on 0860 878 233 or email travel.service@discovery.co.za to request their travel certificate.

Discovery Bank Black and Purple cardholders will have their travel insurance underwritten by Chubb Insurance South Africa Ltd. Discovery Bank Black cardholders can view their policy here, and Purple cardholders can view their policy here. Always refer to the visacards.africa website for the latest policy wording.

Find more information on Bank Info and tips page here.

11. What support resources are available to me to better understand Discovery Bank's products and services?

- You can find a range of training materials (e-learning courses, documents, and videos) available on the Discovery Institute of Training's (DIT) web portal. You can also attend training sessions hosted by their fully qualified instructors.
- Find a wealth of information covering accreditation, sales and training, Discovery Bank products and Vitality Money rewards, sales tools and latest news on the Financial Adviser Zone: **FAZ > Marketing Support > Bank.**
- Access product and reward information across the full range of **Discovery Bank webpages** available on discovery.co.za under **BANK**.
- Use the **Bank Info and tips** webpage – the go-to information hub for everything related to Discovery Bank. Find FAQs, 'how-to' video guides, fees, important documents and more. You and your clients can also access Discovery Bank Info and tips in the Discovery Bank app on-the-go by tapping **More > Info and tips**.
- Financial advisers and support staff can also get in touch with the Discovery Bank **Distribution Support team**. Email DistributionSupport@discovery.bank or call 011 324 4885 (08:00 to 17:00, Monday to Friday excluding public holidays).

12. Where can I find more information on the up to 20,000 Discovery Miles and maximum Vitality Money rewards sales campaigns?

Find information on the campaign webpage. These campaigns are available to new clients until 31 August 2022. The terms and conditions can be viewed here.

13. How do I access the Discovery Bank competitor comparison tool?

You and your clients can access the Discovery Bank competitor comparison tool here.

14. Where can I learn more about how to use the Financial Adviser Platform?

View the Financial Adviser Platform user guide here.

15. Where can I learn more about Friend Referral Rewards onboarding process?

View the Friend Referral Rewards webpage here. Find additional information on how this process applies to Financial Advisers in the Discovery Bank remuneration manual here.

16. Where can I learn more about the Smart Advice onboarding process?

View the section on referring clients to Discovery Connect as part of a Life Bank Integrator sale in the Bank on Bank Integration opportunities document here.

17. Where can I learn more about the GrowthHouse onboarding process?

Please discuss with your franchise Financial Director or Business Executive or reach out to Tim Moss at TimM@growthhouse.co.za for more information.

18. Can you refer a client to Discovery Bank if you are servicing an existing Discovery Life plan and adding a Bank Integrator?

You can refer a client to GrowthHouse if you intend on servicing and Bank Integrating an existing Discovery Life plan, but you can only service the Discovery Life plan once the client has been onboarded to Discovery Bank with the correct banking product. Trying to Bank Integrate an existing Life Policy where the client doesn't have the correct Discovery Bank product will block the servicing request.

19. Where can I get Discovery Bank sales material for my clients?

Please send your clients web links to the relevant Discovery Bank webpages and tools. This is to ensure that your clients are always referring to the latest information and minimises the risk of clients accessing outdated fees, interest rates, partners, and rewards information on both Discovery Bank's and our competitors' products.

You can find marketing material such as videos, social media content, and mailers on the standard sales and distribution support channels. Alternatively, please contact marketing_support@discovery.co.za for any requests you have.

Please note that they cannot provide print brochures or PDF content. We are in the process of migrating all remaining documents to new dynamic webpages that can be shared with your clients.

20. How can I increase the conversion rates on credit product applications for my clients?

Please see the guide to the Discovery Bank credit application process here. This contains useful information on how to increase the success rates and completion speed of Discovery Bank credit applications.

21. Where can I view which of my clients haven't yet joined Discovery Bank?

You can view which of your clients on your Discovery book haven't yet joined Discovery Bank using the **Integration Opportunities** feature on Lead Suite through the Financial Adviser Zone here: **FAZ > Leads > Lead Suite > Integration opportunities.**

Only financial advisers who are accredited to sell Discovery Bank products will be able to view these opportunities.

22. How do I assist my existing clients and prospective clients upgrade their Discovery Bank products?

Clients can upgrade their products themselves using their own Discovery Bank app. Find steps for changing account colour and changing products on Bank Info and tips here.

If you onboarded the client using the Financial Adviser Platform or GrowthHouse referral option and they upgrade their product within six months of the initial sale, you will automatically receive a true-up in the referral fee based on the new product if applicable. Unfortunately, there is currently no way for you to perform the upgrade on behalf of the client nor for you to earn referral fees on clients you didn't onboard.

23. How do I become the appointed Discovery Bank adviser for an existing client?

Currently, the only way to become the appointed Discovery Bank adviser on record for a client is to onboard them to Discovery Bank as a new client using the Financial Adviser Platform. We are working on implementing the ability to link existing clients to financial advisers in the future, but it's not currently available and no manual appointments can be made.

24. When will you offer additional products like home loans, youth accounts, and vehicle financing?

We don't have a confirmed timeline on when we'll be launching these items. We're working on adding new products, features and benefits to our retail portfolio as fast as possible to increase our value proposition. Keep up to date with all the latest news with Discovery Bank communicated through our various channels and events to see when we'll be bringing these additional products to you and your clients.

25. Where can I find up to date information about the developments at Discovery Bank?

We regularly provide updates on Discovery Bank in the weekly eDiscoverer sent out to the entire distribution force every Thursday, but we encourage you to keep an eye on our financial adviser latest news page.