

# Vitality Money terms and conditions

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These terms and conditions apply to your Vitality Money membership. By joining Discovery Bank and using Vitality Money, you accept these terms and conditions. If anything is not clear, please call us on 0800 07 96 97 before you finish your application.

## Discovery Bank rewards your healthy financial behaviour through Vitality Money

1. Vitality Money is Discovery Bank's financial wellness programme. It aims to encourage sound financial decisions and rewards you for healthy financial behaviour. Vitality Money is available to you if you are a transaction or credit card account holder who qualifies for Vitality Money membership.

## Vitality Money is not a substitute for financial advice

2. You must always consult a financial adviser for financial advice. Vitality Money is not a financial services product, as defined in the Financial Advisory and Intermediary Services Act 37 of 2002. Instead, it is a financial wellness programme. Therefore, please do not treat your Vitality Money results as financial advice.

## We receive information about your financial status from third parties

3. We receive information about your financial status from credit and insurance bureaus, property valuers, as well as the Discovery Group. We use this information to assess your financial status so we can give you an accurate Vitality Money status and the best rewards possible.
4. We use the data and information we get from these third parties to build your personalised financial profile. This allows us to give you the tools intended to assist you in improving your finances. This also helps us provide our services to you, communicate with you, and improve our analysis and reporting. By doing this, we enrich your Vitality Money experience.
5. We use information about your insurance and investment portfolio from Astute (a financial services exchange) to calculate your Vitality Money status.
6. We use information about your properties from Lightstone (a property information provider) to calculate your Vitality Money status. Lightstone collects and analyses personal information from public records such as the deeds registries (administered by the Department of Rural Development and Land Reform in line with the Deeds Registries Act, 1937) and the companies register (administered by the Companies and Intellectual Property Commission (CIPC) in line with the Companies Act, 2008). You can contact Lightstone at [info@Lightstone.co.za](mailto:info@Lightstone.co.za) if you have any questions about their processing of your information.
7. We use the information on your credit history from Experian (a credit-check service) to calculate your Vitality Money status.

Read our full [privacy policy](#) for more information on how we share your information.

## About your membership

8. To qualify for Vitality Money membership, you must be:
  - a. At least 18 years old;
  - b. A primary account holder who has a Discovery Account, Discovery Bank Transaction Account with pay-as-you-transact fees, Discovery Bank Transaction Account with bundled fees, a Discovery Bank Credit Card Account, or a Discovery Bank Suite; and
  - c. Your account must be in good standing.
9. With Vitality Money, you manage your finances as an individual.



## Vitality Money terms and conditions

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10. Acting as an agent for Vitality, we charge a Vitality Money premium. You can find the fee in the banking fees guide for your product.
11. You are only allowed to use your Vitality Money membership for personal purposes and not for business. For example, you are not allowed to use your Vitality Money membership to secure debt by transferring your rights to another person or entity as security for a loan.
12. Vitality Money is built into select products. For this reason, you cannot cancel your Vitality Money membership or close your Vitality Savings Account without closing your active Discovery Bank Transaction Account, Card Account or Suite.
13. You can only have one Vitality Money membership regardless of the number of accounts or types of accounts you have with us.

### About your Vitality Money points

14. You can earn points for a number of activities designed to promote positive financial behaviour.
15. To earn points, your Discovery Bank accounts must be active and in good standing. 'Good standing' means that none of your Discovery Bank accounts and credit facilities are overdrawn, in arrears, in default, or subject to any legal process with Discovery Bank – including being under debt counselling, administration or sequestration and keeping your KYC (verification information) or AML (anti-money-laundering) information up to date. If your accounts are not in good standing, you will still have to pay the monthly fee.
16. You can view your Vitality Money points using our banking app.
17. The ability to earn some points is only available to specific members. For example, members who already meet their savings goals may not be able to earn points for increasing their savings.
18. We calculate your Vitality Money savings points based on the amount of savings you have that are easily accessible. This includes any savings with Discovery Bank and Discovery Invest. Certain savings with other investment institutions also contribute towards your savings points, but not savings held with other banks. To earn points for savings with other investment institutions, go to the Discovery Bank app and declare the savings. You need to also provide proof of the savings by uploading supporting documents.
19. You get Vitality Money short-term debt points for having a low total monthly repayment across all of your unsecured debt. We get your information about your unsecured debt from the credit bureau, Experian, every month.
20. We calculate your Vitality Money insurance points based on having the right type of essential cover in place. This includes life insurance, short-term insurance and medical aid. This includes the cover you have with Discovery Health, Discovery Life and Discovery Insure. To earn points for insurance outside of Discovery, you need to declare the insurance you have on the Discovery Bank app and upload supporting documents.
21. We calculate your Vitality Money retirement points for having retirement funding in place based on the amount you contribute to retirement savings every month and the amount you have saved for retirement so far. This includes retirement savings with Discovery Invest. To earn points for retirement savings outside of Discovery, you need to declare the retirement savings on the Discovery Bank app and upload supporting documents.
22. We calculate your Vitality Money property points on the progress towards building up a long-term asset so that you have a place to live debt-free in retirement. We use property data from Lightstone and secured debt data from Experian to calculate your points. To earn points for property not on Lightstone, you need to declare the property on the Discovery Bank app and upload supporting documents.
23. We award financial needs analysis points when you complete a financial needs analysis (FNA) with a Discovery financial adviser on the Discovery Adviser 360 platform. You cannot earn points by providing any other FNA document.



## Vitality Money terms and conditions

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24. We award Worth education points when you complete the six-week Worth financial education course after paying their fee.
25. We award Financial Analyser points to you for setting up a budget, being accurate with your budget and engaging with the budget.
26. You cannot transfer membership rights or points to another person.
27. Positive balances in transaction and credit card accounts do not earn savings points.
28. There are limits to how many points you can earn for activities, as well as how many points you can earn in each year for certain activities or categories of activities.
29. The number of points you hold at any time determines your Vitality Money status.

### Your Vitality Money status

30. There are five Vitality Money statuses: Blue, Bronze, Silver, Gold and Diamond. Each status has a minimum number of points you must earn to achieve it. To move up in status, you need to earn the minimum number of points for that status. Since retired people can no longer earn points for saving towards retirement, the total points available to them are fewer.
31. To reach Diamond Vitality Money status, you must achieve Gold Vitality Money status and meet a minimum balance requirement with Discovery Bank. This minimum balance depends on your product colour and annual income. You can see your personalised balance requirement in the Discovery Bank app.
32. We use the positive balances in your transaction and credit card accounts, and only the balances from your savings accounts with Discovery Bank to determine if you qualify for Diamond status.
33. Each status has different rewards, and you earn the rewards that apply to your Vitality Money status.
34. If you do not maintain the minimum number of points to remain on a status, or if your balance with Discovery Bank drops below the minimum savings requirement for Diamond status, you will drop down to the status that matches how many points you have.

### Changes in your membership affect your status

35. Changes to the structure of your Vitality Money membership can affect your Vitality Money status. This includes members reaching retirement. When this happens, your status can go up or down, depending on the change.
36. Your Vitality Money status can also change because the minimum points for each of the statuses have changed.

### Breaks in your membership

37. If for any reason, there is a break in your Vitality Money membership that lasts for 45 days or more, you will have to reactivate your membership. You will restart on Blue status with zero points.
38. If the break in membership is less than 45 days, your Vitality Money status will remain the same as before, unless a change in your membership changes your status.

### When your membership ends

39. Your membership ends if:
  - a. You no longer qualify for Vitality Money membership.
  - b. We believe there is fraudulent use or abuse of the Vitality Money programme.
40. If your membership ends for any reason so does your right to receive rewards.



# Vitality Money terms and conditions

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## Changes to these terms and conditions and the Vitality Money programme

41. We may change these terms, conditions and reward rules from time to time. We will tell you about any intended changes to rewards and fees within a reasonable time. If we are ending a reward, we will also give you notice within a reasonable time.
42. We will meet our obligation to tell you about changes that affect the Vitality Money programme.

