



figDiscovery News

for Discovery Health members

This email is written by an independent commentator and not by Discovery Health. Any Discovery Health member is welcome to subscribe. Queries regarding this email can be sent to info@finsight.co.za

Discovery Website

www.discovery.co.za

Discovery Client Services

0860 99 88 77

KeyCare Client Services

0860 102 877

Discovery Emergency Number

0860 999 911

Discovery Health Plans

- Executive Plan
- Classic and Classic Delta
- Comprehensive
- Essential and Essential
- Delta Comprehensive
- Classic & Essential Priority
- Classic & Classic Delta
- Saver and Core
- Essential & Essential Delta
- Saver and Core
- Coastal Saver and Core
- Key Care Plus and Core
- Discovery Rewards
- Vitality
- KeyFit
- KeyFit Starter

Financial Insight and Guidance cc

Phone +27 (0)21 423 5846

Fax +27 (0)21 424 4307

Email Address

info@finsight.co.za

Council for Medical Schemes

Accreditation # ORG2562

Your Plan

Check your Discovery Plan and contribution for 2012.

Make sure any changes you submitted have been actioned. You can do this by logging into www.discovery.co.za with your user name and password. Your plan type should be listed on the home page once you have logged in.

If you click on your membership number, shown on the home page once logged in, you will see your most recent claims, and your current Savings balance (including any carry over from 2011).

If you click on your membership number a second time, your 2012 contributions will be listed at the bottom of the page.

Online Guides and Forms

Once logged in to Discovery's website with your user name and password, you can download certain guides and forms:

Health Plan Guide: Click on Discovery Health, then Benefits and Cover, then on Health Plan Guide. Right click on the PDF guide and choose "save target as" to download to your desktop.



Application Forms: Click on Discovery Health, then Application Forms, then right click on the relevant form you need, making sure you are choosing the 2012 option. Forms available include change of bank detail, chronic applications, addition of dependants, KeyCare income verification.

Discovery Life: If you have a life product, you can download benefit summaries from this section, as well as your current policy schedule.

Vitality: If you have Vitality, you can click on Vitality and at the bottom of the page you will see the main rules, and the Vitality 2012 guide.

DiscoveryCard: The terms and conditions, and rules and fees of various benefits and add-ons are available in this section.

Getting In Touch

Call or Contact Discovery with the following details:

In an emergency: Call 0860 999 911

If you call from a cell phone Discovery has on record, they can call up your details on their system from the caller ID. This includes detail of your medical conditions and your GP if you have put this information on their system via their

website.

For help with the website: Call 0860 100 696

For queries regarding your plan or benefits, or to authorise hospital stays: Call 0860 998877 or email healthinfo@discovery.co.za

For queries regarding KeyCare plans or benefits: Call 0860 102877 or email keycare@discovery.co.za

For medical advice: Call Smart Health Choices at 0861 600 240

Vitality: Ready...Steady....Activate

You have to activate certain Vitality benefits, and we have listed these below. Those benefits that can be activated online, are activated at www.discovery.co.za using your user name and password. Each adult on Vitality should have their own user name and password. Register at www.discovery.co.za or call 0860 100 696 for help with the registration process.

Ster Kinekor

· Vitality Ster Kinekor cards are available at any



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Ster Kinekor theatre. Take along the R40 card fee (and your Discovery membership number), and they will take your photograph and give you the card straight away.

- All Discovery members can see movies at discounted rates. Children aged 2 to 18 can see movies for free (before 7pm) with their Vitality Ster Kinekor card if their parents have completed a Kids Personal Health Review for them. Discounts are available for one viewing of each movie per person.

Clicks Club Card

- Link your existing Clicks card to your Vitality membership online at www.discovery.co.za, under Vitality, Rewards, Lifestyle Partners. You can apply for your Clicks card at any Clicks store.
- Swipe your Clicks card as you normally would at any Clicks store, and receive Clicks cash back between 5% and 15% depending on your Vitality status.

MedSaver @ Clicks pharmacies

- Activate online from 20 January 2011 (you must have a Clicks card). Once logged in at www.discovery.co.za, click on Discovery Health, then Medicine, then MedSaver. Activate, and link your Clicks Card.
- Purchase over-the-counter medication at Clicks, swiping your Clicks card, and earn 10% or 25% cash back.

- Complete a Vitality Check (Weight Assessment, Blood Pressure reading and finger-prick Glucose and Cholesterol blood tests) at participating pharmacy (Clicks, Dischem and certain independent pharmacies) to increase your cash back from 10% to 25%

HealthyCare @ Clicks pharmacies

- Activate online from 20 January 2011 in the HealthyLiving section under Vitality: Improve Your Health.
- Purchase selected dental, sun care, eye care and exercise products at Clicks and earn cash back.
- Complete a Vitality Check (Weight Assessment, Blood Pressure reading and finger-prick Glucose and Cholesterol blood tests) at participating pharmacy (Clicks, Dischem and certain independent pharmacies) to increase your cash back from 10% to 25%

Smart Shopper Multiplier @ Pick n Pay (for Vitality members who are DiscoveryCard holders)

- You must have a DiscoveryCard credit card to activate this benefit.
- First get a Smart Shopper card from Pick n Pay. Then, link your Smart Shopper card number to your DiscoveryCard on Discovery's website. Once logged in, go to DiscoveryCard and click on SmartShopper.
- Swipe your Smart Shopper card as usual, and Discovery will give you additional Smart Shopper points, depending on your Vitality



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status. These points will be awarded once a month, on or about the date your credit card closes off.

HealthyFood @ Pick n Pay

- Apply for your HealthyFood card online at www.discovery.co.za or link it to your DiscoveryCard if you have one. Activate in the Eat Healthily section under Vitality once logged in.
- Purchase healthy foods at Pick 'n Pay, swipe your HealthyFood card, and earn cash back.
- Complete a Personal Health Review online to increase your cash back from 10% to 25%

HealthyGear @ addidas stores and Totalsports

- Activate online from 20 January 2011 in the HealthyLiving section under Vitality: Improve Your Health.
- You will receive a HealthyGear card in the mail, to use for cash back at any addidas Concept or Factory stores. If you have a DiscoveryCard credit card, you can also earn cash back at Total Sports for addidas products.
- Complete an Online Fitness Assessment or Fitness Assessment at participating biokineticist to increase your cash back from 10% to 25%

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