

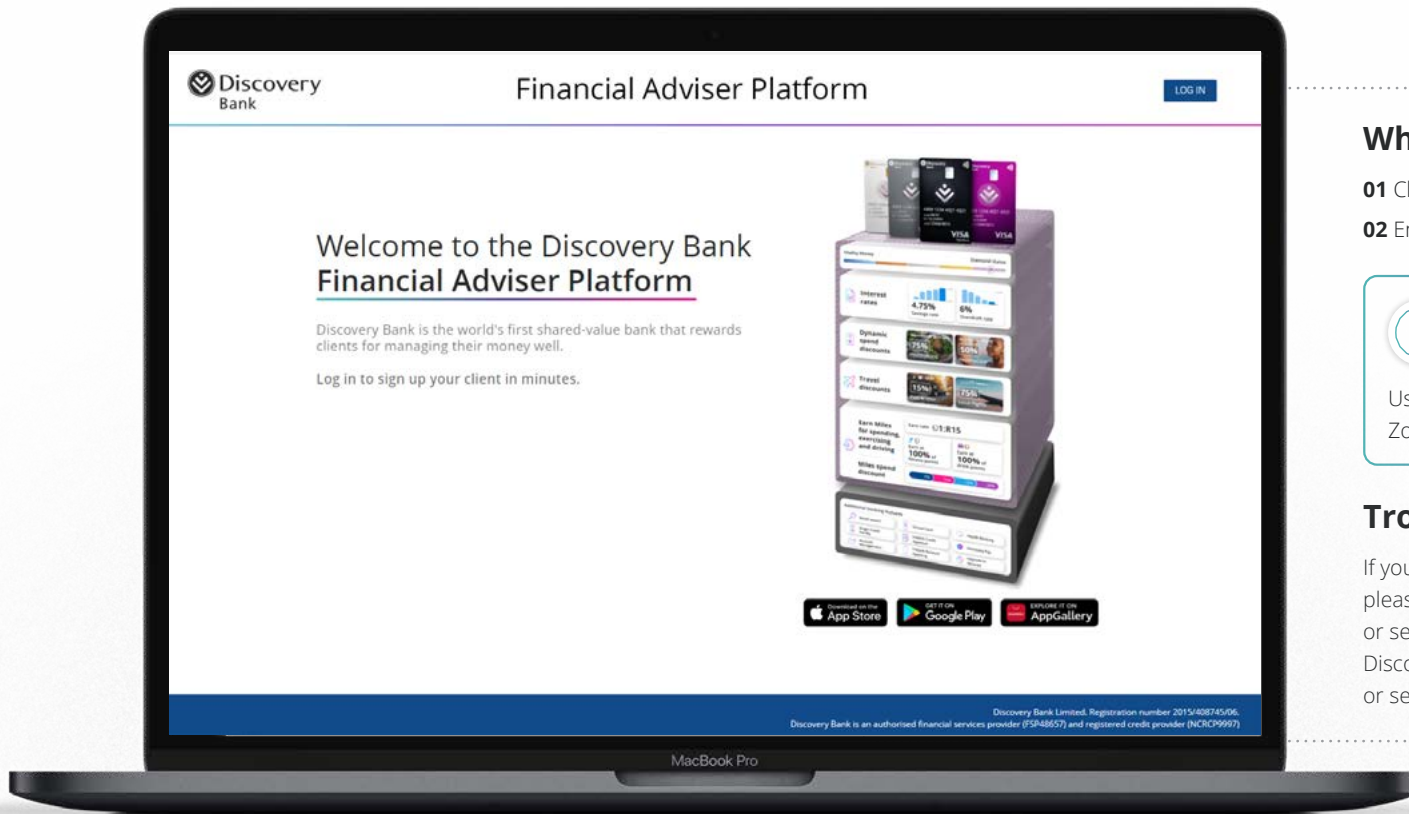
The **Financial Adviser** Platform

User guide

The Discovery Bank Financial Adviser Platform allows you to easily onboard clients. This user guide will provide the guidance you need to quickly onboard clients so they can enjoy our shared-value rewards as soon as possible.

1

The Financial Adviser Platform is completely secure and allows you to help your clients join Discovery Bank.



What you need to do:

- 01 Click **Log In**
- 02 Enter your login credentials.



Tip:

Use the same login details you use for the Financial Adviser Zone (FAZ).

Troubleshooting:

If you experience any issues logging in to the Financial Adviser Platform, please contact Discovery Commissions by calling 0860 345 678 (opt 1) or sending an email to commissions@discovery.co.za, or contact the Discovery Bank relationship banking team by calling 011 324 4885/6/7 or sending an email to distributionsupport@discovery.bank

You can access the platform through FAZ or by visiting <https://broker.discovery.bank>

2

The Financial Adviser Platform uses two-factor authentication to make sure that your and your clients' data remains secure. This ensures that no one else can log in and impersonate you.

What you need to do:

- Reply **Accept** on the message that appears on your cellphone.

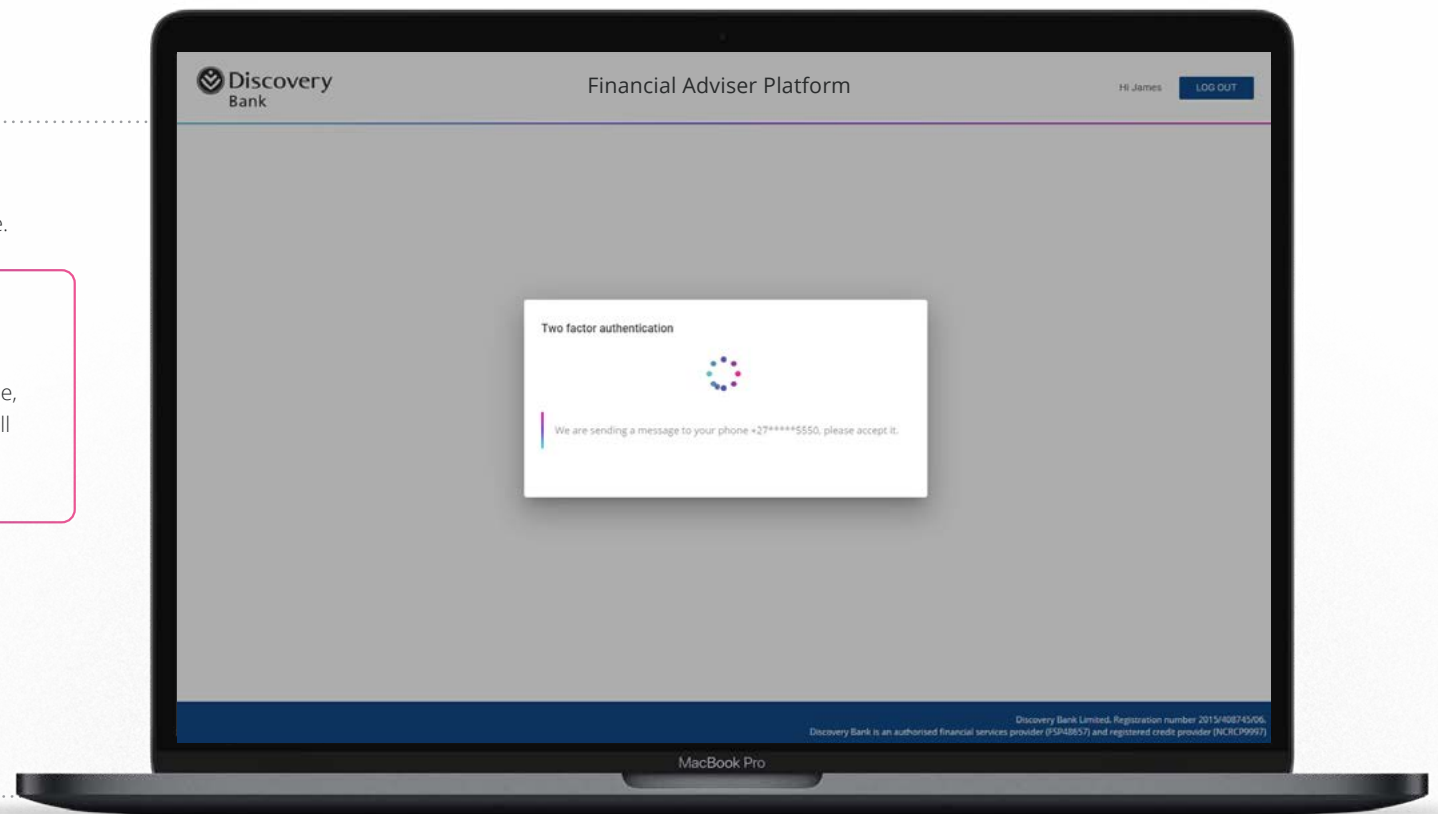


Tip:

If you are unable to receive the USSD message, after some time, we will send you an SMS with a One Time Pin (OTP) that you will need to enter. Have your cellphone near and unlocked so you can receive and respond to the message.

Troubleshooting:

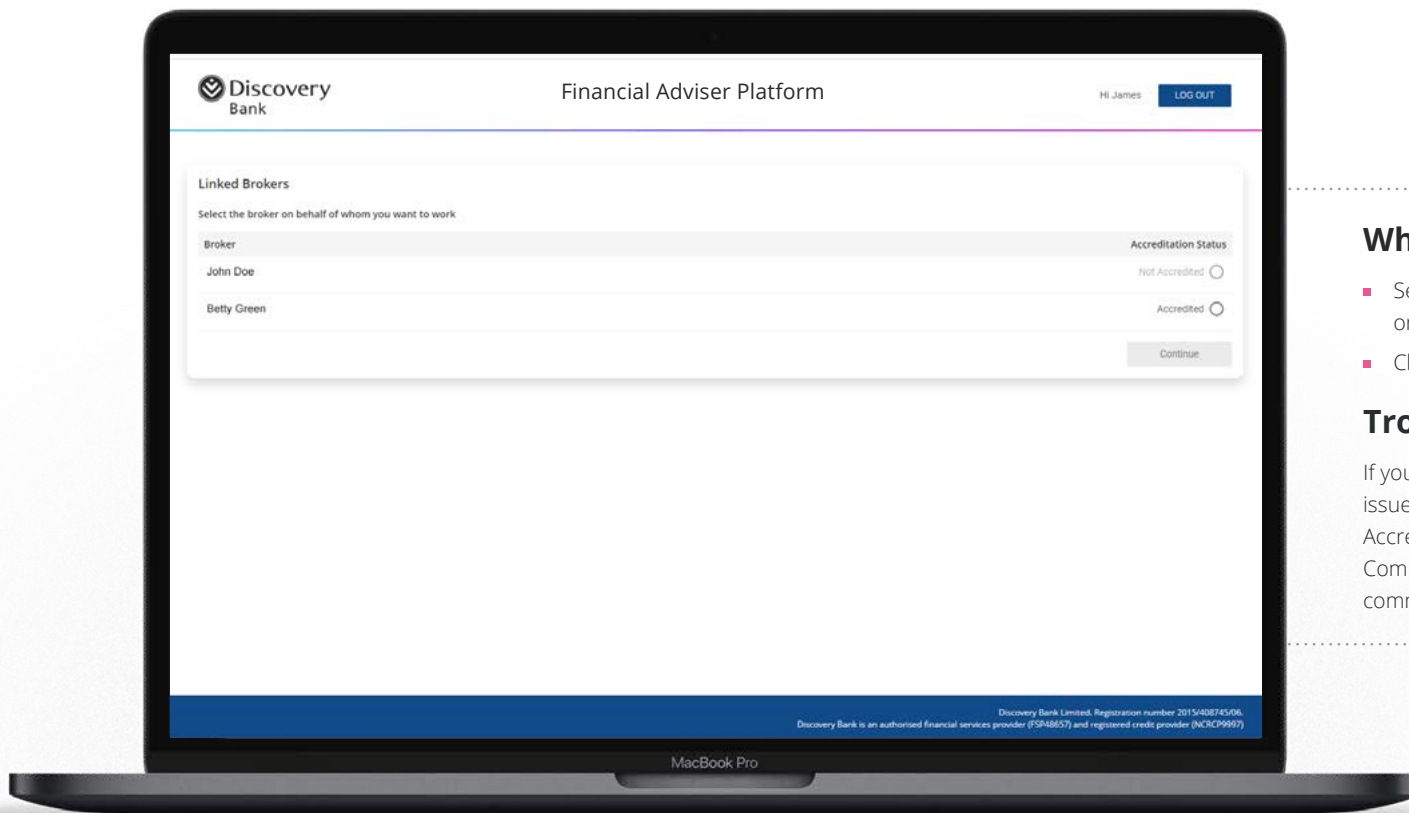
If you don't receive a USSD message or the OTP, please try again. If the problem persists, please contact Discovery Smart Commissions by calling 0860 345 678 (opt 1) or sending an email to commissions@discovery.co.za to ensure we have your latest cellphone number on record.



3

If you are logging in on behalf of a financial adviser (for example, as an assistant), please select the financial adviser who you'd like to act on behalf of.

If you're logging in to your own financial adviser profile, you can go directly to the next step.



What you need to do:

- Select the relevant financial adviser by clicking on the adviser's name or click the button on the right of the row.
- Click **Continue**

Troubleshooting:

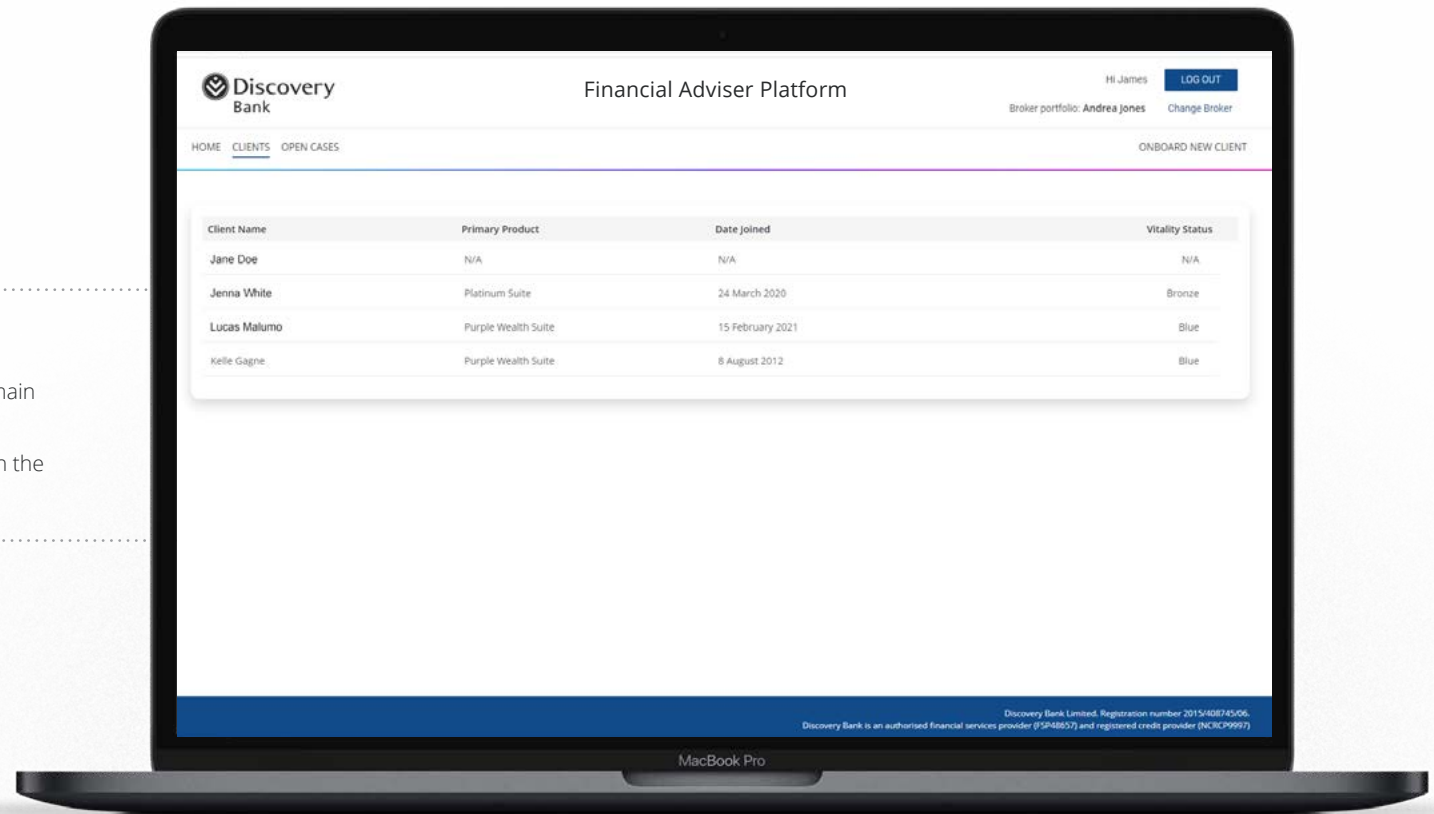
If you cannot select a specific financial adviser, there may be an issue with their **accreditation status**. You can view this in the Accreditation status column. Please contact Discovery Smart Commissions by calling 0860 345 678 (opt 1) or sending an email to commissions@discovery.co.za to correct the issue so you can continue.

4

The first screen you see once you log in is your client list. For now, this is a fixed list, and you cannot see any further details. Soon, you'll be able to click on individual client profiles and see their banking products and other information.

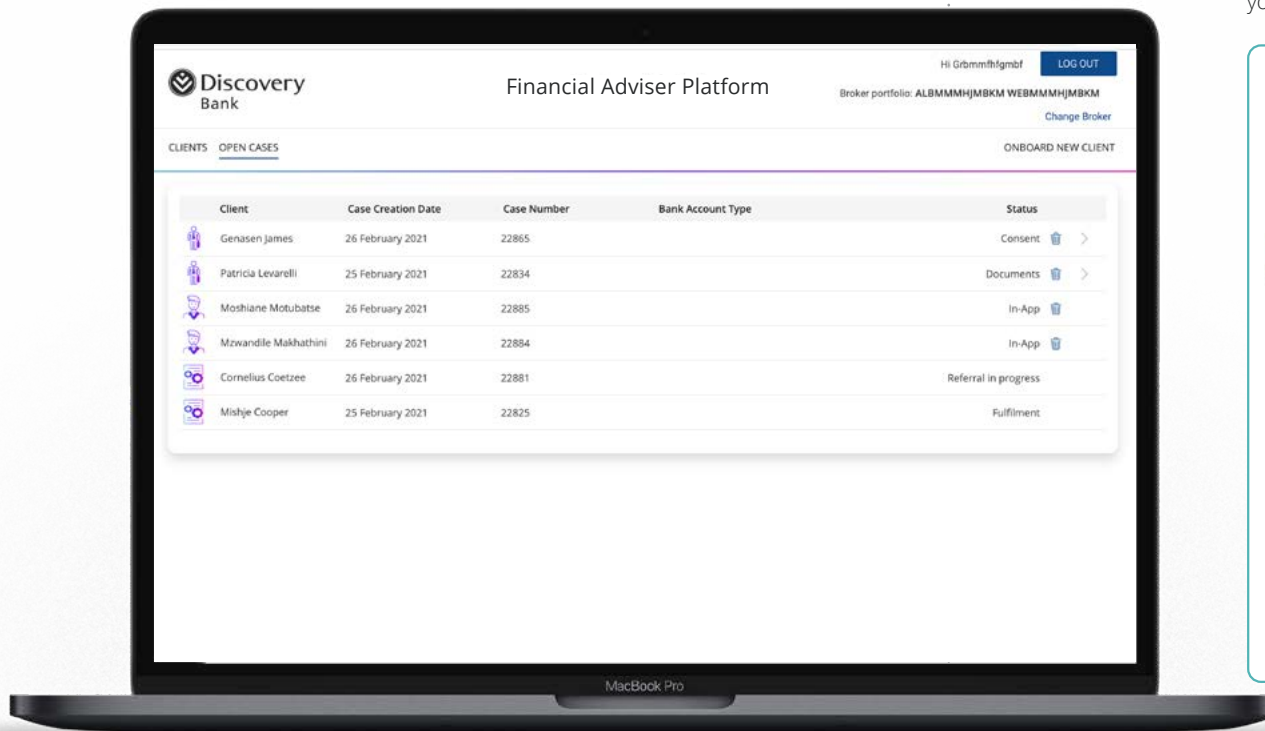
What you need to do:

- To revisit an open onboarding case, click **Open cases** in the main menu at the top of the screen.
- To start a new onboarding case, click **Onboard new client** on the right side of the main menu.



5

If you have clicked **Open Cases**, you can now see a list of all your open onboarding cases which also shows the status of each case in the onboarding journey.






What you need to do:



Click on the row of the client you want to onboard, and it will take you to where you left off in their onboarding journey.

Tip:

The icons on the left give you an indication of what action is necessary, whether from you, Discovery Bank, or the client:

-  With the client – for example, downloading the banking app and continuing the journey.
-  With Discovery Bank for further action – for example, verification of client information.
-  With you (the financial adviser) for further action – for example, additional documents to be uploaded for verification.

The icons on the right indicate what action you can take with that specific case:

-  You can cancel this onboarding case.
-  You can click on this line and enter the case, to continue where you left off.

If you do not see an icon, the case is with Discovery Bank, and there are no further actions that you can take at this point.

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If you want to onboard a new client, Discovery Bank first needs to check if your client already has an account, and check their details with the Department of Home Affairs.

What you need to do:

- Enter your client's South African ID number in the text box
- Enter their cellphone number
- Click **Continue**.

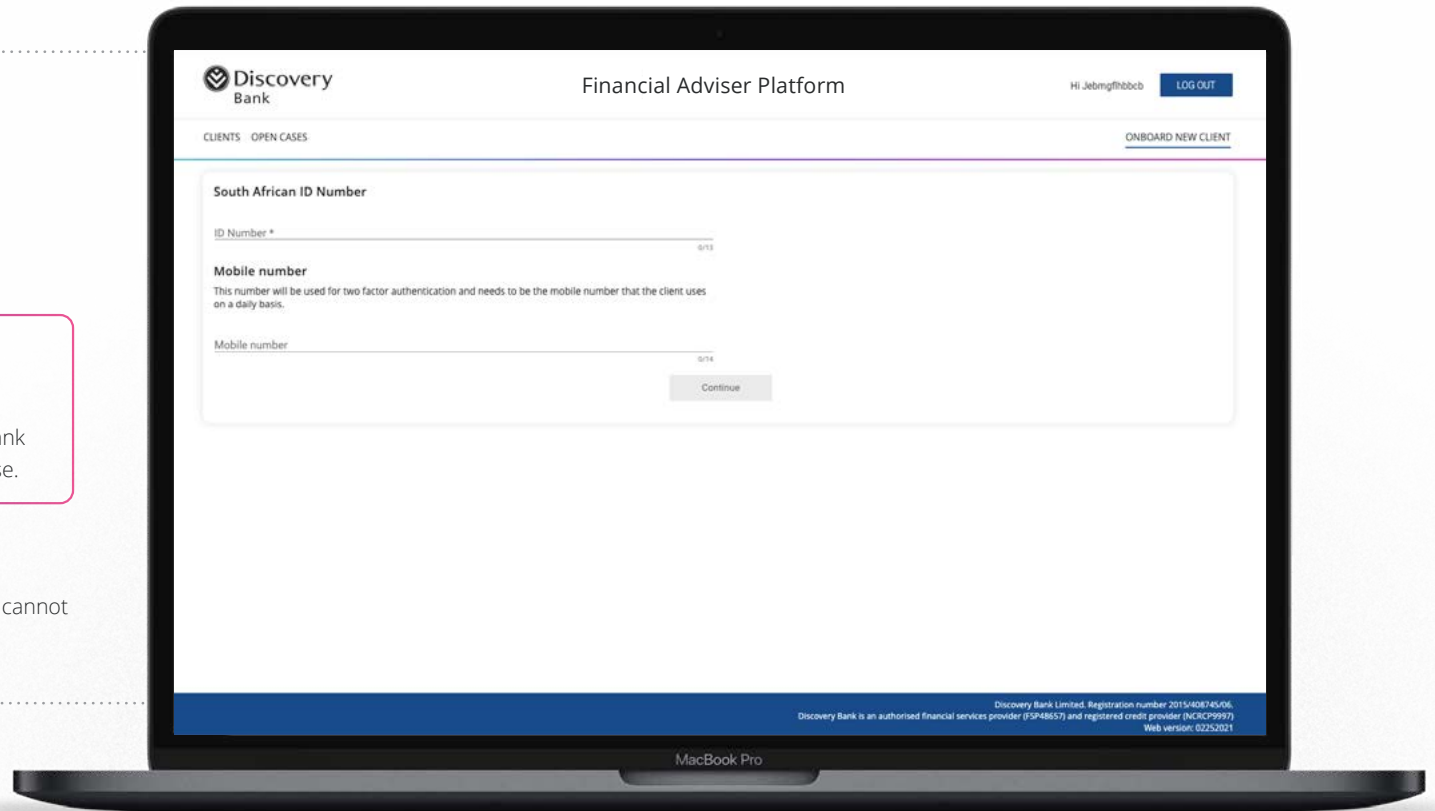


Tip:

The platform will alert you if the client is already a Discovery Bank client, and will prevent you from starting a new onboarding case.

Troubleshooting:

If your client does not have a valid South African ID number, they cannot join Discovery Bank at the moment.



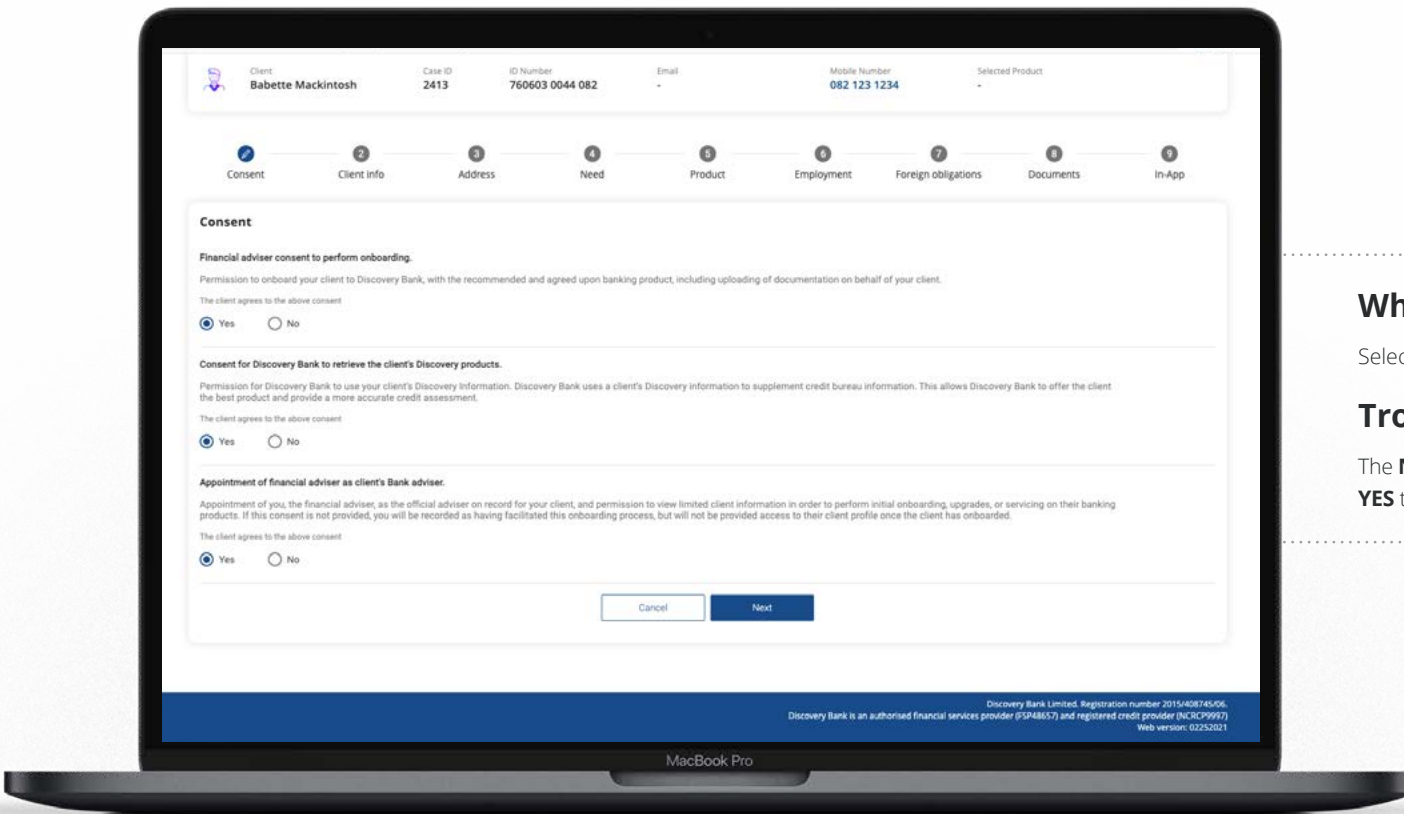
The screenshot displays the 'Financial Adviser Platform' interface for Discovery Bank. The user is logged in as 'Hi Jebmgthöbböb' and can click 'LOG OUT'. The main navigation includes 'CLIENTS' and 'OPEN CASES', with a highlighted 'ONBOARD NEW CLIENT' option. The form is titled 'South African ID Number' and contains the following fields:

- ID Number ***: A text input field with a character count of 0/13.
- Mobile number**: A text input field with a character count of 0/14. Below it, a note states: 'This number will be used for two factor authentication and needs to be the mobile number that the client uses on a daily basis.'

A 'Continue' button is located at the bottom right of the form. The footer of the page includes the following text: 'Discovery Bank Limited. Registration number 2015/488745/06. Discovery Bank is an authorized financial services provider (FSP48537) and registered credit provider (NCRCP99973). Web version: 02252021'.

7

To onboard your client, you need to confirm all the consents your client granted you during the application process and discussion. You will need to upload signed copies of these consent documents at the end of the onboarding process.



What you need to do:

Select **YES** or **NO** on each of the consent items, then click **Next**.

Troubleshooting:

The **Next** button will only become available once you have responded **YES** to all of the consents necessary to continue the onboarding process.

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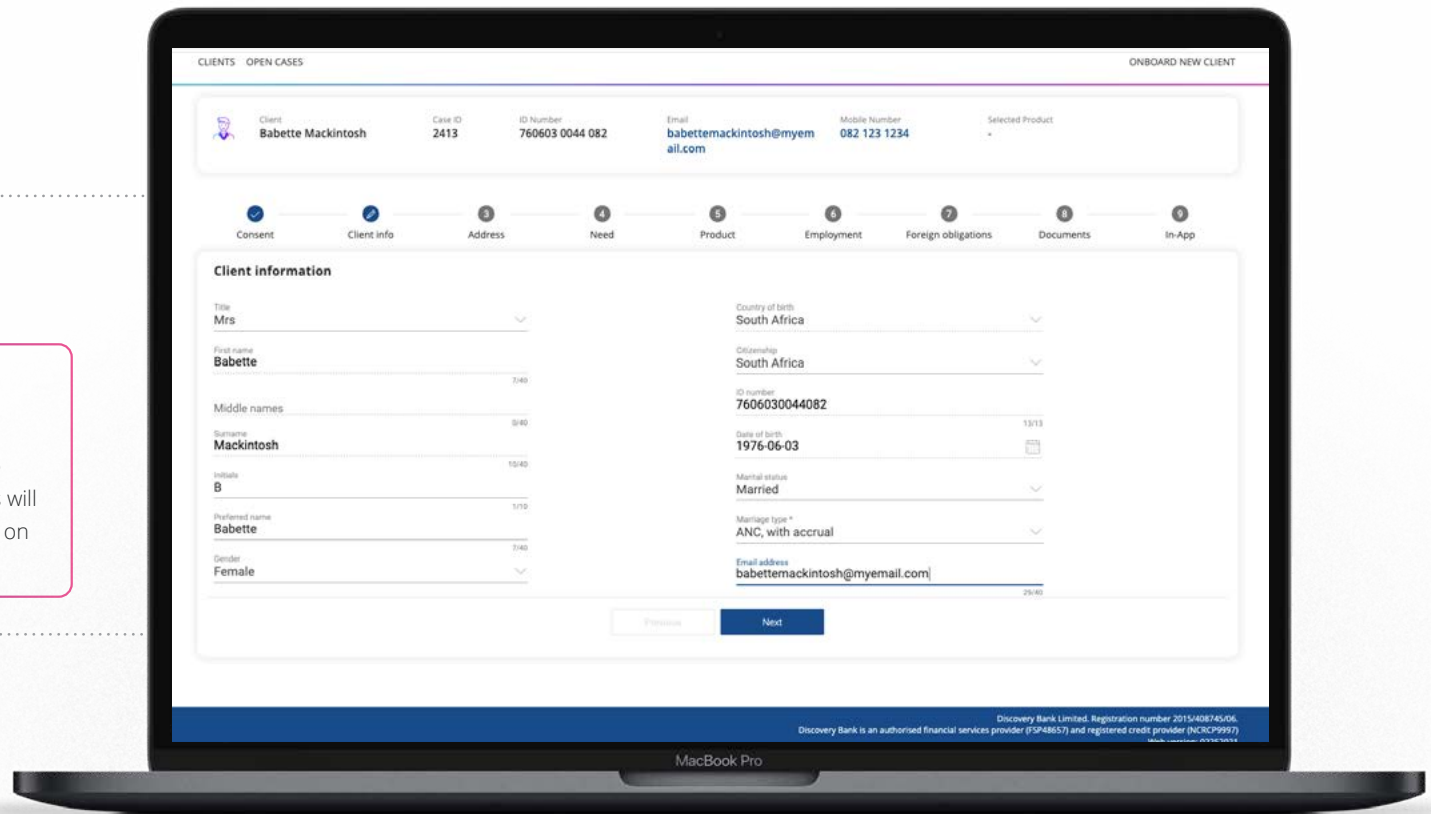
Enter your client's personal information to populate their digital bank account application.

What you need to do:

Enter the values in each of the entry areas, then click **Next**.

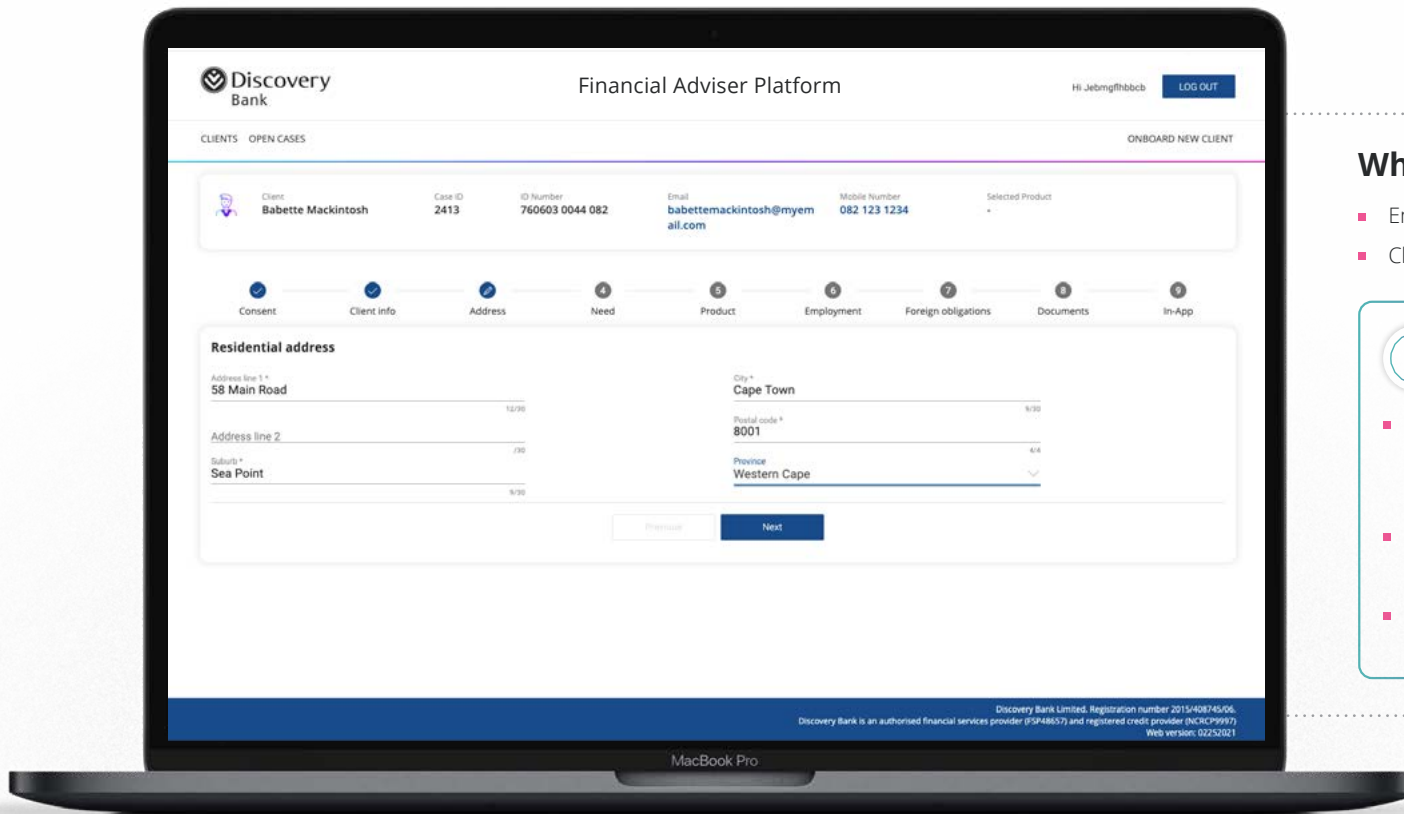
Tip:

If Discovery Bank has managed to source information from the Discovery Group, or from the Department of Home Affairs, this will be pre-populated. All other information required can be found on the completed and signed client application form.



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Enter your client's residential address.



What you need to do:

- Enter your clients residential address details in the entry fields
- Click **Next**.

Tip:

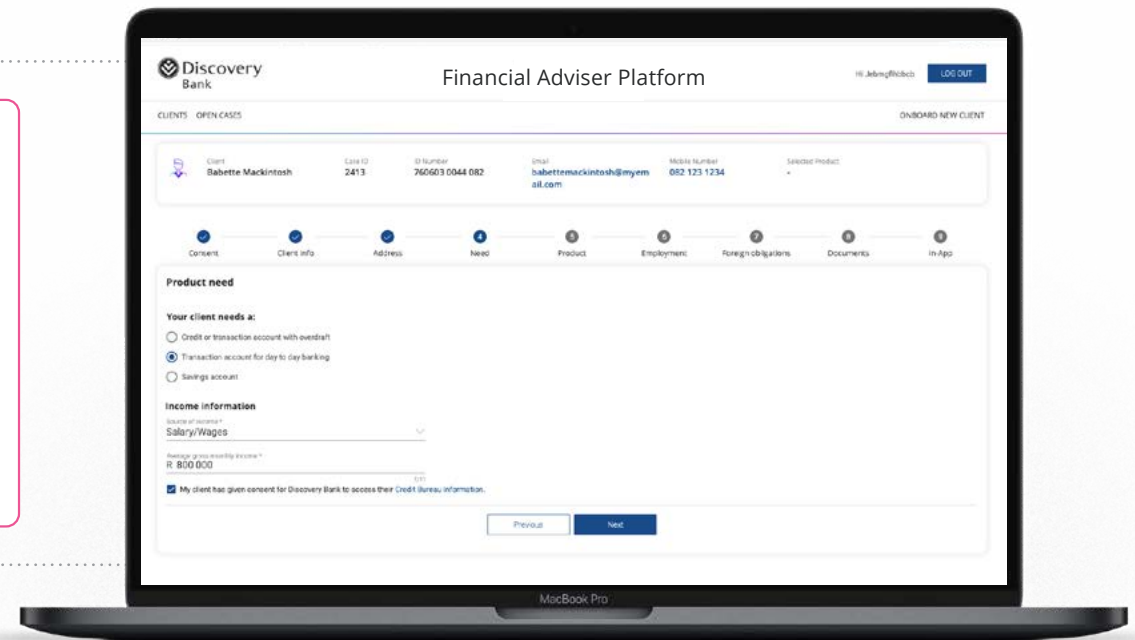
- This information, along with your client's personal details from the previous step, will be verified with the Department of Home Affairs.
- Depending on the accuracy of the match, you may have to provide further information, such as a proof of address.
- You will be able to upload these documents at the end of the onboarding process.

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Based on the products that you have discussed with your client, you need to select whether your client wants a credit product, in the form of a credit card or transaction account with an overdraft, only a transaction account or only a savings account.

Tip:

- If you have selected **Credit or transaction account with an overdraft** for your client's needs, you will need to acknowledge that you have obtained consent from your client to perform a credit application. This is one of the consent documents that you need to sign with your client, and will need to upload at the end of the process.
- Remember, clients only earn dynamic lifestyle rewards with the Discovery Bank Suite and Discovery Bank Card Account products. Both of these products require the client to apply for credit.
- Gross monthly income is the income your client earns on a monthly basis before any deductions, pension, medical aid, tax, and so on.



Troubleshooting:

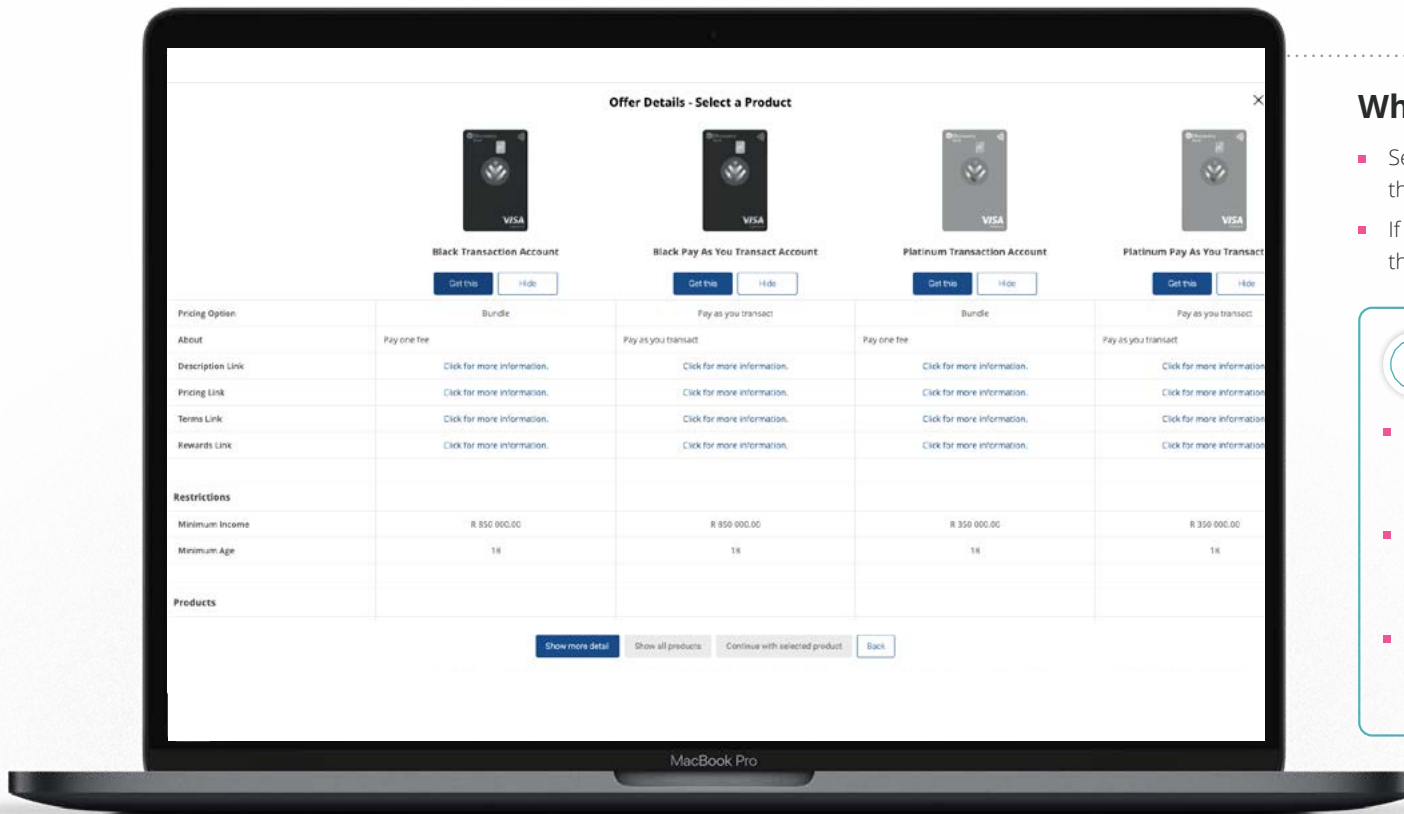
You can only sign your clients up for a Demand Savings Account from this platform. If you wish to sign your client up for a fixed deposit or notice savings account, contact the Discovery Bank relationship bankers by calling 011 324 4885/6/7 or sending an email to distributionsupport@discovery.bank. Further information on commission linked to Discovery Bank savings accounts and the new business process is available on the Financial Adviser Zone (FAZ).

What you need to do:

- For credit products: Select **Credit or transaction account with an overdraft**.
- Transaction account products: Select: **Transaction account for day-to-day banking**.
- Savings account products: Select: **Savings account**.
- Then, enter your client's gross monthly income and click **Next**.

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Once you select the type of account that your client wants, the Financial Adviser Platform will recommend suitable account options to you. You will be able to see detailed information about each account including its fees, interest rates and features. The easy-to-use layout allows you to compare the different accounts side-by-side. You can also hide options that your client is not interested in.



What you need to do:

- Select the product that your client wants by clicking **Get this** and then **Continue with the selected product**.
- If you have hidden accounts by clicking **Hide**, and would like to reset the view to include all products, click **Show all products**.



Tip:

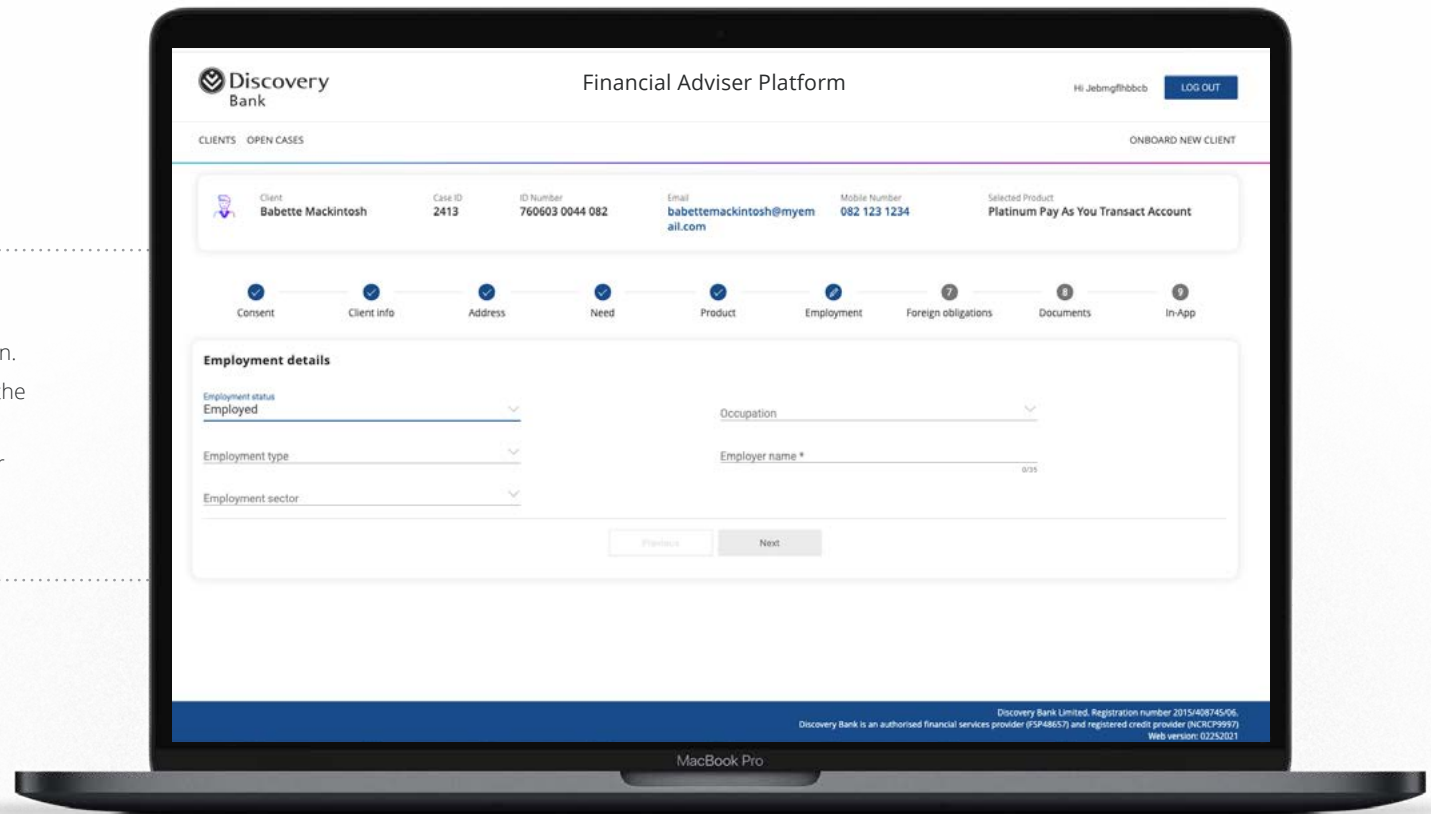
- This page gives you the information to discuss the different product options with your client and answer any questions they may have.
- Combine this view with our shared-value banking model, available soon on www.discovery.co.za, to see what rewards your client could qualify for and advise them accordingly.
- You can also use other tools like the Banking Value Calculator available on FAZ or the Vitality Money Calculator available on www.discovery.co.za to provide more accurate advice.

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After selecting the product your client wants, you need to enter details about their employment status.

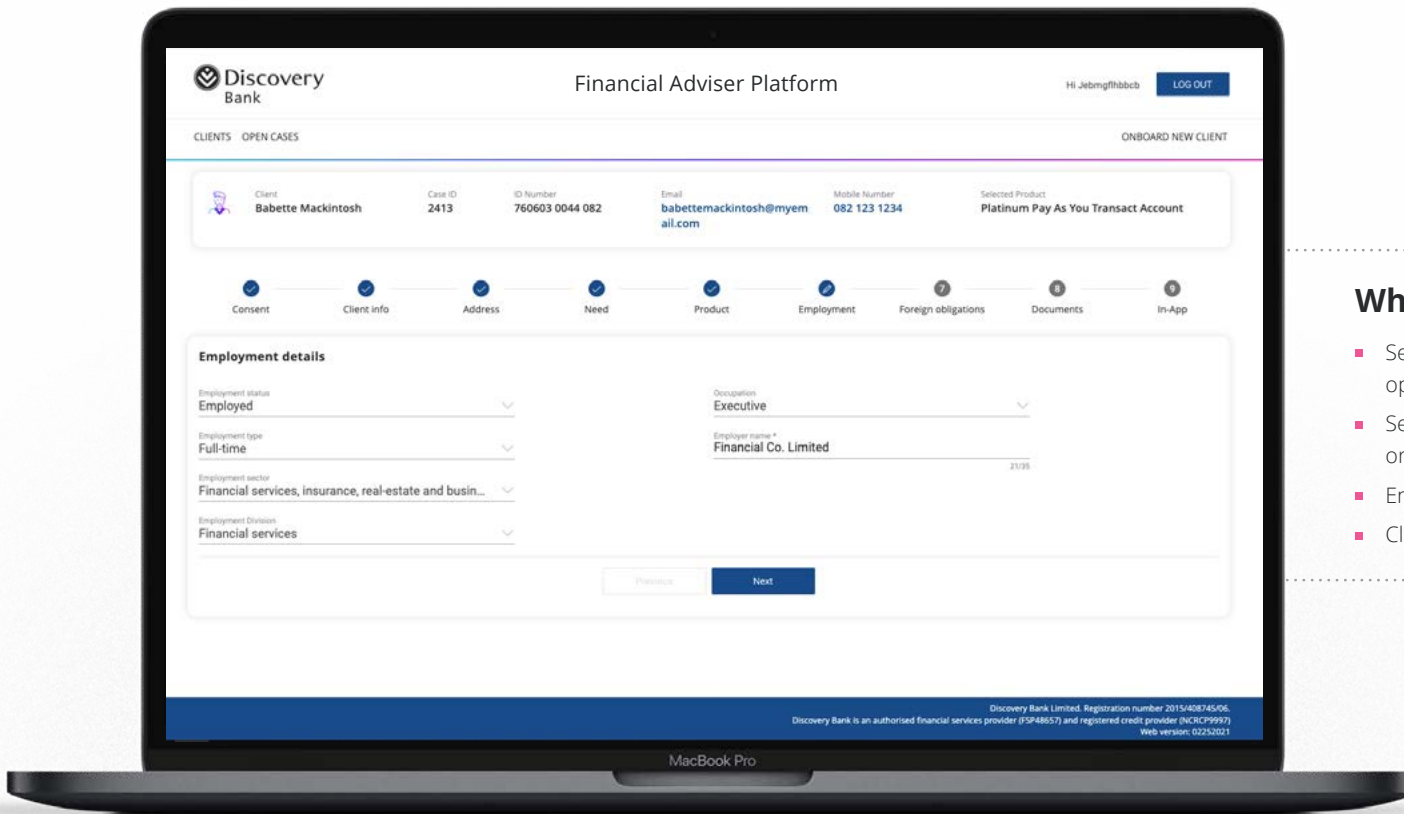
What you need to do:

- Select **Employment status** from the first drop-down selection.
- Based on your first selection, different options will appear on the second drop-down selection under **Employment type**.
- Based on both selections, you may be required to fill in further information regarding your client's employment status.
- Click **Next**.



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As an example, for full-time employees, you are required to enter further details.



What you need to do:

- Select the **Employment Sector** that your client's employer operates in, and the Employment Division they are in.
- Select the most relevant **Occupation** that relates to the position or role your client holds in their company.
- Enter the **Employer Name**.
- Click **Next**.

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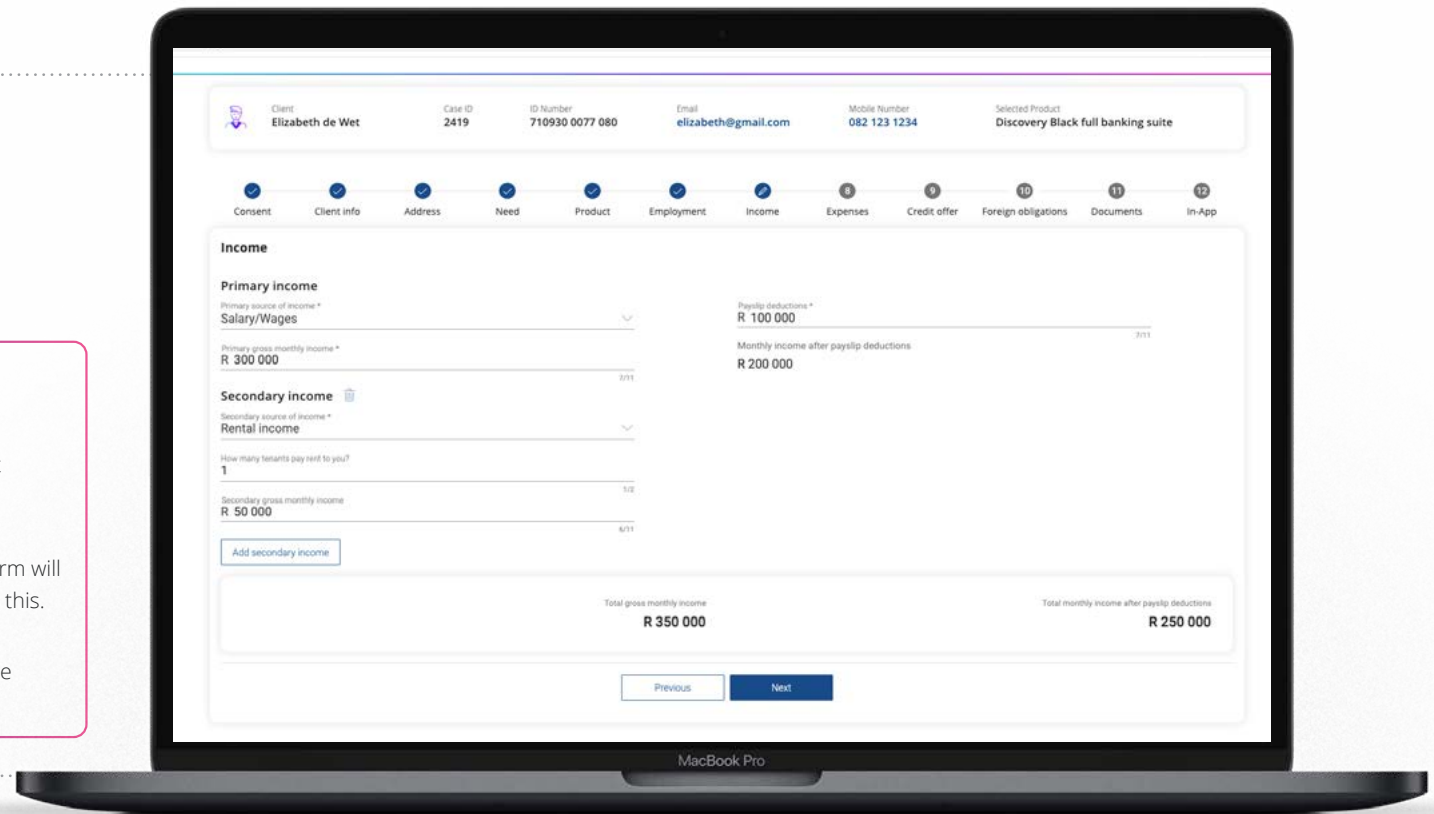
For credit applications, for either a credit card or overdraft on a transaction account, you will need to provide information on your client's income and expenses for Discovery Bank to perform an affordability calculation and calculate your client's monthly disposable income.

What you need to do:

- Select your client's **Primary source of income**
- Enter their **Primary gross monthly income**
- Enter their **Payslip deductions**
- Click **Next**.

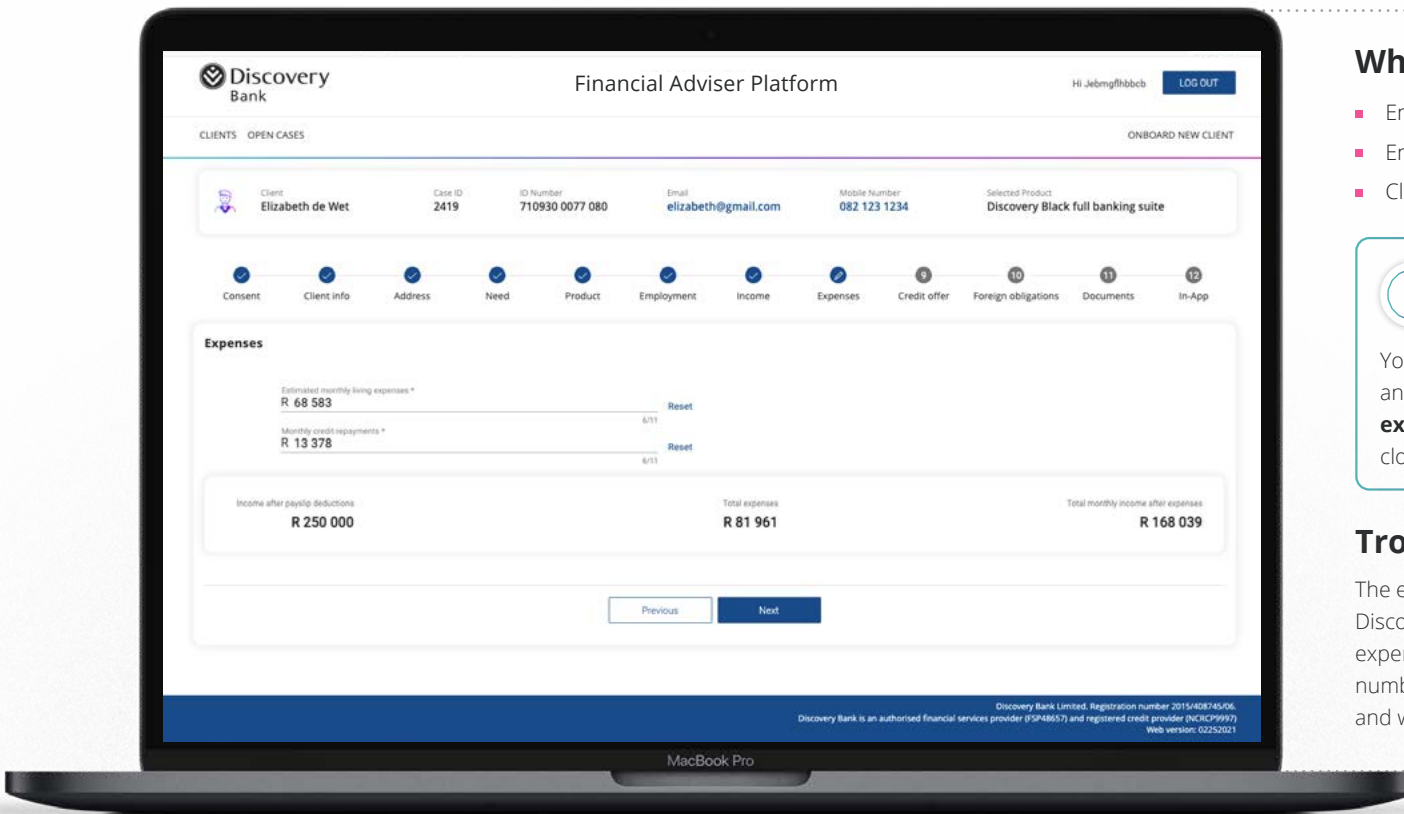
Tip:

- **Primary gross monthly income** is the income your client receives on a monthly basis, before tax or any deductions.
- There are several options available for **Primary source of income**, select the most relevant for your client. The platform will change the relevant income criteria and question based on this.
- You can add additional income sources by clicking **Add secondary income** and providing the details of this income source as you did with the primary income source.



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The second part to the affordability calculation is your client's expenses, in the form of living expenses such as rent, groceries or, fuel, and monthly credit repayments, which includes any repayments due on credit cards, store accounts, or personal loans.



What you need to do:

- Enter their **Estimated monthly living expenses**
- Enter their **Monthly credit repayments**
- Click **Next**.



Tip:

You can see the affordability calculation above the **Previous** and **Next** buttons, giving you the **Total monthly income after expenses** figure. Check this figure with your client to make sure it closely reflects your client's monthly disposable income.

Troubleshooting:

The expenses field is pre-populated when you arrive at this step. Discovery Bank provides an estimate of what the average monthly expenses are for your client's income bracket. You can delete this number and enter your own. If you have entered other amounts and wish to revert back to the estimated amount, click **Reset**.

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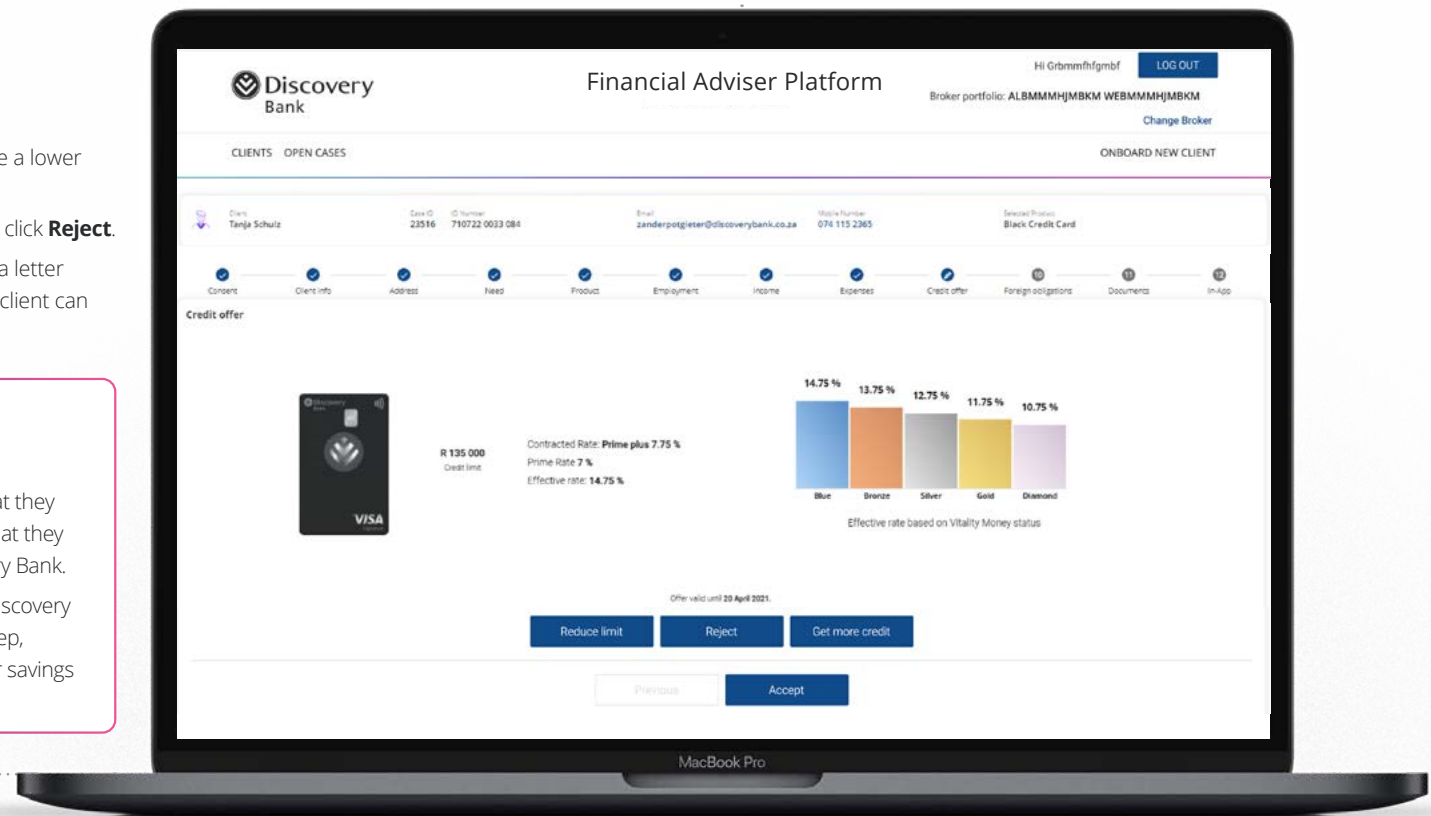
Discovery Bank will use the income and expenses information that you have provided for your client, as well as their credit bureau record, to make a decision on the credit they will offer your client.

What you need to do:

- If your client is happy with the credit offer, click **Accept**.
- If your client would like a larger credit limit, click **Get more credit**.
- If your client is happy with the borrowing interest rate but would like a lower credit limit, click **Reduce limit**.
- If your client is unhappy with the offer at this point for other reasons, click **Reject**.
- If your client was declined a credit facility, you will be provided with a letter outlining why the decision was taken, and potential steps that your client can take to improve a future credit decision with Discovery Bank.

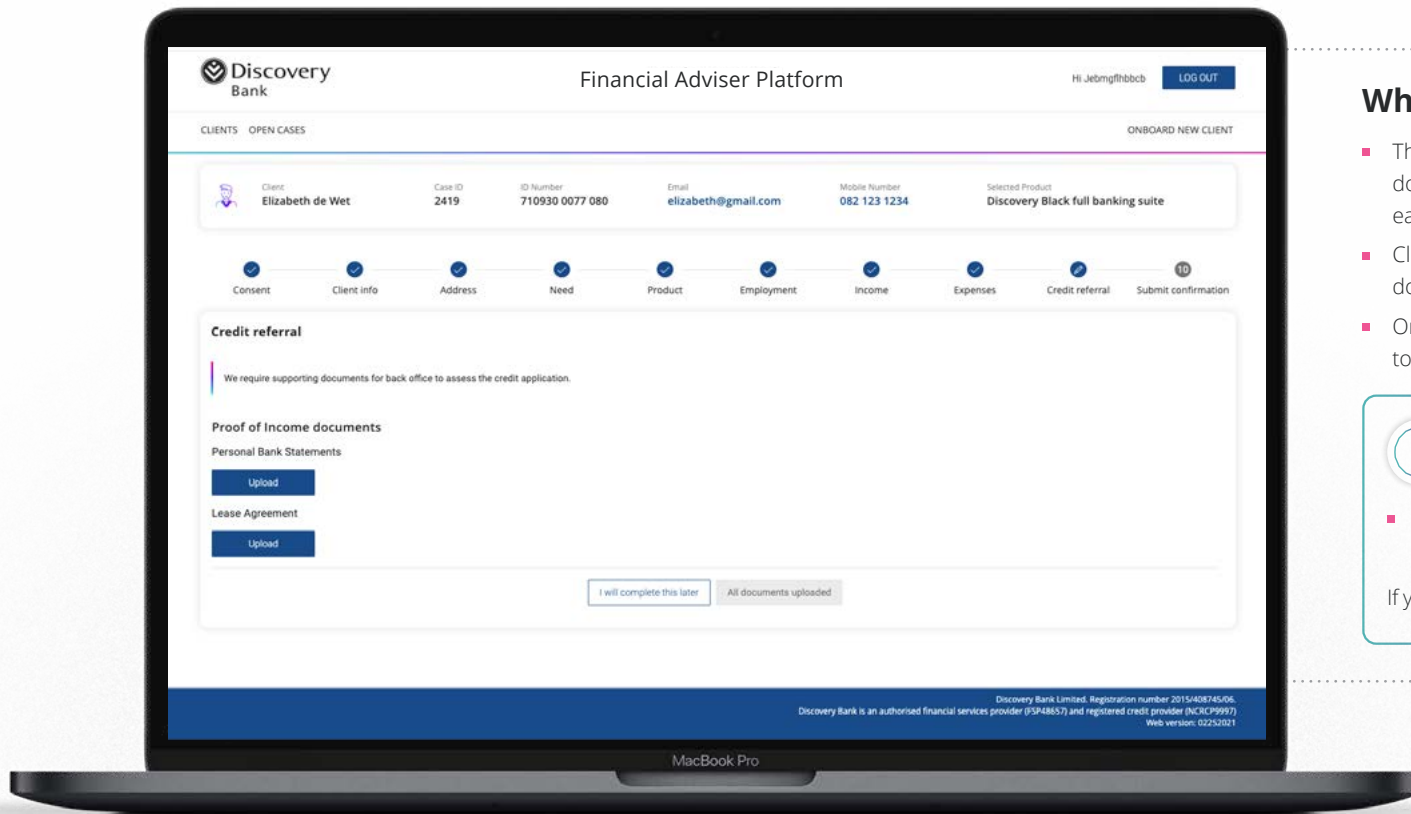
Tip:

- You can download and send the decline letter to your client so that they have a clear understanding of why the decision was taken, and what they need to do if they wish to re-apply for a credit facility with Discovery Bank.
- If your client would still like to continue with their journey to join Discovery Bank, the new business platform will take you back to the Need step, and you can select a transaction product (without an overdraft), or savings product, and finalise their onboarding journey.



17

If your client's credit application requires further verification, this case will be moved into a credit referral state.



What you need to do:

- The Financial Adviser Platform will request further income verification documents, depending on the income selection you made in the earlier steps.
- Click on the **Upload** button to upload each of the required documents
- Once you have uploaded the required documents, you will be able to continue by clicking **All documents uploaded**.



Tip:

- You can upload multiple documents for each requirement. To do so, click **Upload another** and follow the same process as before.

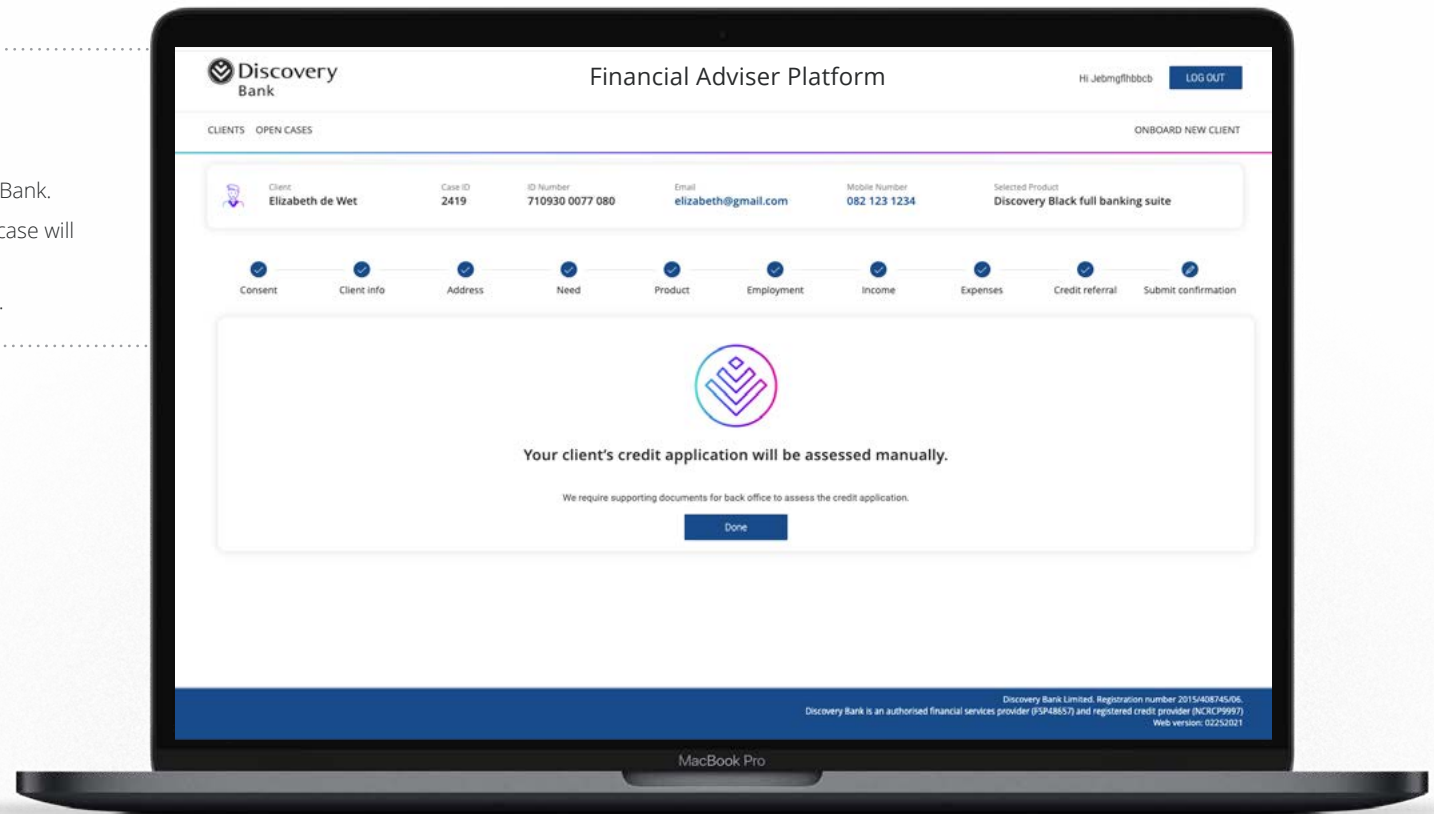
If you want to delete an uploaded document, you can click on 

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Once the credit referral has been completed, the case will be sent to Discovery Bank for manual verification.

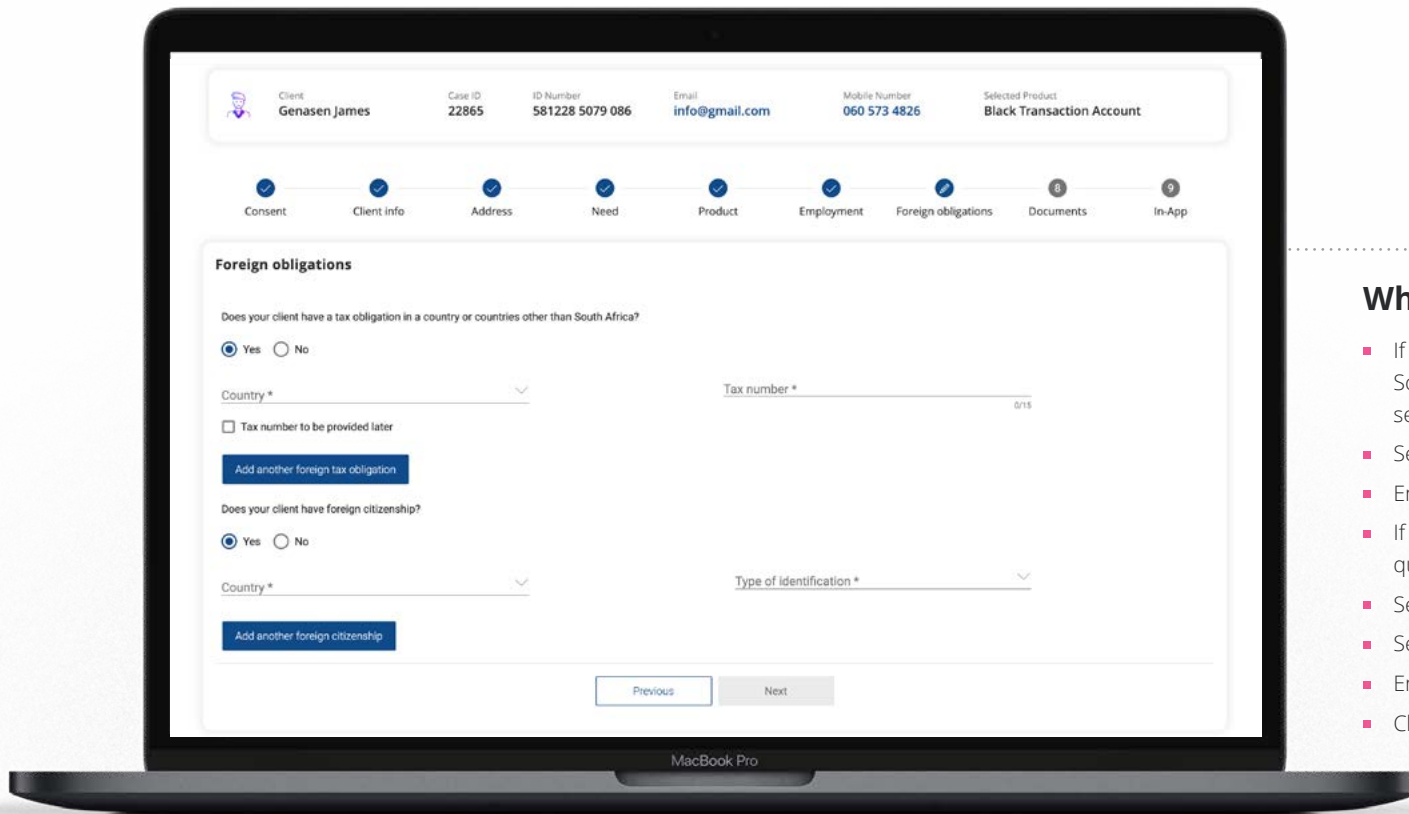
What you need to do:

- Click **Done**.
- The credit application will be assessed manually by Discovery Bank.
- Once a decision has been made, you will be notified, and the case will become actionable again.
- You can see the status of this case in the **Open Cases** screen.



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Provide information on your client's foreign tax obligations and citizenship, if applicable.



What you need to do:

- If your client has any foreign tax obligations in a country other than South Africa, such as a foreign income stream in another country, select **Yes** for the first question.
- Select the country of the foreign tax obligation.
- Enter the client's **Tax number** in the foreign country.
- If your client has a foreign citizenship, select **Yes** for the second question.
- Select the country of the foreign citizenship.
- Select the **Type of identification**.
- Enter the unique number (e.g. Passport number).
- Click **Next**.

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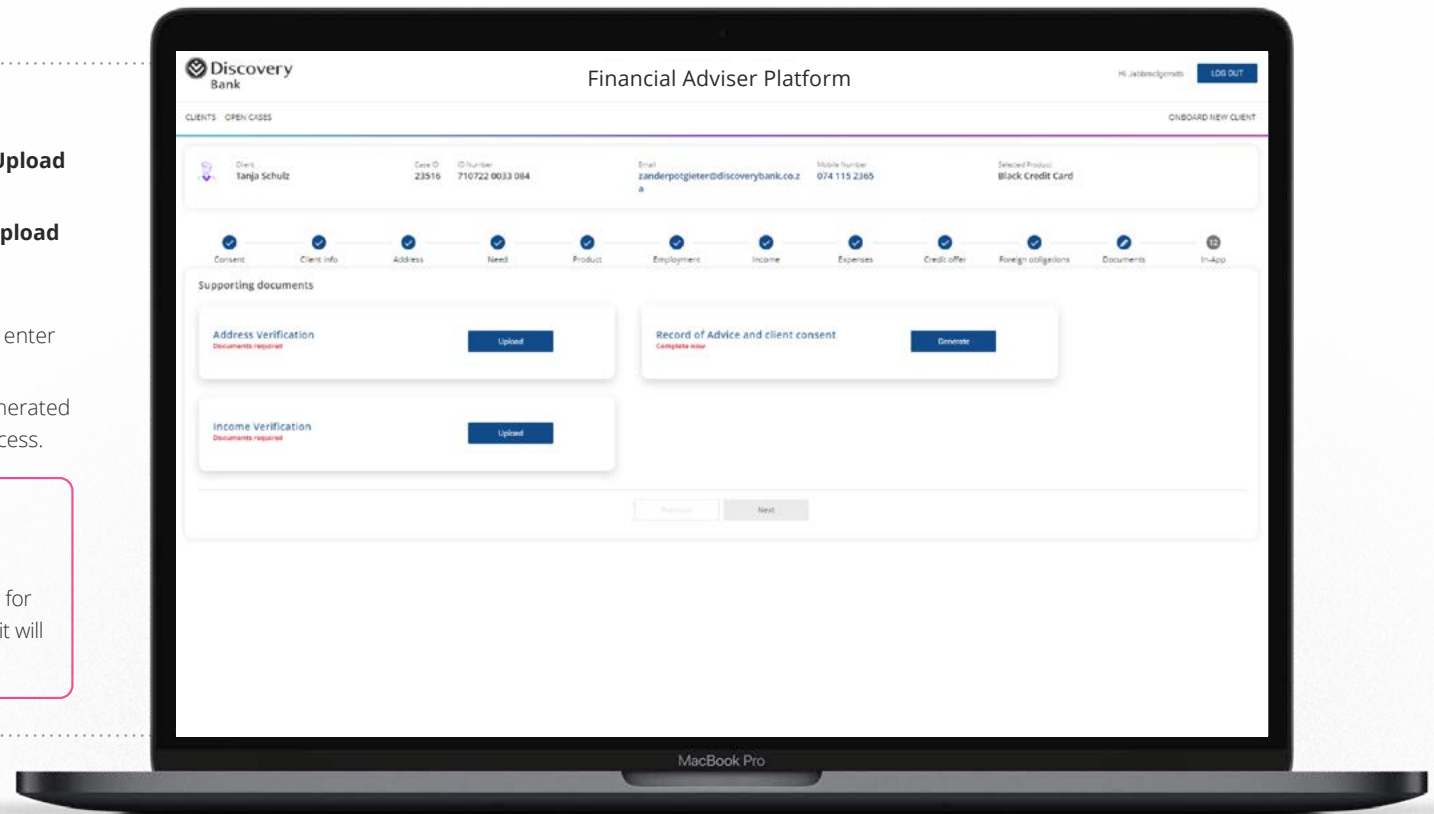
The final step in the onboarding process is to upload any required documents, and record the advice given to your client.

What you need to do:

- To upload your client's proof of address, if required, click the **Upload** button next to **Address verification**.
- To upload your client's proof of income, if required, click the **Upload** button next to **Income verification**.
- Once you have uploaded the required client documents, click **Generate** next to **Record of advice and client consents** to enter information about your advice discussion with your client.
- Once you have uploaded the required documentation and generated the record of advice, click **Next** to finalise the onboarding process.

Tip:

If there are no documents required for a specific verification type, for example **Income verification**, you will see a green tick icon and it will say **Verified** under the heading.

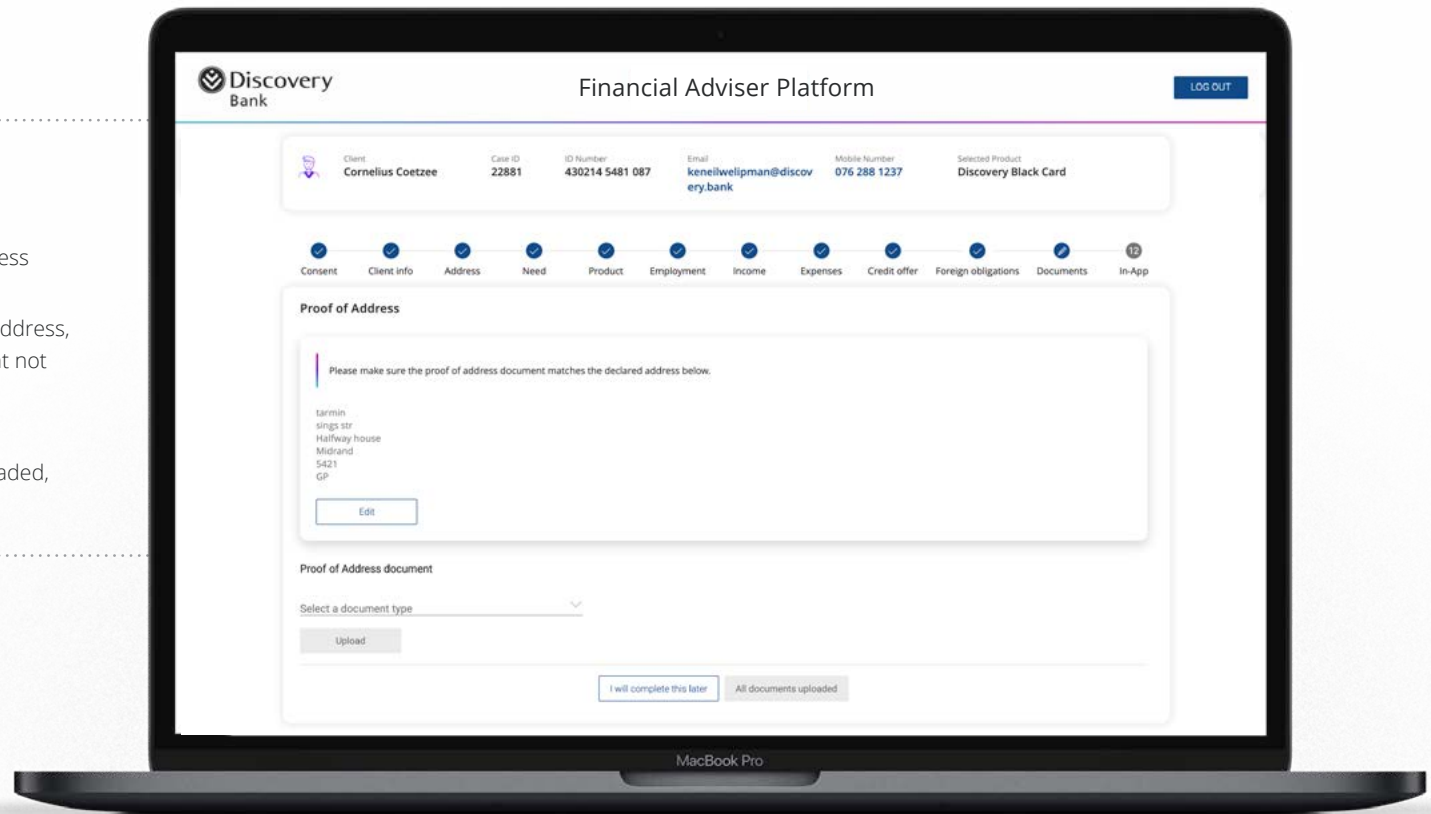


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Next, we'll upload the required client documentation for address verification.

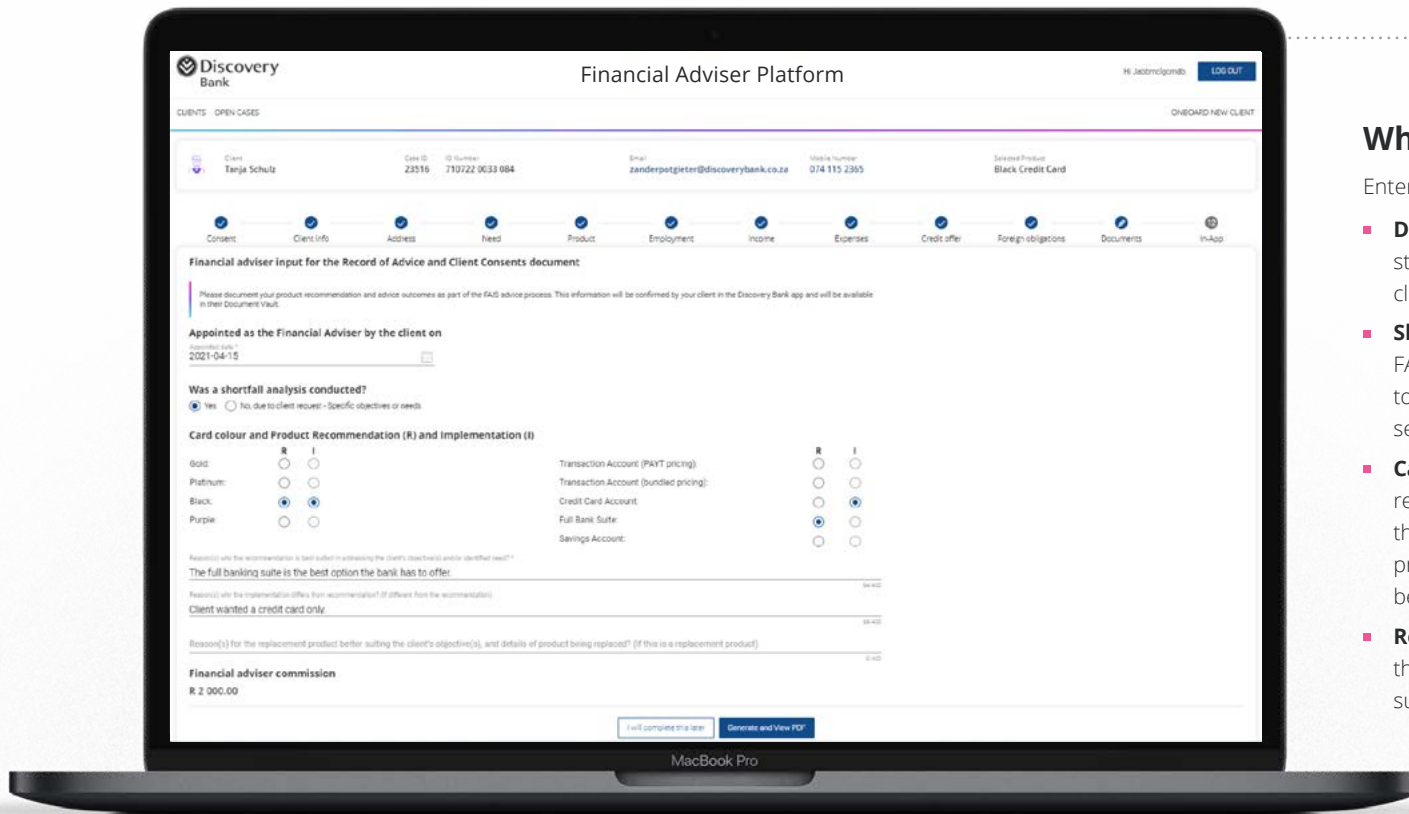
What you need to do:

- If you would like to edit your client's address before uploading their proof of address, click the **Edit** button, and edit the address information.
- Select the type of document that will be supplied as proof of address, e.g. a utility bill not older than three months, or a retail account not older than three months.
- Click **Upload**.
- Once all the required documents have been successfully uploaded, you will be able to click **All documents uploaded**.



22

Now we'll capture the advice you have given and products that you have discussed with your client.



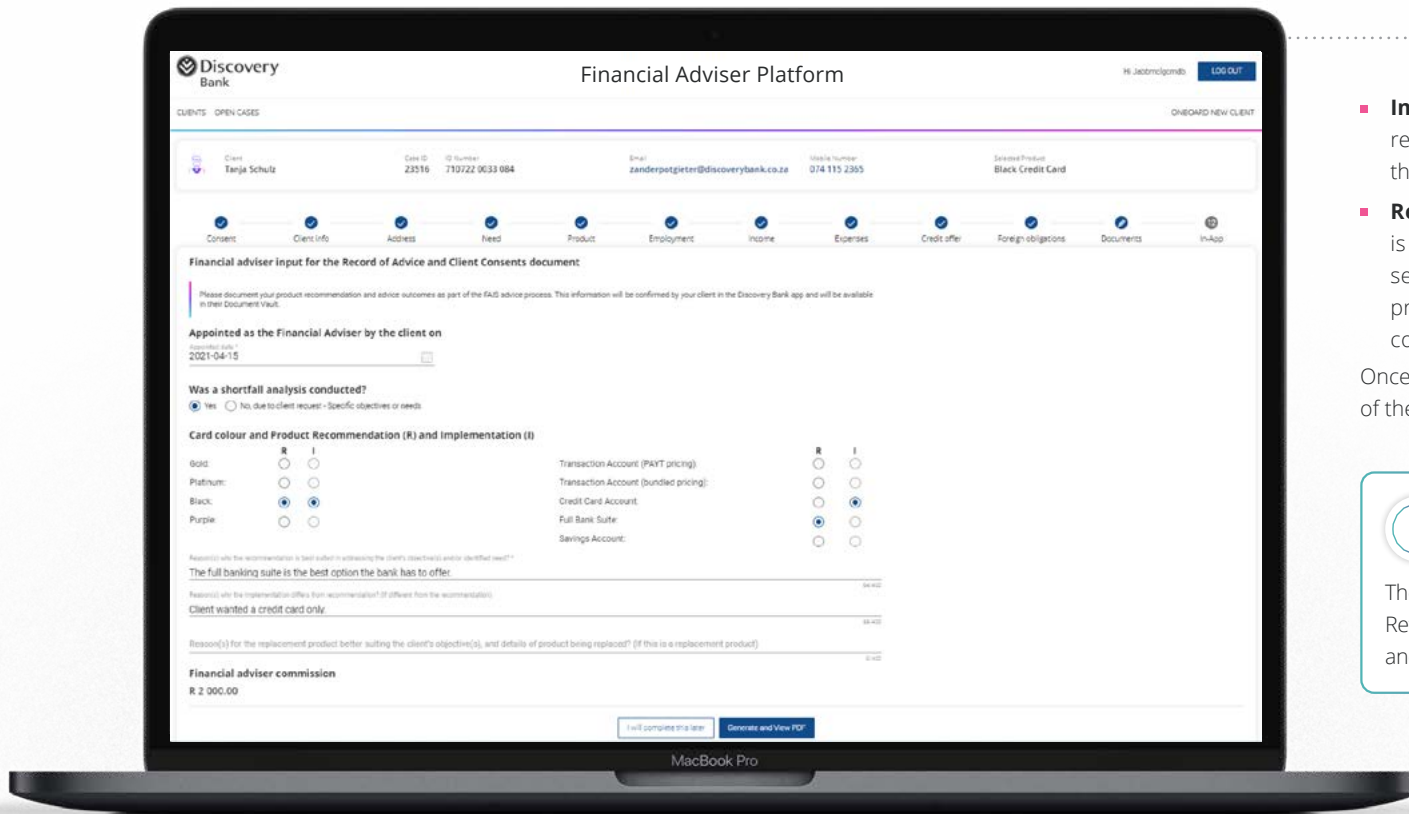
What you need to do:

Enter the following information in the text boxes:

- **Date of appointment** – this is pre-populated with the date that you started this onboarding case. If you had received consent from your client prior to this, you can change this date.
- **Shortfall analysis** – also known as a needs analysis, is part of the FAIS advice process, and helps you to recommend a suitable product to your client. If you have completed the analysis with the client, select **Yes**, otherwise select **No**
- **Card colour and product recommendation** – input the recommended product and card colour that was discussed during the advice process by selecting the option in the column **R**. The product that you have signed your client up for on this platform will be pre-populated in the column **I**.
- **Recommendation reasons** – Enter the rationale for the product that you recommended to your client, and why this product is suitable for them.

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Now we'll capture the advice you have given and products that you have discussed with your client (continued).



- **Implementation difference reasons** – If the product that you have recommended to the client is not the product that you are signing them up for, enter the reasons why they have chosen to do so.
- **Replacement product reasons** – If the product being taken is dependent on replacing another product at another financial services provider, or Bank, then enter the reasons why the product you have chosen better suites your clients needs, as compared to their existing product.

Once completed, click **Generate and View PDF** to see a PDF version of the Record of Advice that you can confirm is correct.



Tip:

The amount that you see at the bottom of this screen is the Referral Fee that you will earn once the client joins Discovery Bank and activates their card. This excludes the Vitality Money booster fee.

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Lastly, you must review the Record of Advice before continuing.

What you need to do:

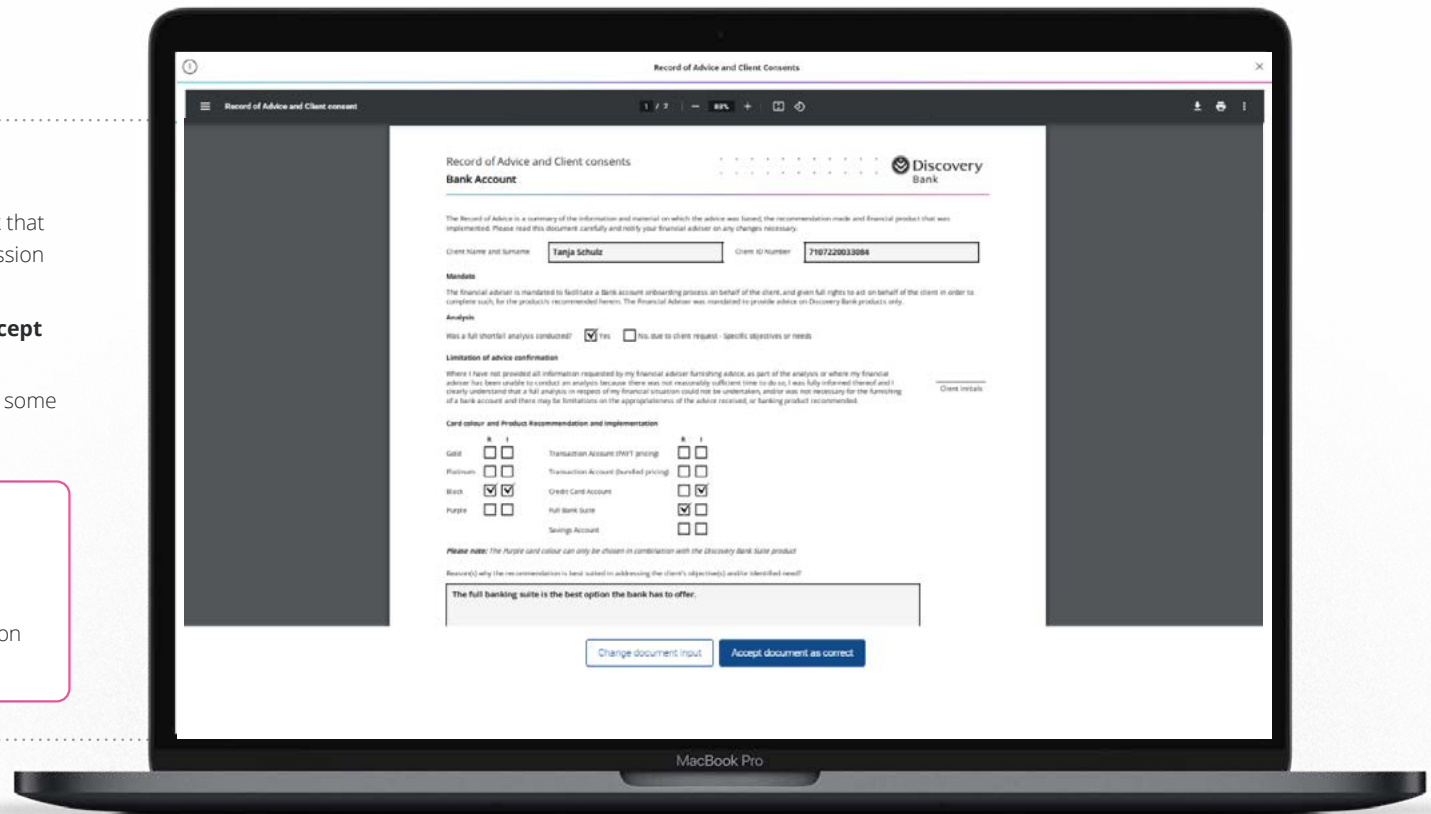
You must view the PDF version of the Record of Advice and check that the document is correct, and a true reflection of the advice discussion with your client.

- If you are happy with the document, and it's contents, click **Accept document as correct**
- If you have seen an error, and would like to go back and make some changes, click **Change document input**



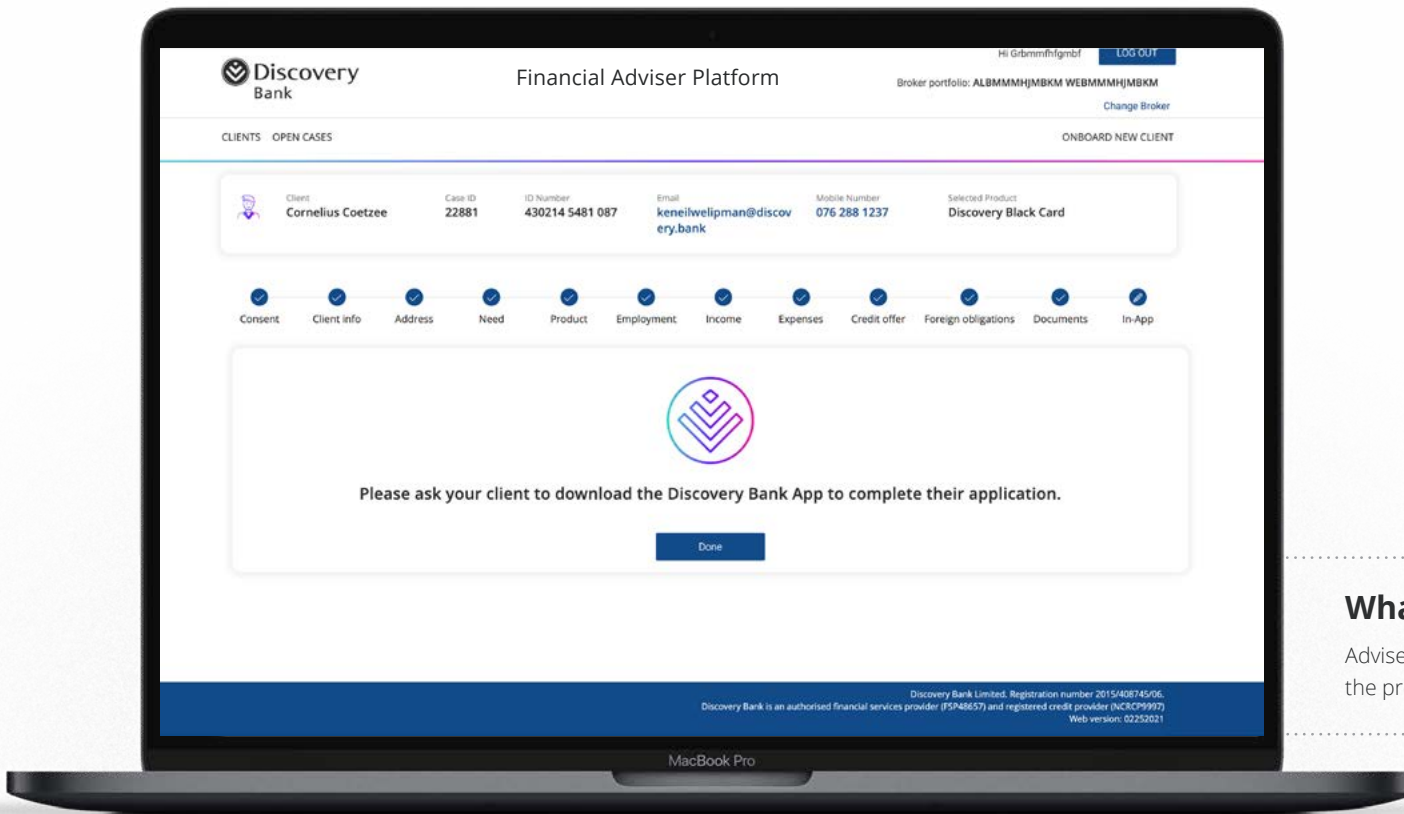
Tip:

You can also download and print the document by clicking on the icons on the top right of the page. Note, this may vary depending on your browser.



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Congratulations, you have finalised the onboarding process for your client on the Financial Adviser Platform! There are only a few steps left for your client to do, to join Discovery Bank.

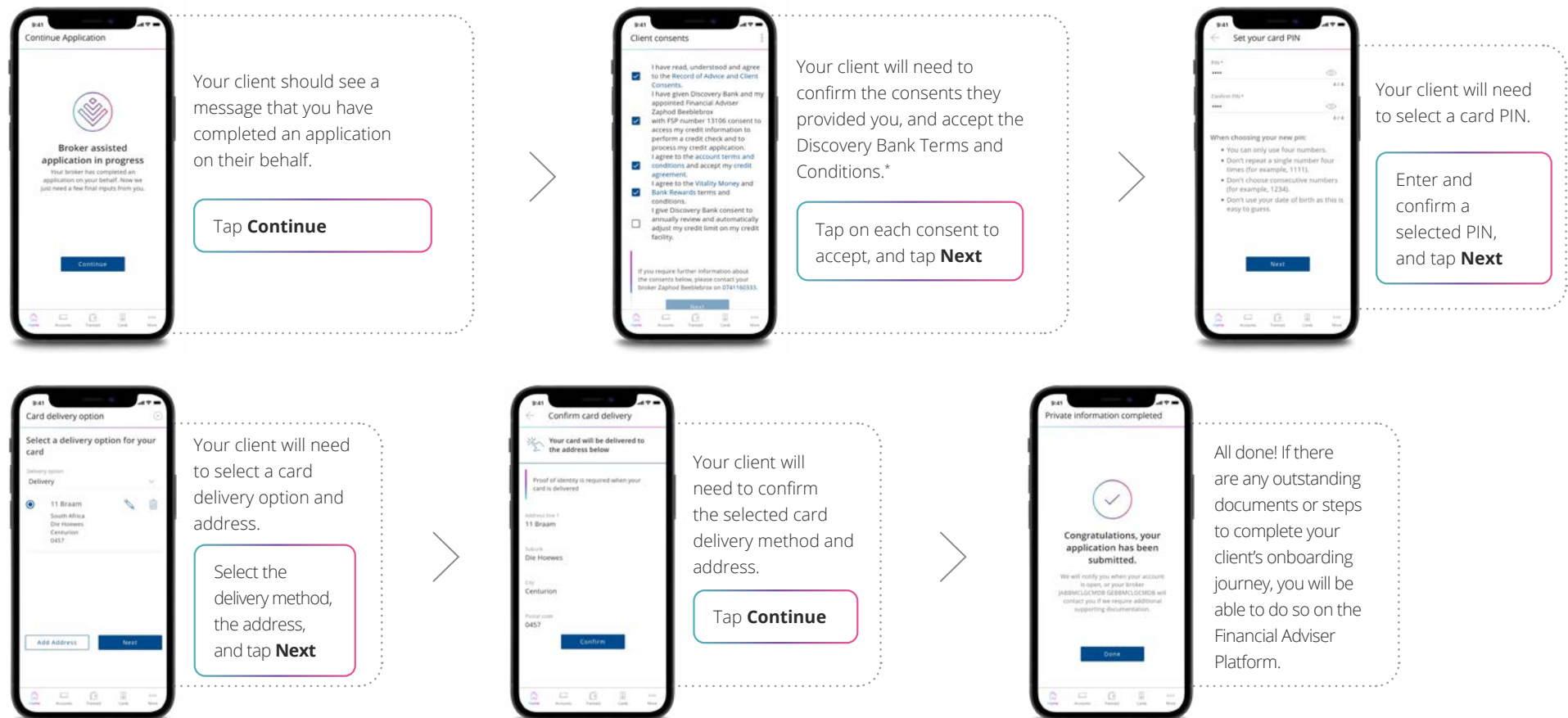


What you need to do:

Advise your client to download the Discovery Bank app and finalise the process.

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Here are the steps your client needs to complete on the Discovery Bank app.



*Your client can view the Record of Advice PDF by tapping on Record of Advice and Client Consents on the consents screen. A copy will also be available on the client's Discovery Bank app.



That's shared-value
banking.

Discovery Bank Limited. Registration number
2015/408745/06, an authorised financial services
and registered credit provider. FSP number 48657.
NCR registration number NCRCP9997. Limits, terms
and conditions apply.