

2024

Prospectus for financial advisers



A note from our Head of Retail Distribution

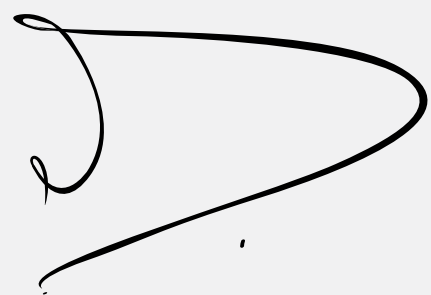
Discovery's success is driven by our core purpose: To make people healthier and to enhance and protect their lives.

To achieve this, we seek to collaborate with proficient financial advisers like you to provide top-notch financial advice to your clients.

We will support you with innovative marketing tools, useful compliance guidelines, and training to support you on your journey with us.

Join us to make a difference and discover the unique experience of being a Discovery financial adviser.

Regards



Callie Nel

**A MESSAGE FROM THE HEAD OF RETAIL DISTRIBUTION,
CALLIE NEL.**





Partnering with **Discovery**

Discovery is more than just a financial services provider. We are a global company that aims to promote a healthier lifestyles and safeguard lives. We do this by creating products and services that reward healthy behaviour, encourage positive change, and support social good. We are driven by our core purpose and values, which guides everything we do and sets us apart from the rest.

OUR VALUES

- Great people
- Liberating the best in people
- Innovation and optimism
- Business astuteness and prudence
- Customer, customer, customer
- Integrity, honesty and fairness
- Intellectual leadership
- Drive, tenacity and urgency
- Force for good.

SUPPORT FROM DISCOVERY

As a Discovery financial adviser, you will be part of a group that is one of the leading innovators in South Africa in the fields of healthcare, financial and life planning, short-term insurance, investments, behaviour-change programmes and banking. You will have access to:



WORLD-CLASS TRAINING AND DEVELOPMENT:

We will equip you with the skills and knowledge you need to succeed as a financial adviser and deliver the best service to your clients.



MENTORSHIP AND BUSINESS SUPPORT:

You will learn from the best in the industry and benefit from the experience and guidance of franchise leads, top financial advisers as well as our technical teams.



INNOVATIVE AND MARKET-LEADING PRODUCTS:

Your clients can access a variety of products and services tailored to their needs and goals, along with incentives for healthy living.



LUCRATIVE REWARDS AND RECOGNITION:

By excelling in your work, you'll unlock rewards and pave the way for career growth and higher earnings with Discovery.



MARKETING SUPPORT:

To support your business marketing efforts for the Discovery offering among clients and prospects, you will have access to a suite of tools and resources.

We provide our financial advisers with everything they need to succeed, including:

- A home office or a franchise option
- A tablet with all the necessary software and licences
- 24/7 IT support for any technical issues
- A paperless environment with digital signatures
- A seamless compliance process

We will be there every step of the way to help you grow your business and deliver the best service to your clients with Discovery.

A MESSAGE FROM THE HEAD OF SALES AND DISTRIBUTION MARKETING, WILENE COLLINS.

Sharing the benefits of healthy living – globally



THE GLOBAL IMPACT OF SHARED-VALUE INSURANCE

Vitality's integration with insurance products has resulted in a new category of insurance: **Shared-Value Insurance**.

- Improved health
- Better value through improved price and benefits



SOCIETY

- Healthier society
- Improved productivity
- Reduced healthcare burden

AGENTS & ADVISERS

- Higher sales
- Differentiated offering
- Improved earnings

INSURER

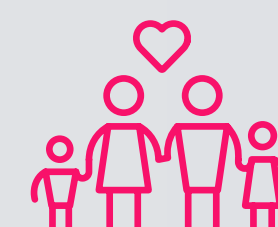
- Lower claims
- Higher margins
- Positive selection and lower lapses

VITALITY'S GLOBAL IMPACT



41

VITALITY
MARKETS



>40M

LIVES
IMPACTED



150+

PROGRAMME
PARTNERS



100K+

NEW DEVICES
LINKED PER MONTH

To find out more about the global impact of Vitality's Shared-Value Insurance model, visit www.vitalityglobal.com

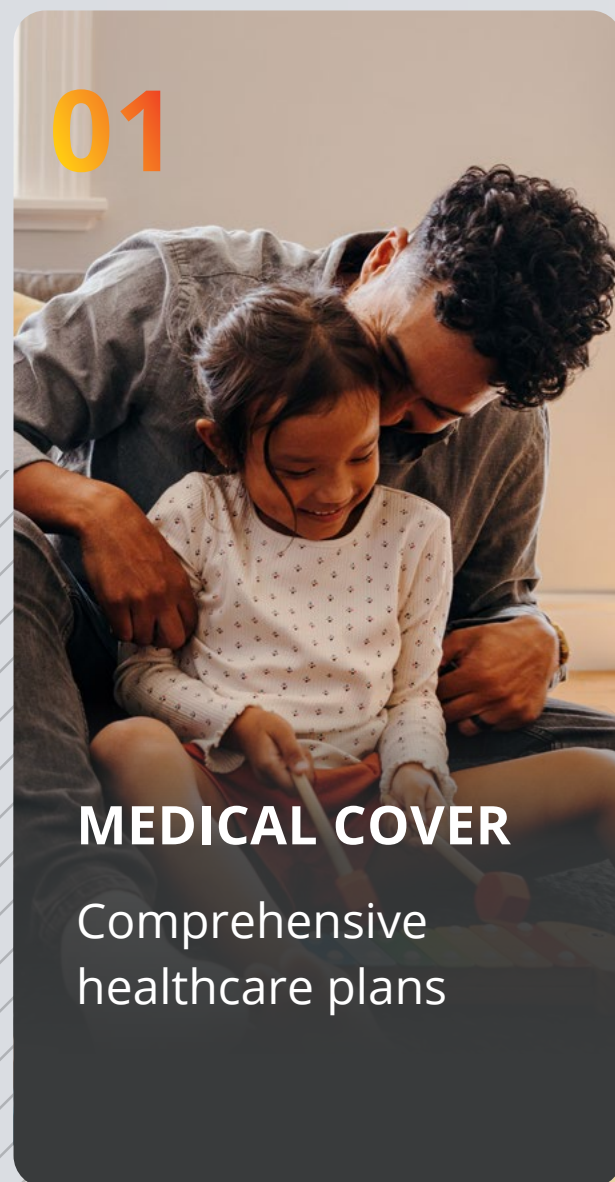
Our global partners



Leading products that **meet clients' needs**

We provide a wide range of products to cater for the various needs of clients.

01



MEDICAL COVER
Comprehensive healthcare plans

02



INSURANCE
Short-term, long-term and business insurance

03



INVESTMENTS
Various investment plans

04



BANKING
Full banking services with Discovery Bank

05



VITALITY
A rewards programme for healthy behaviours

06



DISCOVERY CORPORATE AND EMPLOYEE BENEFITS
A shared value product offering

Discovery Health Medical Scheme - SA's largest open medical scheme



Discovery Health Medical Scheme (DHMS) has the scale and impact which allows for competitive benefits and rates for its members, as well as the ability to offer the latest in leading international medical practices.

DHMS provides healthcare cover to 2.8 million members representing 31% of the total medical scheme population and 57.8% of the open scheme population, as at end December 2022. The Scheme has grown by 14% over the past 10 years.

It offers members an extensive choice of benefits across 22 plan options, with access to affordable, equitable and quality healthcare, catering to a broader range of healthcare needs than any other open medical aid scheme in the country.

The Scheme works to improve patient access to medicine and highest quality treatment, as well as enhancing medical facilities for all South Africans and ultimately improving the wider South African healthcare system.

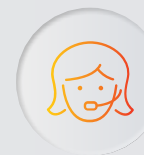
Discovery Health Medical Scheme is committed to providing members with a seamless servicing experience across the range of platforms available for members to engage with.



Member app



Ask Discovery



Call centre service

Vitality is a dynamic science-based behaviour change programme that rewards your clients for making healthier choices.

Our comprehensive wellness programme encourages individuals to take proactive steps towards improving their health and wellbeing. Vitality members are encouraged to engage in healthy behaviours, such as regular exercise, health screenings and making conscious dietary choices.

In return, they are immediately rewarded with a premium range of health, lifestyle and leisure benefits and enjoy the invaluable benefits of a long life lived in good health. Vitality has demonstrated its appeal with a remarkable 20% growth in new members joining in 2023 compared to a decade ago. Our rich rewards include an unrivalled discount of up to 75% on gym club memberships, up to 25% cashback on HealthyFood, HealthyCare and HealthyBaby items, and up to 25% off on local and international flights, local accommodation and car hire. Vitality is the foundational chassis upon which other Discovery product houses are established. Clients integrated into the Discovery ecosystem benefit

from exceptional value through enhanced rewards and benefits across the entire Discovery product range. By seamlessly integrating Discovery Vitality into financial planning discussions, you can provide a distinctive and comprehensive solution that addresses both the financial and health-related objectives of your clients.



The evolution of **Discovery Life**

Discovery has pioneered the evolution of life insurance in three distinct phases:

01 The separation of risk from investment.

02 The introduction of the Shared-value Insurance model.

03 The personalisation of the client experience through digitisation.

Each phase embodies innovative products that meet our clients' needs and create unmatched value, while making them healthier and enhancing and protecting their lives.

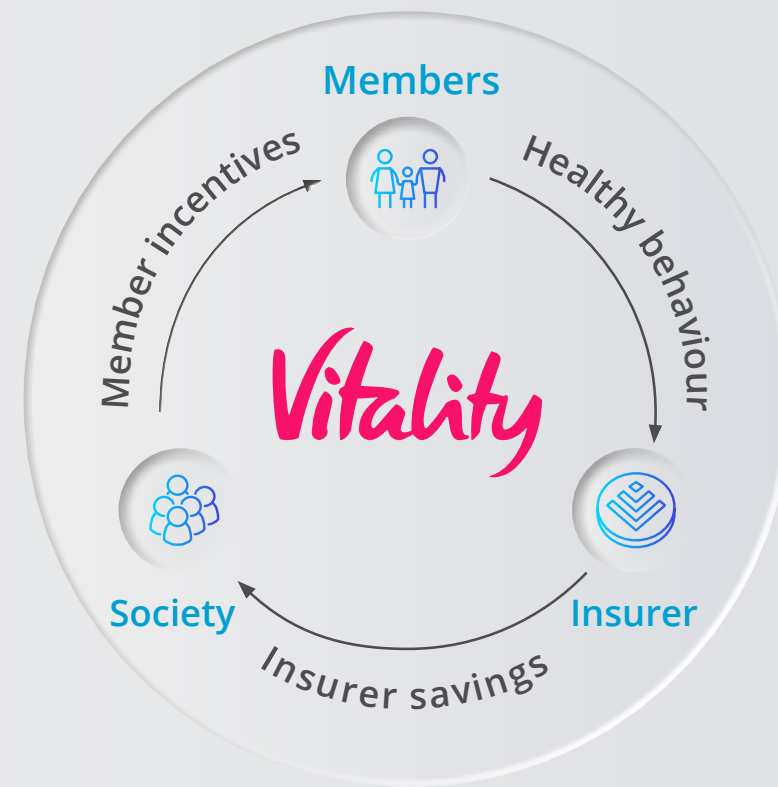
PHASE 1: SEPARATION OF RISK FROM INVESTMENT FOLLOWED BY CONTINUOUS PRODUCT INNOVATION

Discovery Life has been instrumental in transforming the South African life insurance market and was the country's first insurer to separate risk and investment products. Transformations thereafter include the use of objective criteria for disability claims, extensive severe illness cover options and automatic whole-of-life income protection. These innovations have provided access to the most comprehensive risk benefits and created a compelling value proposition for our clients and advisers. Over the past 24 years, Discovery Life has paid out more than R53 billion in claims and built market-leading products that cater for the ever changing nature of risk.

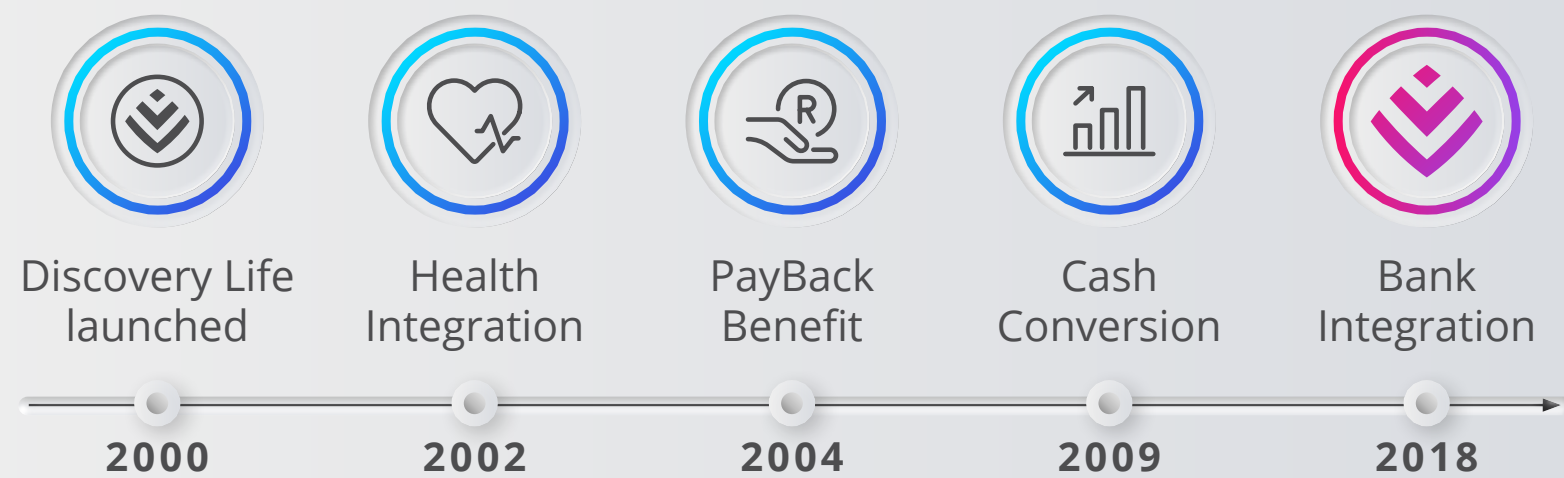


PHASE 2: SHARED-VALUE DRIVING SUPERIOR OUTCOMES AND CLIENT VALUE

Through Integration with other Discovery products such as Health, Vitality and Bank, Discovery Life can assess and return the surplus value generated by clients who manage their health, wellness and finances well.



EVOLUTION OF SHARED-VALUE INSURANCE



Shared-value in action:
R11.8 billion
in PayBack paid to date

R1.9 billion
in premium savings
through Integration annually

R8.1 billion
in Cash Conversions expected
to be paid over the next 5 years

57% lower
mortality risk for Gold and
Diamond Vitality members,
compared to unengaged members

PHASE 3: PERSONALISATION OF LIFE INSURANCE THROUGH DIGITISATION

The rapid acceleration in digital adoption together with the revolutionary tech assets built across the Discovery Group facilitate a platform on which life insurance and shared-value can now be experienced in real-time. This creates a personalised, simplified journey for all stakeholders. This includes offering simplified yet comprehensive products enabled by digital channels, providing benefits that are easy to understand, and access to rewards through digital platforms for both financial advisers and clients.

Life insurance has traditionally been seen as a pile of documents that you file away and only pull out one day when a life-changing event occurs.

With the progression of the Shared-value Insurance model and the massive investment in the digitisation and technological platforms across the Group, the opportunity exists to bring life insurance into the future and create a policy that lives and breathes, every day, on the face of your mobile, providing ongoing incentives and value for healthy living. A transformed customer experience awaits.

Adviser experience: Transformation of the financial advice journey by providing **enhanced client views**, enabling **faster application and underwriting**, and **streamlining processing and onboarding**. Advisers can more effectively meet their clients' insurance needs by having **real-time access to policy information** and the ability to **track engagement**.

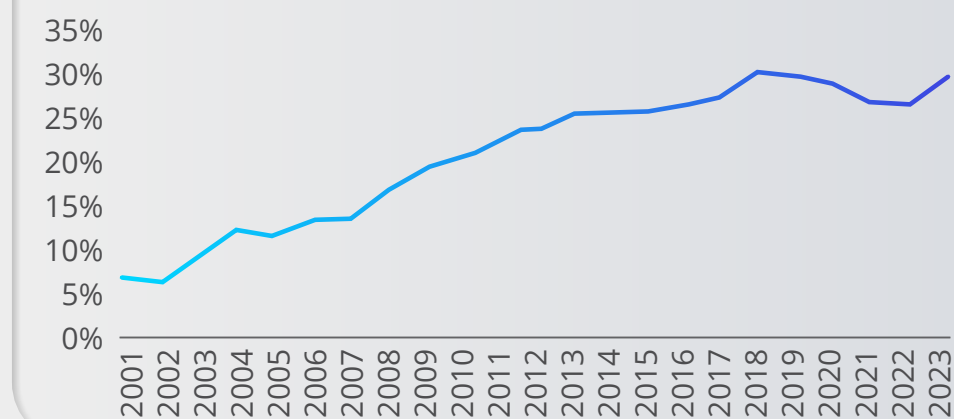
Client experience: Digital channels **enhance engagement and understanding of benefits** for clients. **Real-time views** of the impact of engagement allow clients to **easily understand and engage** with their financial rewards, **empowering them** and **highlighting the value** of personalised shared-value.

Incredible growth underpinned by continued innovation

Over the last two decades, Discovery Life has built the most comprehensive suite of Life Plans, aimed at all client segments and designed to meet the full spectrum of needs. **This has enabled us to consistently write double the amount of new business when compared to our closest competitors.**

With the move towards a new-age digital world, we are committed to providing comprehensive cover delivered through a seamless and hassle-free experience to our clients.

DISCOVERY LIFE NEW BUSINESS MARKET SHARE SINCE INCEPTION



Discovery Invest:

The future of investing, now



Discovery Invest is the first investment provider to reward healthy investment and lifestyle behaviours.

OUR SHARED-VALUE APPROACH TO INVESTING CAN CREATE MORE VALUE FOR YOU.

The earlier you start investing, the longer your money has to grow in the market. This positive behaviour change creates surplus profit which we channel back into boosts and extra rewards that encourage you to invest for longer, invest more, live well, and manage your money wisely in retirement. These rewards have resulted in our existing investors investing three years earlier and making 82% more contributions. Since the launch of shared value in 2015, clients' Living Annuity withdrawals have decreased by 11%.

THROUGH SHARED VALUE, OUR WIDE RANGE OF INVESTMENT OPTIONS REWARDS YOUR HEALTHY BEHAVIOURS.

Our product range includes pre- and post-retirement investments, global investments and discretionary investments. When investing with us, not only can you secure your financial future, you can also receive valuable benefits, including:



RETIREMENT INVESTMENTS

- A **boost of up to 20%** on our lump-sum Retirement Annuity, **or investing more and investing longer**
- A contribution **boost of up to 15%** on our recurring Retirement Annuity for **investing longer and living well**
- A retirement income **boost of up to 50%** with our Living Annuity, for **living well and withdrawing wisely**.



DISCRETIONARY INVESTMENTS

- The ability to **invest below the prevailing exchange rate** with our Global Endowment
- An upfront **boost of up to 20%** on our local Endowment, for **investing more**
- An admin fee **discount of up to 100%** with our Flexible Investment, for **investing longer and living well**.



Car and home insurance

Discovery Insure is a fast growing short term insurer in South Africa that has been in business for over 10 years.

We offer market-leading car, home and business insurance, protecting more than 300,000 cars and over R500 billion in assets as at 31 December 2023.

Our product range offers comprehensive, innovative insurance at the lowest long-term cost. This is thanks to our unique driver behaviour programme, Vitality Drive, which has had great success in helping Discovery Insure create a nation of great drivers.

WHY YOUR CLIENTS SHOULD JOIN DISCOVERY INSURE

01 | Unique and innovative car insurance

Your clients will get comprehensive car insurance that also lets them select unique benefit features, such as our **Write-off accelerator and Retail value booster**.

In addition, they have the option to join Vitality Drive.

02 | Comprehensive and flexible home insurance

Clients get affordable, comprehensive insurance for their home contents, buildings and portable items and access to unique service features such as the **Online Vault**, where they can easily and safely store important documents.

03 | Rewards for driving well with Vitality Drive

Clients can earn up to R1,500 fuel cash back monthly and get weekly Active Rewards plus other great rewards for driving well. To date, we have analysed over 19 billion km of driving data and paid over R1.8 billion in fuel cash back.

04 | Intelligent technology to keep clients safe

Our award winning Vitality Drive telematics devices give clients access to state-of-the-art safety features such as Impact Alert, weather warnings as well as the ability to use their smartphone as a vehicle panic button*.

** only available on Vitality Drive and Crowd Search Sensors.*

05 | Unique, easy claims services

Clients get access to many claims services, including Fast Track claims, where they can get a replacement for their lost or stolen specified cellphones within 48 hours – or we'll waive their excess.

Discovery Bank

The Future of Banking. Now.



Discovery Bank is the world's first shared-value bank. It's a bank that operates on a digital platform and initiates positive financial change for clients by allowing them to measure and improve how they manage their money. The bank then shares the value clients create back with them through unprecedented rewards, market-leading interest rates, and extensive benefits.

Since 2019, Discovery Bank has been sharing value in rewards through its intuitive digital banking experience and expanding product set. This has led to the bank growing to over 2 million accounts and having the fastest growing deposit book in the country, with over R17 billion in deposits.

In addition to a range of transaction, credit card and savings accounts, the **Discovery Bank Home Loan** has been launched, offering clients personalised, competitive interest rates that they can reduce by up to 1% when they manage their money well and protect their investments with eligible products from Discovery Insure and Discovery Life.

Vitality Money, Discovery Bank's behaviour-change programme, shows how changing five controllable financial behaviours for the better can make it possible for clients to manage their money well, rewarding them with Dynamic Interest Rates and dynamic lifestyle and travel rewards, with new ways for clients to earn Discovery Miles – our shared value rewards currency.

TO KEEP THINGS SIMPLE, DISCOVERY BANK AWARDS A SINGLE VITALITY MONEY STATUS (BLUE, BRONZE, SILVER, GOLD OR DIAMOND) TO CLIENTS BASED ON THESE FINANCIAL BEHAVIOURS:

- 01** | Spending less than they earn.
- 02** | Having enough emergency funds.
- 03** | Paying off their property.
- 04** | Investing for the long-term.
- 05** | Having essential insurance in place.

The higher a client's Vitality Money status, the clearer it is that they manage their money well. Based on a client's bank products, individual behaviours and Vitality Money status, they get rewarded with better interest rates, spend discounts, travel incentives, and Discovery Miles.

Discovery Bank

The Future of Banking. Now.



THE CASE FOR SHARED-VALUE BANKING

Clients on Gold and Diamond Vitality Money status are **96%** less likely to be in arrears and have **7x higher average deposits**. In the last year, clients earned and spent over **seven billion Discovery Miles** and received upfront savings on over **200,000 local and international flights**.

Show your clients the benefits of shared-value banking and join a unique commission structure when adding banking clients to your portfolio.

MORE REASONS WHY YOUR CLIENTS SHOULD HAVE ACCESS TO DISCOVERY BANK

- 1 | Boosted Vitality rewards** means clients get up to 75% back on HealthyFood items, up to 50% back on HealthyCare and HealthyBaby items, up to 75% off local and international flights and access to the widest range of travel benefits and partners through Vitality Travel.
- 2 | Discovery Miles** is our rewards currency that clients earn for getting active, driving well and spending responsibly. Plus, they're more valuable than cash, with clients getting 5% to 15% off throughout the month when spending them at over 40 in-store and online retail partners. This discount doubles to up to 30% off on Miles D-Day, on the 15th of every month.
- 3 | State-of-the-art systems** support secure and seamless transactions using a wide range of digital wallets for tap-and-go payments, free virtual cards, Discovery Pay, real-time forex accounts, share trading with EasyEquities, and more.
- 4 | The Discovery Bank app** creates a truly digital, innovative and intuitive banking experience in the palm of our clients' hands. Clients are empowered to view and access their Discovery Bank products, their integrated Vitality programmes, as well as the rest of their Discovery portfolio, through a simple, clear and intuitive user interface.

Discovery **Corporate and Employee Benefits**

A full suite of insurance, financial and wellness products.

Discovery is a global, integrated financial services organisation that uses a pioneering Shared-value Insurance model across businesses to achieve our core purpose of making people healthier and enhancing and protecting their lives.

Our employer product offering, Discovery Corporate and Employee benefits, is a shared value product offering that includes employee benefits and risk solutions. We use the expertise built in our healthcare, insurance and wellness businesses to offer employers an integrated product to create healthier, safer workplaces for a sustainable business. Our Shared-value Insurance model is designed to improve health and driving behaviour, which translates into better productivity and lower risk for employers. This enables Discovery to offer unique rewards, better benefits and lower premiums to employees and employers for their corporate risk and employee benefits solutions.

DISCOVERY CORPORATE AND EMPLOYEE BENEFITS OFFERS A FULL SUITE OF INSURANCE, FINANCIAL AND WELLNESS PRODUCTS FOR EMPLOYERS:



HEALTHCARE

A wide selection of healthcare products to suit every business and its employees' healthcare needs, providing affordable access to quality private healthcare services.



GROUP RISK

Comprehensive risk cover that shapes employee behaviour to create a healthier and wealthier workforce.



HEALTHY COMPANY

Healthy Company is Discovery's digitally-enabled, comprehensive employee assistance programme and wellness solution that identifies and proactively supports both at-risk employees and those who are well, throughout their work life journey.



RETIREMENT FUNDS

Using the power of shared value to transform employees' retirement savings.



BUSINESS ASSURANCE

The Business Life Plan provides cost-effective cover that is tailored to meet specific business needs, with significant financial rewards for managing your health.



Discovery Institute of Training

Training and business support that will shape your success

At Discovery, we recognise the crucial role that knowledge and development play in the success of financial advisers. For this reason, we established the Discovery Institute of Training, an award-winning team committed to equipping financial advisers with everything they need to achieve excellence. Our institute distinguishes itself through a team of highly qualified professionals who offer a variety of learning solutions and resources tailored to address the specific needs of financial advisers.

A MESSAGE FROM THE HEAD OF THE DISCOVERY INSTITUTE FOR TRAINING, MARIAN CLARK.

NEW ADVISER TRAINING

Jumpstart your journey with our monthly in-person and online structured inductions and online self-directed training that will introduce you to our product range, financial planning concepts, and essential sales and soft skills.

COMPREHENSIVE ONLINE LIBRARY

Our extensive online learning library features over 200 courses, 400 videos, 25 podcasts and 300 infographics, training documents and presentations that cover product information, financial planning as well as sales and soft skills to help advisers in specific areas where they need further development.

GROW YOUR BUSINESS

We host monthly CPD registered webinars that are structured to help you identify new sales opportunities. Join the more than 3,700 advisers who benefited in 2023!

MASTER OUR SYSTEMS

We facilitate online training and have an additional 135 online support videos and documents that will help you

navigate all of Discovery's systems that financial advisers are required to use to be successful in their role.

STAY COMPLIANT

We ensure that all advisers meet their Class of Business CPD requirements through our Fit and Proper training, offering over 100 hours of free online CPD content. We recorded a 97% competency for the 2022/2023 CPD cycle!

STAY UPDATED

Our quarterly Professional Development Days cover the latest product enhancements and industry updates which keep our advisers updated with our product enhancements and industry updates.

TESTIMONIAL

Don't just take our word for it. Natalie de Beer says, "This is the best training facility in the world... you can't leave here without gaining the experience that you need to be one of the best within the industry."

Compliance support at every turn

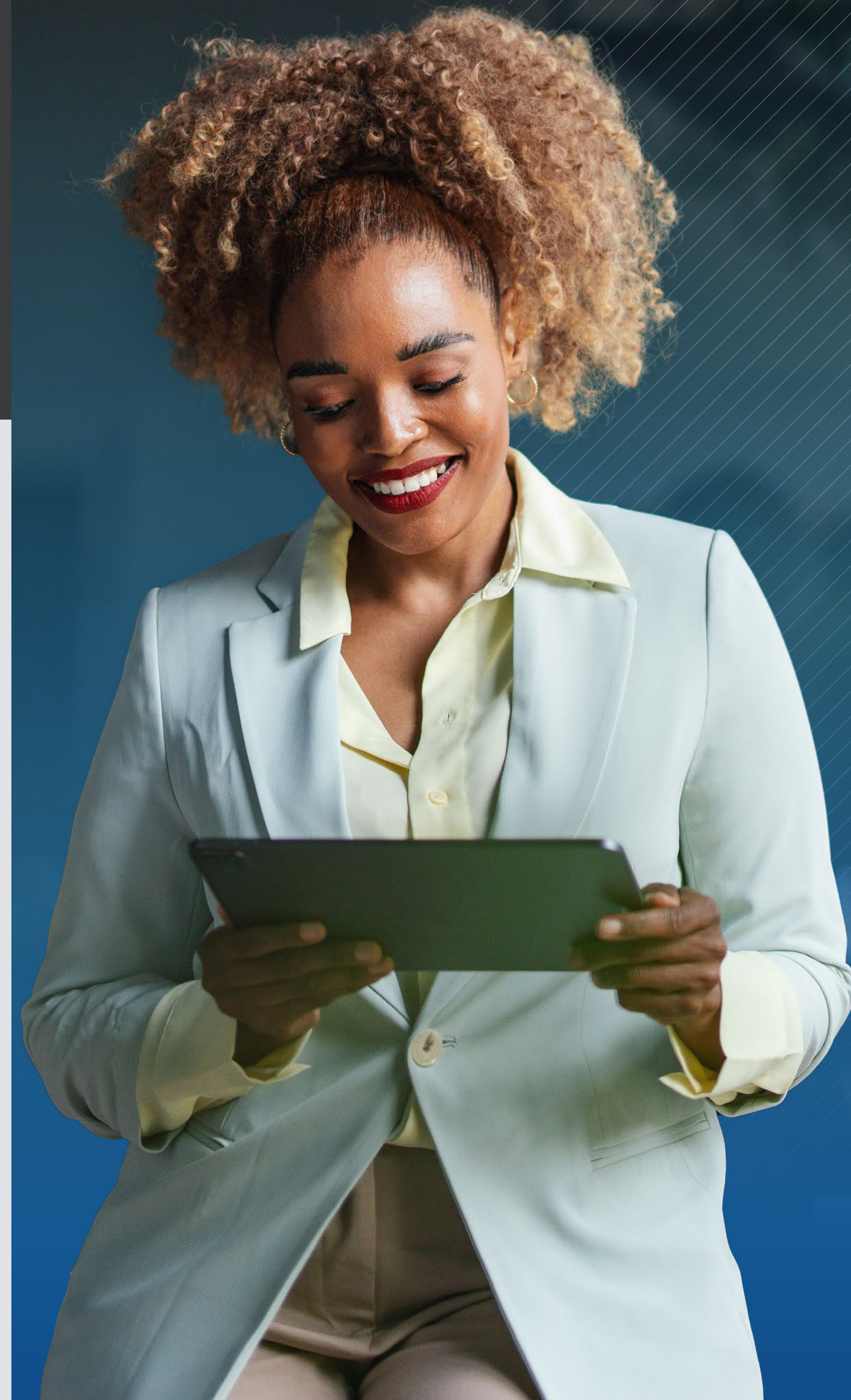
Discovery is committed to the highest professional and ethical standards, and we believe in a strong compliance culture as a key aspect of industry leadership.

Our Compliance function is here to support you in meeting your compliance obligations. We manage regulatory changes, develop regulatory frameworks and Compliance Risk Management Plans (CRMPs), and provide strategic guidance.

We also handle regulatory incidents, monitor compliance, assess control effectiveness, and manage interactions with regulators. Our compliance support ensures you're Fit and Proper, registered with the right authorities, and keeps you informed of your status.

And when it comes to client complaints, **we've got your back with guidance and support.**

**A MESSAGE FROM THE HEAD OF COMPLIANCE
– SERVICE AND ADVICE, GINA ALLY.**



Client **engagement**

Discovery offers a range of services and benefits to help clients live healthier and happier lives.

- **Discovery Wellness Experience:** A fun and interactive way to learn about healthy lifestyle choices and get screened for glucose, blood pressure, cholesterol, waist circumference and body mass index. These tests can help your clients achieve Gold Vitality status and enjoy their rewards.
- **Discovery Store:** A one-stop shop for your clients to complete their Vitality Health Check, Kids Health Check and Vitality Fitness Assessment. They can also get assistance from our consultants to activate their benefits and products, navigate the digital world of Discovery and collect their Bank cards. Plus, they can access the WELLTH Fund, a once-off benefit of up to R10,000 for each family, by completing their Vitality Health Check. Our stores are located in five major cities across the country.
- **Discovery Drive Centres:** A place for your clients to maximise their insurance cover and earn rewards with Vitality Drive. Our team will help them get started and keep their vehicle in top condition.
- **Vitality MoveToGive:** A way for your clients to make a positive community impact while getting healthier with Vitality Active Rewards. They can donate their Discovery Miles to a MoveToGive charity and change the lives of those in need. Over 400,000 lives have been affected since the launch of MoveToGive in 2015.

Innovation

Technology to assist you



We develop cutting-edge tools for our financial advisers to support them in their daily business and to boost client satisfaction.

- **Adviser 360:** A comprehensive platform that lets you and your assistants provide exceptional service to your clients, from acquiring new leads and integration opportunities to creating quotes and logging and tracking claims and queries.
- **Mobile access to Adviser 360:** A convenient way to access your dashboard, view relevant information, search for clients, access their product portfolio and stay updated with real commission information on your mobile device.
- **Lead suite:** A tool in Adviser 360 that allows you to purchase cold leads at a cost of R10 each.
- **Adviser Insights Dashboard:** A Using the power of data, this dashboard provides significant actionable opportunities across all products, with regular updates on clients' milestones and personalised reminders for client engagement. Enhance client satisfaction and drive business growth by leveraging these features.
- **Social 360:** Simplify social media management and discover the power of our all-in-one social media tool. Designed to help boost your business by saving time and generating leads. Choose from a wide range of regularly updated content and post across a variety of social media platforms simultaneously with ease!
- **Discovery Adviser Digital Profiles:** A powerful tool that centralises your business information, making it easy for clients to reach and refer you. It captures leads securely and supports both online and offline marketing. Key features include displaying testimonials, sharing your profile on social media, generating referrals, using QR codes, networking via WhatsApp, email, and SMS, promoting special offers, staying top of mind with clients, and utilising analytics to optimize marketing activities.
- **AI Quote:** An automated quoting system powered by artificial intelligence that lets you quickly generate Discovery quotes for Life and Insure.
- **Communication Platform:** A tool that lets you engage with your existing clients with ease by sending informational emails from a wide selection of templates. You can personalise your emails and send them to specific clients who you think will benefit from them.
- **SmartCompliance:** A tool that lets you upload and track your compliance documentation.
- **Discovery app:** An app that gives your clients full access to their product information. To use the app, clients must be registered on the Discovery website and have at least one active Discovery product.

Innovation

Technology to assist you

- **Discovery Bank app:** The Discovery Bank app is a bank branch in the palm of a client's hand. Discovery Bank clients never have to queue at a bank branch again because they have access to everything they need through the banking app. The app is available 24/7 and sports a range of support and service functions. Clients also enjoy an integrated view of their entire Discovery portfolio and key product information, all made possible through a single intuitive interface.

THROUGH THE DISCOVERY BANK APP, CLIENTS CAN:

- Manage their bank accounts and cards
- Make secure payments
- Monitor and improve their financial behaviours with the help of Vitality Money tools
- Earn, view and spend rewards
- Get information and real-time support
- And so much more!

[View our website](#) for more on Discovery Bank's state-of-the-art digital features.



Recognising **achievements**

Discovery values the efforts of our financial advisers and hosts world-class events to celebrate their achievements. Advisers can qualify for various rewards based on their performance.

QUARTERLY RECOGNITION

- **Prestige Club Quarterly:** A quarterly event celebrating advisers' performance. Quarter 2 is hosted at a national event, and the other quarters at regional events. It includes a lucky draw where one financial adviser stands a chance of winning a travel voucher and top performing advisers are also awarded with a Quarterly CEO award.
- **Quarterly challenges:** Advisers meeting specific criteria can qualify for a prize at the end of the quarter.

YEARLY RECOGNITION

- **Discovery Sales Conference:** An annual event celebrating top performers with motivational content and an awards ceremony.
- **Prestige Getaway:** A four-day trip to a glamorous destination for qualifying advisers and their partners. Past destinations include Dubai, Mauritius, Zambia and Seychelles.
- **CEO Awards:** Top advisers in each product line receive an investment reward from Discovery.
- **International reward:** The top 20 Diamond and Platinum Prestige advisers and their partners are rewarded with a trip to an international destination. Past trips have included Italy, Iceland, Japan, Miami, Bahamas, Serengeti and Paris.

Discovery **accolades**

Discovery is globally recognised for its innovative business model and has many achievements in South Africa and beyond over the past decade.



2023 AWARDS

MYBROADBAND AWARDS:

Discovery Bank won the award for **Best Digital Bank in South Africa**.

The award recognises Discovery Bank's outstanding features and services, exceptional user interface, and seamless integration with EasyEquities. It is a testament to the hard work of the entire Discovery Bank team, including dedicated financial advisers like you. This is another reflection of our values – and our absolute commitment to Innovation and Customer, Customer, Customer.

SOUTH AFRICANS VOTE DISCOVERY BANK #1 FOR A SECOND TIME!

Discovery Bank claimed the prestigious **#1 spot** in client servicing in retail banking in the **2023/2024 Ask Afrika Orange Index®**. This marked the second year in a row at the pinnacle of client satisfaction with Discovery Bank having won in the same category in the previous year.

This achievement is a testament to your invaluable partnership and the outstanding efforts of the entire Discovery Bank team. Highlights of this recognition include:

- 01 | Client vote of confidence:** For the second year running, clients voted Discovery Bank as the leader in client servicing.
- 02 | Private banking:** Discovery Bank achieved the highest service rating in the private banking category, which is a remarkable accolade for the Purple Banking team.

FIA AWARDS:

Discovery Health **won an award in the Medical Schemes category**.



2022 AWARDS

EFMA ACCENTURE INNOVATION IN INSURANCE AWARDS:

Discovery received the **Global Innovator Award** and the **Gold Product and Service Innovation Award** for our Discovery Hospital at Home offering.

SUNDAY TIMES TOP 100 COMPANIES AWARDS:

Discovery Group Chief Executive, Adrian Gore, was named **Business Leader of the Year** in recognition of his leadership in the South African corporate sector, especially during the pandemic.

ASK AFRIKA ORANGE WINDEX:

Customers rated Discovery Life as having the **best client experience in South Africa** in the long-term insurance category. Discovery Bank won **first place in the banking sector** as a large portion of clients reported feeling 'delighted' after interacting with the brand.

MARKETING ACHIEVEMENT AWARDS:

Discovery received the **Marketing Organisation of the Year award** and our Chief Marketing Officer, Firoze Borat, was recognised as the **2022 Marketer of the Year**. Discovery Bank also won the **Strategic Brand Positioning** category while Discovery Business Insurance won in the **Resourceful Marketing category**.



2021 AWARDS

EFMA-ACCENTURE INNOVATION IN INSURANCE AWARDS:

Discovery received the **Gold Core Insurance Transformation Award** for our AI Quote offering, and the **Silver Global Innovator award**.

KANTAR BRANDZ MOST VALUABLE SOUTH AFRICAN BRANDS:

Discovery ranked **7th in the BrandZ top 30 most valuable brands in South Africa 2021** and **1st in the insurance category** due to the fastest-thinking response to the pandemic, introducing a digital healthcare consultation service, not only for its clients, but for all who needed it.



2020 AWARDS

Discovery (South Africa) was named Global Innovator for several products, including:

- **Vitality Active Rewards 2020**, a personalised digital behaviour-change platform to drive healthy habits.
- **Auto Underwriting**, which uses pathology and wellness test information to automatically fulfil underwriting requirements.
- **Discovery Life Premium Relief Option**, a response to COVID-19 that allowed customers to draw down from their personally accumulated health assets and maintain their full life coverage at no premium, and
- **AI Quote**, which lets advisers take pictures of, upload or enter the details of a client's new business quote or existing policy to automatically generate an equivalent Discovery quote in under two minutes.





 Discovery



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