

# VITALITY ACTIVE FITNESS DEVICE BENEFIT GUIDE



## About the Vitality Active fitness device benefit

Get access to a qualifying fitness device on a flexible subscription basis with your Vitality Active membership. You can exchange, upgrade or cancel the fitness device subscription at any time by giving a notice of one calendar month. You can choose to keep the fitness device after 24 months of paying your subscription fee.

You can choose from a wide range of Apple, Garmin and Huawei fitness devices, subject to the partner's available stock. Discovery Vitality will fund your monthly device subscription payments of up to R300 in full when you achieve all your weekly Vitality Active Rewards exercise goals over 24 months.

### Eligibility

The benefit is open to Vitality Active members over the age of 18 years. The benefit is not available to members on a Vitality Premium plan.

### How it works

This benefit is available to each adult member on your Vitality Active membership. Each member can subscribe to one of the fitness devices on the Vitality Active fitness device benefit.

Discovery Vitality will cover your monthly subscription fee for one fitness device in full based on your Vitality Active Rewards exercise goal achievement:

- Achieve **three weekly Vitality Active Rewards exercise goals** in a month to get a **100% discount** on your monthly fee.
- Achieve **two weekly Vitality Active Rewards exercise goals** in a month and get a **50% discount** on your monthly fee.
- You will not receive a discount on your monthly fee if you achieve one or no weekly Vitality Active Rewards exercise goals in a month.

A Vitality Active Rewards goal week starts on a Saturday morning and ends on a Friday. You must earn enough Vitality fitness points by midnight on Friday to achieve your weekly exercise goal. Your goal month is determined by when the goal cycle ends within

that month. If the Friday of a goal cycle falls within a calendar month, it belongs to that month, even if the goal cycle started in the previous month.

If your exercise goal is not achieved before we calculate your discount, you will be refunded the difference owed to you in the following calendar month.

**Note:** You will get a discount on your Teljoy device subscription fee up to a maximum of **R300 a month for a consecutive 24 months**. If you select a device with a higher monthly subscription fee, you'll need to pay the balance and any other related charges from your own account.

### The benefit in action

1. The [Vitality Active fitness device benefit](#) is administered by Teljoy. The calendar month in which your Teljoy subscription contract is approved is free, and your contract starts from the 1st of that calendar month.

**Example:** Jane's contract for her subscription device with Vitality Active is approved on the 20th of February. Jane's contract begins retroactively from the 1st of February. Jane will not be billed for February even if she did not achieve any Vitality Active Rewards exercise goals in that month.

2. No activation fee applies.

3. If you take out a fitness device through the Vitality Active fitness device benefit, you can't select another device while your existing Teljoy contract is ongoing. To get a different fitness device from the Vitality Active fitness device benefit, you will have to cancel the contract for your initial fitness device and then take out a new Teljoy contract for the new device.

**Example:** John takes up a Garmin Forerunner with a subscription of R220 a month. After six months, he decides to cancel his contract and return the device. He then chooses to take up an Apple Watch for R220 a month. He begins a new contract for 24 months and subsequently owns the Apple Watch.

4. To cancel your Teljoy subscription contract for a particular device, you must provide notice of one calendar month. Read [Teljoy's terms and conditions](#) for more information.
5. If you cancel your Teljoy subscription contract, you will have to return the fitness device to Teljoy.
6. Each adult member on your Vitality Active plan can have a Teljoy subscription contract for one fitness device with the Vitality Active fitness device benefit.
7. You will be billed in arrears for each month and the exercise goals achieved in the previous month will determine the discount you receive on your bill.
8. Teljoy charges you for your fitness device subscription fee and **it is not** part of your Vitality contribution.
9. Your subscription agreement will be directly with Teljoy. By subscribing to a fitness device, you will be bound to Teljoy's device terms and conditions.

## How to start the benefit

1. On the Discovery app, select **Vitality** and then **Rewards**. Select the **device benefit** to access the **Vitality Active fitness device benefit**.
2. Selecting this option will take you to the **Vitality Active fitness device benefit** webpage where you can consent to share details with Teljoy. You can then browse and choose a device.
3. Once you have browsed fitness devices, you can select one and create an account with Teljoy. Only the devices accessible on the Vitality benefit will be displayed here.
  - a. If you already have an existing account with Teljoy, you will be able to log in with your existing account details. In this case, you must make sure that the details that Teljoy has on record for you are the same details that Discovery has on record for you, so that Discovery and Teljoy can properly administer the benefit.
  - b. If the ID number that you have on record with Teljoy and Discovery are different, then you will not get access to your Vitality discounts for your device. If you need to update your ID number, please do so with Discovery by contacting Vitality through any existing servicing channels.

Follow the steps in the process to apply for your fitness device. You will need to upload some documents that are necessary to complete the application and do a credit check. When you've uploaded your documents, you will get confirmation that your application was successfully submitted.

Your application will be processed in three to five working days. Teljoy will maintain contact with you over email to update you on the process of your application.

## Earning Vitality points

Vitality Active members can earn points by linking their fitness device to the Discovery app. You must have your Vitality Active Rewards activated. The Vitality points earned will count towards the maximum Vitality points for fitness. Each adult can earn up to 30,000 fitness points a year. Points will only be awarded for one fitness event a day. If you complete more than one activity a day, we will award you the higher of the points between the activities.

To start earning points, [link your fitness device](#), get active and get rewarded.

There are no fees for using your device to upload your workout data to Vitality Active to earn your Vitality points, other than standard data charges from your mobile service provider.

## Queries and servicing

You can view **Frequently Asked Questions** and other [product terms and conditions](#). If you would like to know more about the device warranty or you would like to return your device, you can contact [vitality@teljoy.co.za](mailto:vitality@teljoy.co.za).

If you would like to know more about the Vitality Active fitness device benefit, you can contact Vitality on our normal servicing channels.

All terms and conditions linked to the billing, returns and warranty of your device will be handled by Teljoy. You will need to accept these terms and conditions when you contract for your device.

### Third-party consent

By entering into this agreement, you consent to Discovery Vitality sharing your personal information with Teljoy and authorised third parties to facilitate the functioning of this benefit. This includes, but is not limited to, your name, surname, identity number, and goal achievement data. Such sharing is done in accordance with our [Privacy Statement](#).

### Ending this benefit

If your Vitality membership ends, you will no longer earn Vitality points for uploading your workout data with your subscription fitness device. You will also no longer earn a discount on your subscription fee. However, you can continue using the fitness device in your personal capacity and continue your subscription with Teljoy.

### Need more information?

Find out more about [fitness devices and apps](#) or [visit our troubleshooting page](#). You will also find a full set of [Vitality Main Rules](#). If, for any reason, there is a conflict between rules in this benefit guide and the Vitality Main Rules – the Vitality Main Rules will always apply.

### Stay in touch.

For more information about the benefit, visit [www.discovery.co.za](http://www.discovery.co.za). Download the  Discovery app.

Follow Discovery Vitality on      (Vitality\_SA) Not yet a Vitality member? [Join today](#), it only takes in 60 seconds.

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