

Vitality Money terms and conditions

These terms and conditions apply to your Vitality Money membership. By activating and using Vitality Money, you accept these terms and conditions. If anything isn't clear, please contact us on 0860 11 2265 (BANK) before you finish your application.

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

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're a transaction account holder 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's a financial wellness programme. Therefore, please don't 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 property valuers, and credit and insurance bureaus. 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 tools and analysis that's 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.
5. We use your Discovery Group data to enrich your Vitality Money experience.

About your membership

6. To qualify for Vitality Money membership, you must be:
 - a. At least 18 years old
 - b. The main transaction or credit card account holder, or a secondary cardholder on a Vitality Money family membership.
7. There are two types of Vitality Money membership:
 - a. **Individual membership:** You manage your own finances as an individual.
 - b. **Family membership:** You manage your finances with other members of your household. To qualify for family membership, you must share the same residential address or have a secondary card linked to a main account holder.
8. These terms and conditions apply to both individual and family memberships.
9. We can charge a membership fee. You can find the fee on the banking app.
10. You're only allowed to use your Vitality Money membership for personal purposes and not for business. For example, you aren't allowed to use your Vitality Money membership to secure debt by transferring your rights to another person or entity as a security for a loan.



Vitality Money terms and conditions

11. You can only have one Vitality Money membership, even if you have more than one Discovery Bank account or if you are a secondary cardholder on another main account holder's account.
12. You need to activate your Vitality Money membership using our banking app.

About your Vitality Money points

13. You can earn points for a number of activities designed to promote positive financial behaviour. This includes achieving personalised goals we've set for you. [Goals](#) that incentivise improvements in your financial metrics (such as the amount of savings you have) will always have a target that is an improvement on your current level.
14. To earn points, your Discovery Bank account(s) 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 us. 'Good standing', includes keeping your Know Your Customer (verification information) and Anti-Money-Laundering information up to date. 'Legal process' excludes debt review as defined in the National Credit Act 34 of 2005.
15. You can view your Vitality Money points using our banking app.
16. 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.
17. 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. Savings with other investment institutions also contribute towards your savings points, but not savings held with other banks.
18. You can't transfer membership rights or points to another person.
19. 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.
20. The number of points you hold at any time determines your Vitality Money status.

Your Vitality Money status

21. 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 a 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 less.
22. Each status has different rewards and you earn the rewards that apply to your Vitality Money status.
23. If you don't maintain the minimum number of points to remain on a status, you'll drop down to the status that matches how many points you have.

Changes in your membership affect your status

24. Changes to the structure of your Vitality Money membership can affect your Vitality Money status. This includes new people joining or existing members leaving the family membership, as well as members reaching retirement. When this happens, your status can go up or down, depending on the change.



Vitality Money terms and conditions

25. Your Vitality Money status can also change because:

- a. The minimum points for each status has changed, depending on whether the new or departing member is retired.
- b. We calculate the total points for a family membership at the family membership level and include all members' financial data.

Breaks in your membership

26. If, for any reason, there is a break in your Vitality Money membership that lasts for 45 days or more, you'll have to reactivate your membership. You'll start again on Blue status with zero points.
27. 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

28. 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.
29. If your membership ends for any reason, your right to receive rewards ends.

Changes to these terms and conditions and the programme

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

