

# DISCOVERER

Discovery Business Insurance | 2020 Product update

## BUILDING BETTER BUSINESSES THROUGH SHARED VALUE

*Discovery Business Insurance is built on the vision of creating better businesses in South Africa. Our offering looks at businesses holistically to give them comprehensive cover for traditional risks and the emerging risks of today. Our product is underpinned by Discovery's Shared-value Insurance Model and Vitality Drive for Business.*

*In our pursuit to give clients real value and tailored cover that responds to their evolving business needs, we have further enhanced our product offering.*



**DISCOVERY INSURE'S  
ENHANCED PRODUCT  
PLATFORM**



**SHARED-VALUE  
BUSINESS INSURANCE**



**MULTI-PERIL COVER  
ENHANCED FOR  
COVID-19**



**COMPREHENSIVE  
COVER FOR RISKS OF  
TODAY, ENHANCED  
FOR COVID-19**



**VITALITY DRIVE  
FOR BUSINESS  
ENHANCEMENTS**



**SALES SUPPORT**

# Discovery Insure's enhanced product platform

*In May 2018, we launched Discovery Business Insurance, a division of Discovery Insure. Discovery Business Insurance provides an insurance offering that looks at businesses holistically to cater for all insurable risks including the risks of today.*

*Our clients get access to advanced risk-management technology to help them manage their business risks. They also get efficient claims services to help them get back to business quickly following a claim event. Through Vitality Drive for Business, clients get rewarded for driving well.*

*We have received growing broker support since we launched, enabling us to grow our business. Using our insights and growth we have achieved so far, we are now further enhancing our product offering.*

- **DISCOVERY BUSINESS INSURANCE HAS GROWN**
- **DISCOVERY INSURE'S ENHANCED PRODUCT PLATFORM**



# Discovery Business Insurance has grown

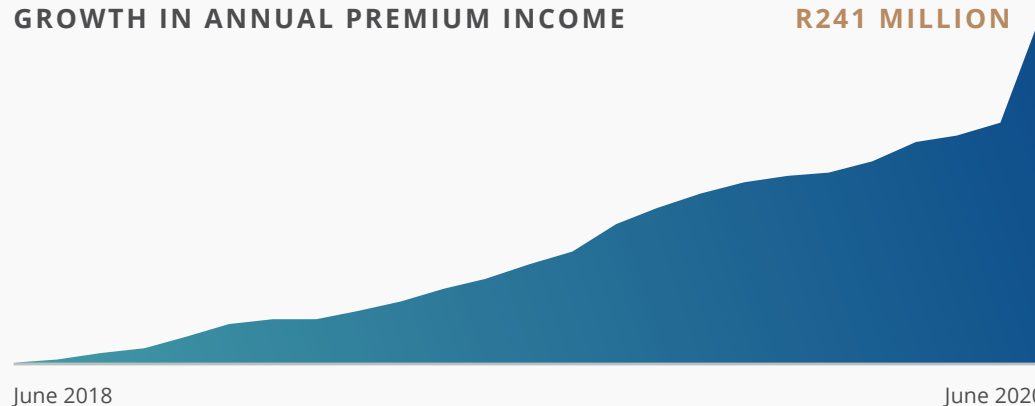
## DISCOVERY BUSINESS INSURANCE IN NUMBERS

Since we launched Discovery Business Insurance two years ago, we have experienced exceptional growth. We have seen growth in many areas of our business, from the number of policies we write and, as a result, our annual premium income, to the number of brokers that support us. We have managed to expand our book of business and acquired a new book on 1 June 2020.

Our strong growth is testament to the support we receive from you, our valuable brokers and we could not have achieved this without you.

### GROWTH IN ANNUAL PREMIUM INCOME

**R241 MILLION**



Over **R142 BILLION**  
in total sums insured



**2.4 TIMES** annual growth  
in number of policies written



**33%** annual growth in  
number of brokers quoting\*

\* For the period 1 April 2019 to 31 March 2020

During this time, we have gained valuable experience and key insights into the business insurance market. We have introduced many innovations such as the Vitality Drive fleet portal, allowing businesses to monitor the driving behaviour of their drivers and track their vehicles in real time. This, together with the deep knowledge of the insurance market that we have from Discovery Insure car and home insurance, has equipped us to take our product to the next level and enhance our product platform.

**We are therefore excited to introduce you to our new, enhanced Discovery Business Insurance product platform.**



# Discovery Insure's enhanced product platform



# Offering comprehensive market-leading multi-peril cover

## COMPREHENSIVE COVER FOR RISKS OF TODAY, ENHANCED FOR COVID-19

Our product is the first in the market to provide expansive cover for all major insurable risks, including traditional commercial risks as well as risks unique to the 21st century. We offer multi-peril cover under four classes of business: property, motor, liability and accident. Our insurance offering includes cover and benefits for the **risks of today** such as:

- Business interruption cover extended to the *Motor, Electronic equipment and Theft* sections
  - Cyber liability
  - Crisis and reputation management
  - Social media liability
  - Legal support services.
-  ■ We have expanded our cyber offering to include enhanced solutions to help clients protect their businesses against increased cyber risk exposure and enable them to adapt to new ways of working as a result of the COVID-19 lockdown.
-  ■ Clients also get cover and benefits specifically designed to make sure their businesses remain protected during COVID-19 lockdown.

## UNIQUE TECHNOLOGY AND SERVICE FEATURES

We offer our clients unique technology and service features including:

- Risk-assessment tools, enabling them to do an **in-depth risk assessment** to understand their risk.
- The Business Health Check which enables them to assess various areas of their business. It gives them recommendations on areas to improve and access to service providers at preferential rates.
- The Vitality Drive online fleet portal to monitor the driving behaviour of all their drivers to help them improve.
- Claims services available 24/7 to help clients get back to business swiftly after a claim event.

## VITALITY DRIVE AND REWARDS FOR BUSINESS

- A business's individual drivers can receive **weekly Active Rewards** for driving well.
- The insured business can also earn **monthly vehicle premium cash back** of up to 30% based on their drivers' driving behaviour. This cash back is paid to clients at the end of the plan year.



- Discovery Business Insurance clients can now get **up to 50% cash back on monthly data spend with MTN**. This is available to clients who complete their risk assessment and Business Health Check.



- With Dynamic Distance cash back, Vitality Drive for Business clients can **get up to 25% of their vehicle premium back** for driving less during the various levels of the COVID-19 lockdown.



- Vitality Drive for Business clients can also get **up to 50% discount on any Tiger Wheel & Tyre purchases** to make sure their vehicles are safe to drive.

# Shared-value business insurance

*Our comprehensive business insurance offering was built on the Vitality chassis as we firmly believe that businesses who better manage their risk are better insurance risks. Through our shared-value model, we offer powerful incentives to clients to encourage them to improve their driving behaviour and management of their business's risk. This helps to create better and more sustainable businesses.*

*We believe that our shared-value model has enabled us to achieve the results and growth we have experienced since inception.*

- OUR SHARED-VALUE MODEL
- MANIFESTATION OF SHARED VALUE IN BUSINESS INSURANCE

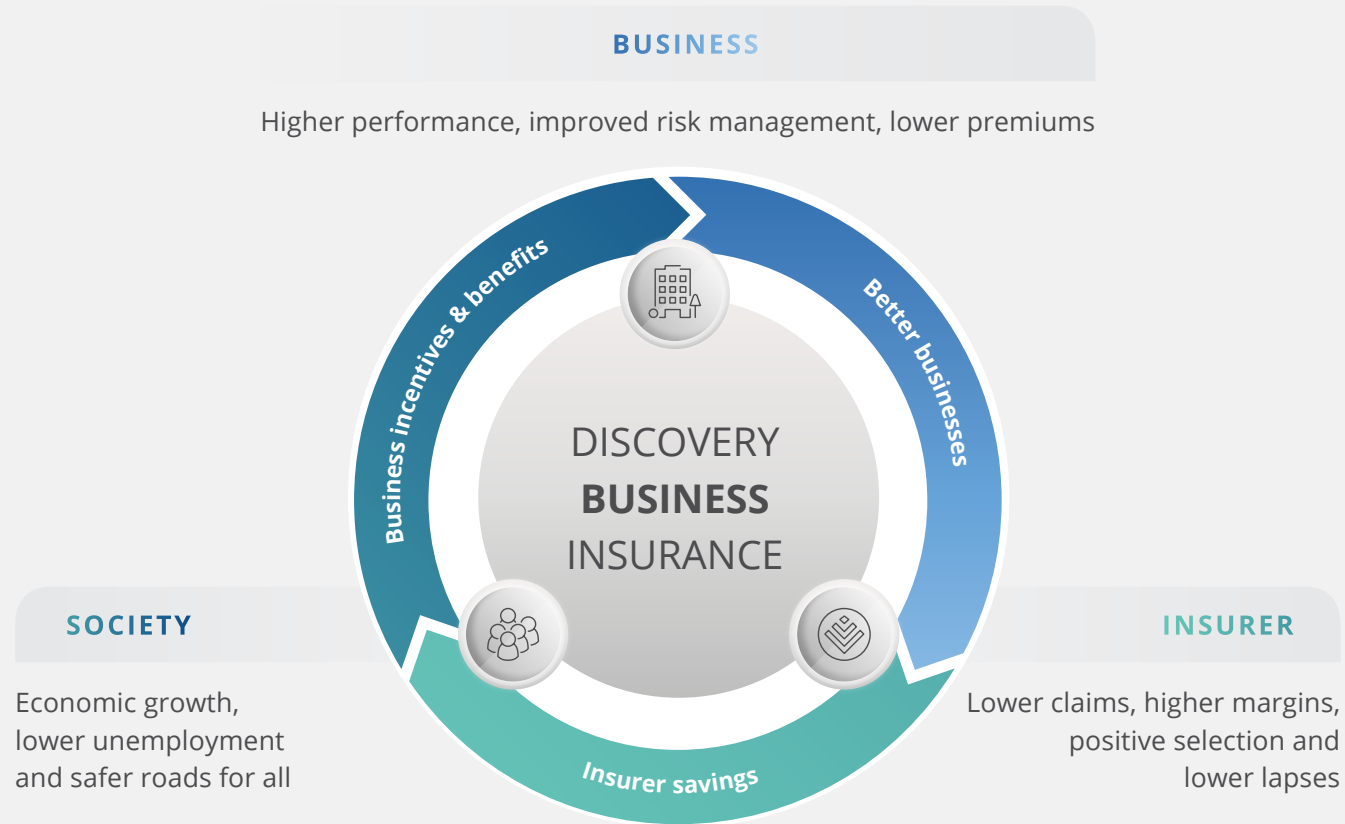


# Our shared-value model

*Creating and sharing value with our clients is part of our insurance model. This model uses powerful incentives to encourage clients to drive well and better manage their business risks. Shared value results in benefits for all stakeholders including our clients, their employees, the insurer and society as a whole. Good risk management results in sustainable businesses that can employ more people, reducing unemployment and increasing economic growth in the country.*



## THE BENEFITS OF OUR SHARED-VALUE MODEL TO DIFFERENT STAKEHOLDERS:




# Manifestation of shared value in business insurance

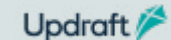
At Discovery Business Insurance we believe that businesses that proactively take steps to manage their risk are the same businesses that have lower insurance risks. Many traditional insurers only cover clients for the physical risks their businesses face. We firmly believe that clients need to have a holistic view of their business risks including operational risks. Therefore, we offer our clients the ability to understand all their risks - both physical and non-physical.



## BUSINESS HEALTH CHECK

In partnership with , a global not-for-profit organisation that helps businesses succeed, we have developed the Business Health Check to help clients assess how healthy their businesses are. This is a comprehensive diagnostic tool that enables clients to assess and improve their business risk in three easy steps:

- 01 | Complete the assessment
- 02 | Get a business score
- 03 | Get access to partners at preferential rates



This is the platform we use to apply the shared-value model in our business insurance offering. By our clients understanding their risk, they are better equipped to manage it and we give them access to partners at preferential rates to incentivise positive behaviour change and promote business growth.



## RISK ASSESSMENT

In addition, we give our clients the ability to assess their physical risks. Clients will either have their risk assessed by a skilled risk engineering team at their premises or they must complete an online self-assessment tool, depending on the risk assessment they qualify for. After completing the assessment, clients will receive risk improvement advice.

We believe that these tools give clients a holistic view of their business risk, enabling them to proactively manage their risks and grow their businesses. This creates value that can be shared to the benefit of society, since better businesses promote economic growth and higher employment.

We have now further enhanced our shared-value model to give clients new, innovative rewards that we believe will help their businesses thrive.

*With Rewards for Business, clients can get up to 50% cash back on their MTN data spend every month.*

# Get up to 50% cash back on monthly data spend with MTN



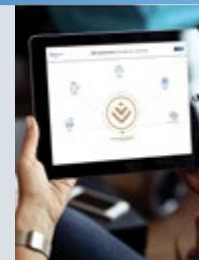
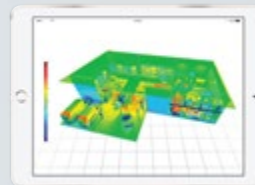
With Rewards for Business, clients who manage their business risks well, can get **up to 50% cash back on their monthly data spend** (limited to R1 500 maximum spend) with MTN. Clients can unlock their cash back by completing the following activities:

## BUSINESS HEALTH CHECK



**25%**  
cash back

## RISK ASSESSMENT



**25%**  
cash back

# Multi-peril cover enhanced for COVID-19

*Sharing value with our clients has never been as important as it is now during this unique and challenging period. Through our shared-value model, we make sure our clients are supported to ensure a sustainable business future.*

*We have enhanced our product offering to include cover and benefits specifically designed to assist businesses during COVID-19.*

- HOW COVID-19 HAS IMPACTED BUSINESSES
- CLIENTS REQUIRE SOLUTIONS TO IMPROVE AFFORDABILITY AND SUSTAIN THEIR BUSINESSES
- THE NATURE OF RISK HAS CHANGED WITH BUSINESSES WORKING FROM HOME
- INTRODUCING COVER FOR BUSINESSES WORKING FROM HOME
- NEW COVID-19 TAILORED CASH BACK

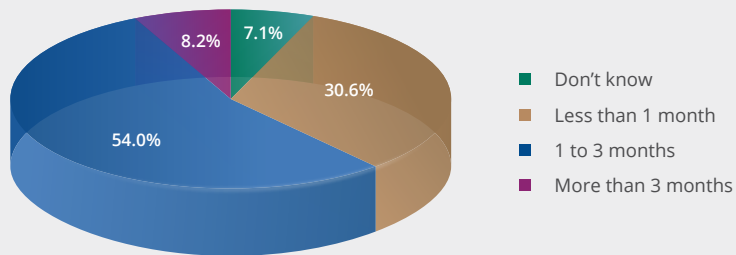


# How COVID-19 has impacted businesses

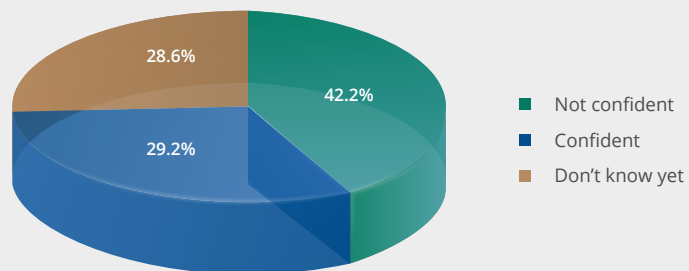


## LOSS OF REVENUE

Over 80% of businesses indicated that they cannot survive more than three months with no turnover<sup>1</sup>



Over 42% of businesses are not confident that they will have the money to continue operating throughout the COVID-19 lockdown<sup>1</sup>



<sup>1</sup> Source: Statistics South Africa, report: <http://www.statssa.gov.za/publications/Report-00-80-01/Report-00-80-01April2020.pdf>



## CASH FLOW CONSTRAINTS

During lockdown level 5:

# 53%

of small and medium-sized enterprises (SMEs) applied for relief funding<sup>2</sup>

# only 6%

who applied for funding received it<sup>2</sup>

Reasons cited for the low number of successful cases include slow responses, a strict qualifying criteria and lengthy application process.

# 94%

stated that they were either already in a cash flow crisis or will be in one within the next few weeks<sup>2</sup>

<sup>2</sup> Source: The COVID-19 National Small Business Survey, article: <https://southcoastherald.co.za/403992/covid-19-survey-only-6-of-small-businesses-which-applied-have-received-relief-funding/>

# Clients require solutions to improve affordability and sustain their businesses

COVID-19 has brought many challenges for businesses who were already operating within a tough economic environment. Many businesses have seen a reduction in sales, leading to loss of revenue especially for SMEs. As a result, businesses may not be able to afford their insurance premium when they need it the most. We offer our clients premium relief solutions and access to capital to help them during this time.



## PREMIUM RELIEF SOLUTIONS



### DISCOVERY INSURE SME PREMIUM RELIEF FUND

We gave clients **access to an interest-free loan** of up to the value of their monthly premium which they could use to pay their premium for May and June 2020.

We are excited to announce that we are extending this offer for a further three months to September 2020, to further assist clients with their premium payments.



### VITALITY DRIVE FOR BUSINESS REWARDS PREMIUM RELIEF BENEFIT

Clients can use their **cash back earned to date** of up to 30% of their vehicle insurance premiums **to pay all or part of their premium.**



## ACCESS TO CAPITAL



### CLIENTS GET ACCESS TO FINANCE

We are excited to introduce our new offering which gives clients access to finance, providing them with cash flow assistance. Our clients can use these funds to meet their business requirements, including paying their insurance premiums. By using this finance clients can receive a cash back on their premiums while remaining adequately protected during this difficult time.

Through our partner, Merchant Capital, **qualifying clients can get a cash advance** to assist them during the COVID-19 period. Clients get access to the funds in as little as 48 hours after Merchant Capital has processed and approved their application. To help clients with affordability, the cash advance is repaid in line with the business turnover, so that clients are only required to make a repayment if they have had sales in that month.



### CLIENTS GET UP TO 50% OF THEIR PREMIUMS BACK FOR MEETING THEIR REPAYMENTS

In addition, clients can **get up to 50% of their business insurance premiums back** (limited to R5 000 monthly premium), if they are in good standing with Merchant Capital on their cash advance repayments. The cash back percentage depends on the amount of the cash advance the client takes out and their level of premium.

# Clients require solutions to improve affordability and sustain their businesses



We also give our clients access to COVID-19 and other business resources to help them manage their businesses during this time and avoid business failure.



## COVID-19 AND OTHER BUSINESS RESOURCES

### THE HEALTHY BUSINESS SHOW PODCASTS

These podcasts aim to raise awareness of the importance of entrepreneurship and small businesses for the economy. They provide a platform to share knowledge of what it takes to own and grow a business and the support channels in place to assist business owners.

### ENDEAVOR BUSINESS RESOURCES

Through our partnership with Endeavor South Africa, our clients get access to amazing resources such as webinars and articles to help their businesses succeed during COVID-19 and beyond. These resources include insights into financing options available to businesses during this time and what actions businesses can take to preserve cash flow.

# The nature of risk has changed with businesses working from home



Because of COVID-19, many businesses have adopted work-from-home strategies. To protect their employees, many businesses are expected to continue their work-from-home strategies for the foreseeable future unless it is necessary for their employees to return to work.



## BUSINESSES ARE ADOPTING WORK-FROM-HOME STRATEGIES

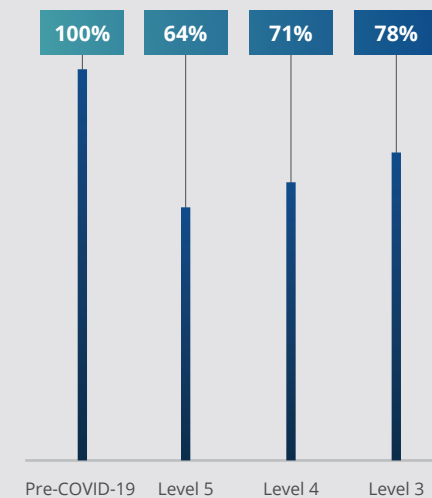
Of those that implemented work-from-home solutions, **31% of SA companies say more than 60% of their staff are working from home**<sup>1</sup>

<sup>1</sup> Source: Statistics South Africa, report: <http://www.statssa.gov.za/publications/Report-00-80-01/Report-00-80-01April2020.pdf>

Working from home has resulted in a change in the nature of business risk. We have therefore seen a reduction in our loss ratio since level five of the COVID-19 national lockdown.



## RELATIVE LOSS RATIO DURING THE DIFFERENT COVID-19 LOCKDOWN LEVELS



# Introducing cover for businesses working from home

*We have introduced further product enhancements tailored to the clients' adjusted risk during lockdown. These covers and benefits ensure that clients can have peace of mind that their business remains protected during this period, as they may be working remotely. The COVID-19 product enhancements are available to clients at no additional cost.*

## PROTECT YOUR BUSINESS WHILE EMPLOYEES ARE WORKING FROM HOME



We will extend existing cover for these sections to **all employees' risk addresses**

- Electronic equipment
- Office contents
- Theft
- Storage of stock
- Public liability

## PROTECT YOUR BUSINESS PREMISES WHILE YOU ARE NOT THERE



We will waive the **unoccupancy clause** under the *Fire* and *Buildings combined* sections

### Benefits to the client:

- Insurance cover is not automatically suspended after 30 days of the insured building being unoccupied.
- The client will not be liable to pay the 20% proportion of a claim that is usually required during the unoccupancy period.



We will automatically include the **loss of water by leakage** optional extension to all policies with the *Fire* and *Buildings combined* sections

### Benefits to the client:

- If there is water leakage and the client is not at the business premises to detect or stop it, they will be covered up to the benefit limit stated in the Plan Guide.

# New COVID-19 tailored cash back



Many businesses have changed the way they operate, leading to a reduction to the business risk. Therefore, we will share the savings earned from reduced risk by giving clients premium cash back on certain sections of cover. This ensures that they pay a premium commensurate to their risk. This also gives clients further assistance to help them with cash flow during this time.

Clients will receive a monthly cash back on their premium as follows:

COVER SECTION	CASH BACK
Accounts receivable	50%
Money	25%
Accidental damage	25%
Motor traders external	20%
Motor traders internal	20%
Portable possessions (excluding laptops and cellphones)	15%
Electronic equipment	15%

# Comprehensive cover for risks of today, enhanced for COVID-19

*Our business insurance offering includes cover for traditional business risks and cover for the risks of today. These include cover for cyber risk, reputational risk, legal risk and social medial liability.*

*The arrival of COVID-19 has resulted in an increase in the risks of today as businesses adapt to new ways of working. This highlights the importance of having adequate cover for these risks to make sure that clients can navigate these challenging times and continue operating.*

- **OUR COMPREHENSIVE CYBER COVER HAS NEVER BEEN MORE RELEVANT**
- **INTRODUCING ADDITIONAL PROTECTION AGAINST PHISHING AND OTHER CYBER THREATS**
- **CLIENTS GET DIGITAL SERVICES FOR NEW WAYS OF WORKING**
- **CLIENTS GET SOCIAL MEDIA LIABILITY AND REPUTATIONAL RISK COVER**
- **CLIENTS GET ACCESS TO LEGAL SUPPORT SERVICES**



# There has been an increase in cyber risk exposure



## INCREASE IN ATTACKS ON DIGITAL NETWORKS



Cybersecurity company Kaspersky reported that SA has seen an unprecedented **10 fold increase** in attacks on digital networks since the President declared a state of disaster on 15 March 2020.<sup>1</sup>

<sup>1</sup> <https://www.businesslive.co.za/bd/national/2020-03-25-unprecedented-spike-in-cyber-attacks-hits-sa-since-declaration-of-national-disaster/>

## INCREASE IN PHISHING ATTEMPTS



In May 2020, SA ranked **8th in recipients of malicious emails in the world**, and six African countries ranked in the global top 10 of countries with the most electronic virus infections.<sup>2</sup>

<sup>2</sup> <https://www.businesslive.co.za/bt/opinion/2020-05-24-arthur-goldstuck-cyber-criminals-go-into-lockdown-too/>

# Our comprehensive cyber cover has never been more relevant

Our cyber insurance offering provides clients with a holistic solution to assist them to understand and mitigate their cyber risks. We aim to raise awareness so that our clients are prepared for the dynamic cyber environment. Our clients get comprehensive cyber insurance that provides core cover as well as preventative solutions to help them protect their businesses against cyber attacks.

## COMPREHENSIVE CYBER LIABILITY COVER

- Clients get cyber liability insurance that covers first- and third-party losses resulting from an insured cyber event.
- They can choose to add the following optional covers under the cyber section at an additional premium:
  - Business interruption
  - Crisis and reputation management
  - Multimedia liability following a cyber event

## GET CYBER PROTECTION PACKAGES AT NO ADDITIONAL COST



- For every R15 000 of cyber cover purchased, clients will **get a basic protection package** from our cyber partner, AVeS Cyber Security, **at no additional cost.**
- The basic protection package includes antivirus and endpoint protection, monthly PC health reports as well as remote assistance in the event of a cyber attack.
- Clients can buy additional protection packages at discounted rates including basic, intermediate and advanced packages.



## GET EMBEDDED CYBER COVER AT NO ADDITIONAL COST

- Qualifying clients get embedded cyber cover of **up to R50 000 for first-party losses for 12 months.**
- They also get **up to R25 000 business interruption cover** following an insured cyber event.
- With the embedded cyber cover, clients will therefore get three basic protection packages at no additional cost.
- Clients can increase their sum insured at an additional premium and can buy up cover to include third-party liability.

# Introducing additional protection against phishing and other cyber threats

## PROTECT YOUR BUSINESS AGAINST CYBER THREATS



### ■ Our clients get endpoint security

Through the cyber protection packages from AVeS Cyber Security, clients get endpoint security to protect their computer networks from cyber threats. This protects the client's network from cyber risks that can be introduced by mobile devices such as laptops, tablets and mobile phones.

NEW

### ■ Our clients get access to Microsoft Office protection, with Kaspersky Security

Kaspersky Security for Microsoft Office 365 protects cloud-oriented enterprises by providing anti-phishing, anti-spam and anti-malware protection, as well as attachment filtering which allows clients to set up rules to filter what types of email attachments to allow and block on the mail server.

Through AVeS Cyber Security, clients get this security package at no additional cost for the first six months. Thereafter, clients will get a 30% discount on the cost so that they only pay a rate of R21.85 per user per month.

AVeS Cyber Security will also provide the necessary support services to set up the Kaspersky Security for Microsoft Office 365 package. This service is available at no additional cost to the first 50 users per insured business.

NEW



Clients who join Discovery Business Insurance between 1 July and 31 December 2020 will get the Kaspersky Security for Microsoft Office 365 at no additional cost for 12 months for five users per insured business.

# Clients get digital services for new ways of working

In response to the COVID-19 pandemic, many businesses have adopted new ways of working such as using digital platforms to communicate to employees and customers. We offer our clients access to digital platforms that enable them to work remotely at highly discounted rates. Our clients also get access to dedicated IT services at no additional cost to provide the support needed to resolve IT issues quickly.

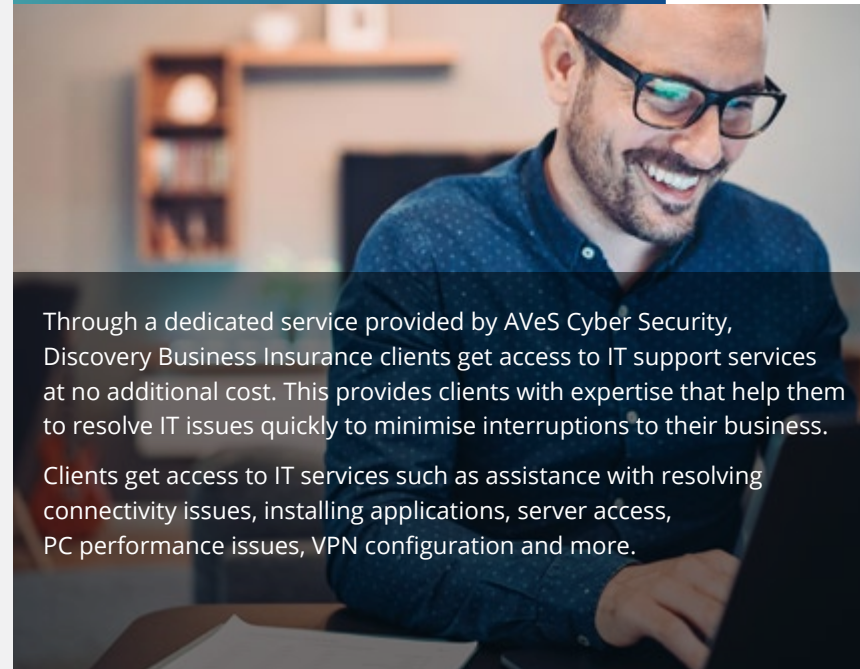
NEW

## GET ACCESS TO DIGITAL PLATFORMS THAT ENABLE SEAMLESS COLLABORATION

- Clients get the Microsoft Office 365 Business Basic package that includes online access to Outlook, OneDrive, SharePoint and Teams. This benefit is offered through AVeS Cyber Security.
- The Microsoft Office 365 Business Basic package is available to clients at no additional cost for the first six months. Thereafter, clients will get a 20% discount so that they only pay a rate of R87.40 per user per month.
- AVeS Cyber Security will also provide the necessary support services to help clients set up the Microsoft Office 365 Business Basic package. This service is available at no additional cost to the first 50 users per insured business.

NEW

## GET ACCESS TO DEDICATED IT SUPPORT SERVICES



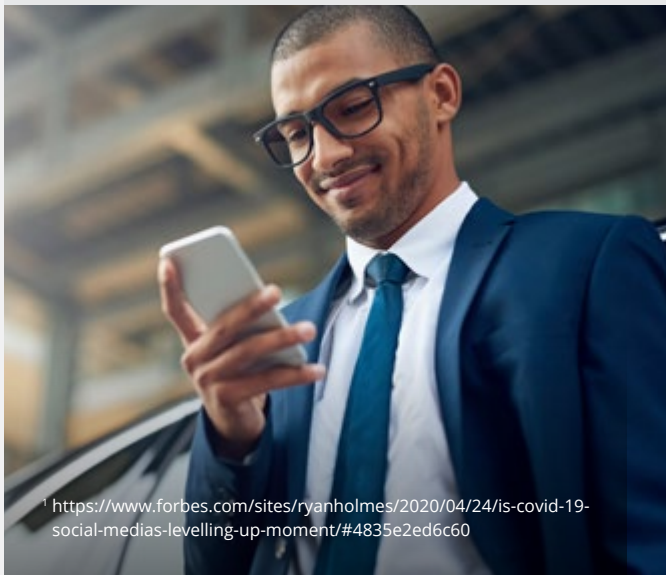
Through a dedicated service provided by AVeS Cyber Security, Discovery Business Insurance clients get access to IT support services at no additional cost. This provides clients with expertise that help them to resolve IT issues quickly to minimise interruptions to their business.

Clients get access to IT services such as assistance with resolving connectivity issues, installing applications, server access, PC performance issues, VPN configuration and more.

# Social media and reputational risk exposure has also increased

## INCREASE IN SOCIAL MEDIA EXPOSURE

While sharing their experience during the COVID-19 pandemic, Ryan Holmes, founder and CEO of Hootsuite, reported that they have seen a **15% to 20% increase** in social media posts from their 18 million users, as companies reach out to customers and employees.<sup>1</sup>



<sup>1</sup> <https://www.forbes.com/sites/ryanholmes/2020/04/24/is-covid-19-social-medias-levelling-up-moment/#4835e2ed6c60>

## WE OFFER COMPREHENSIVE COVER FOR SOCIAL MEDIA LIABILITY AND REPUTATIONAL RISKS



We offer our clients social media liability cover to protect them against any legal liability resulting from interactions on social media or on multi-media platforms. Through our partnership with Edelman, we give clients crisis and reputation management cover that protects them against a crisis that could jeopardise their reputation.

Clients get:



Cover for the legal liability that may arise from **social media interactions**.


**Crisis and reputation management** cover to aid them in managing their reputation in the event of a crisis.

**Clients get R50 000 embedded crisis and reputation management cover at no additional cost.**

- Clients who have cover under the *Public liability* section automatically qualify for this benefit.
- Clients can increase their sum insured up to R500 000 at an additional premium, subject to additional underwriting.

# Many businesses have concerns about legal contracts as a result of COVID-19


## INCREASING CONCERNS ABOUT LEGAL CONTRACTS

 Legal contract management company, Updraft, reported that a significant question for both businesses and individuals at the moment is what COVID-19 means for the contractual obligations which shape our day-to-day lives.<sup>1</sup>

Updraft, our legal benefit partner, is a specialist legal contract management service provider backed by an experienced team of advocates and attorneys. They have a large volume of business data which allows them to have insights into the concerns businesses have regarding legal contracts during the COVID-19 period.

## GET ACCESS TO LEGAL SUPPORT SERVICES



 Our legal support benefit provides quality online and telephonic legal services to clients' businesses. It is automatically included in the Discovery Business Insurance Plan at no additional cost, to help businesses with their day-to-day legal issues.

Clients get access to a commercial lawyer on call who can assist with legal queries clients may have. They also get access to online services managed by Updraft, that provide 24/7 legal support to their business including drafting services for the following business agreements:

- Employment agreement
- Acknowledgement of debt
- Service provider agreement
- Non-disclosure agreement.
- Deed of suretyship
- Sale of property

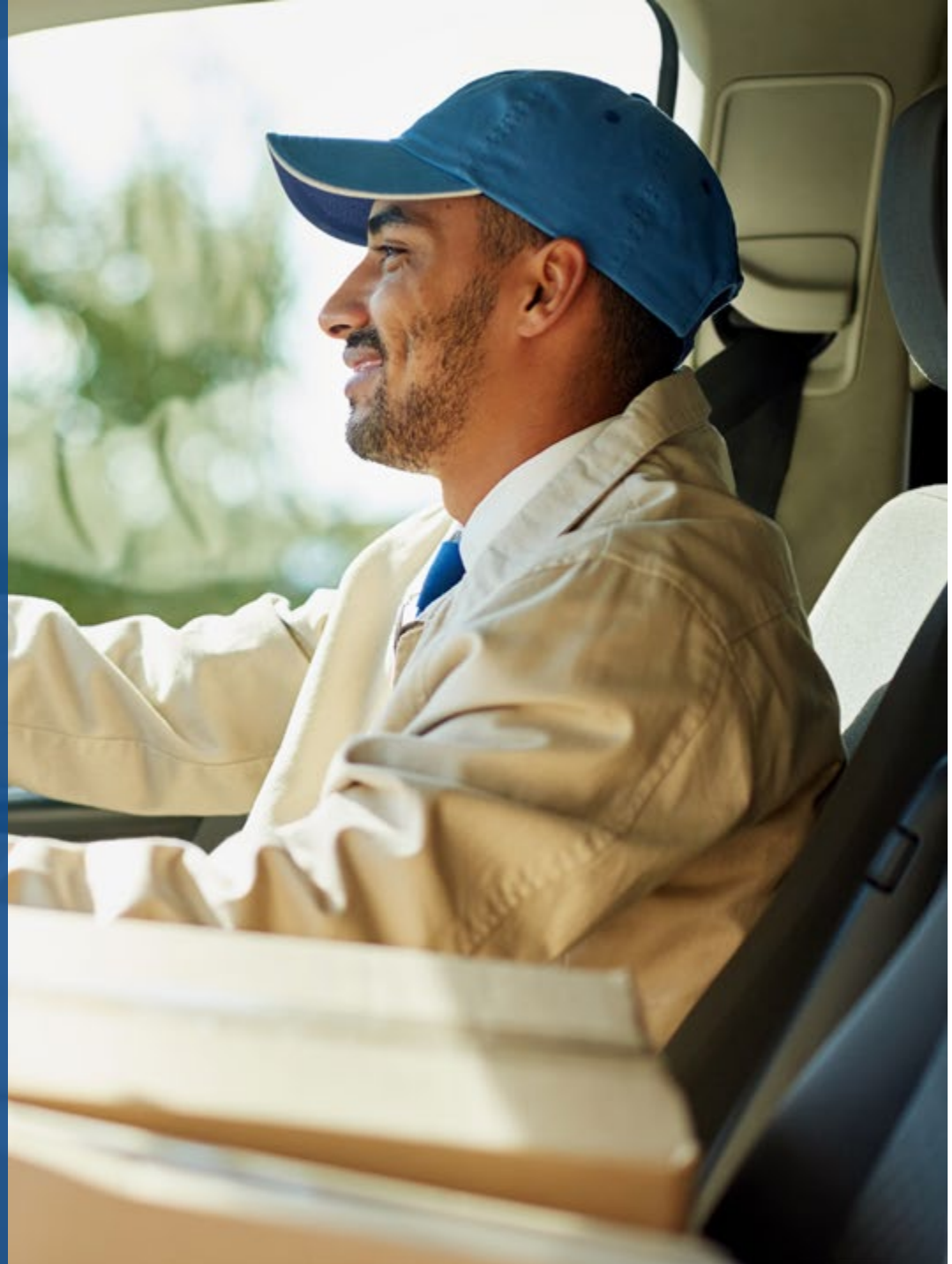
<sup>1</sup> <https://updraftsoftware.com/blog/reconciling-covid-19-legal/>

# Vitality Drive for Business enhancements

*Vitality Drive for Business rewards companies and their drivers for good driving. Companies earn up to 30% of their vehicle premiums back and drivers earn weekly Active Rewards for driving well.*

*We have enhanced our Vitality Drive for Business programme to give clients rewards that are relevant to the current business environment as many of them are driving less during the lockdown period. Clients can also get discounts on any purchases at Tiger Wheel & Tyre based on their Vitality Drive status.*

- **SHARING VALUE THROUGH VITALITY DRIVE FOR BUSINESS**
- **DYNAMIC DISTANCE CASH BACK**
- **CLIENTS GET UP TO 50% DISCOUNT ON ANY PURCHASES AT TIGER WHEEL & TYRE**



# Sharing value through Vitality Drive for Business

Using the latest telematics technology, Vitality Drive for Business measures and rewards good driving behaviour. This programme is founded on Discovery Insure's shared-value model of insurance that uses incentive-based insurance principles to encourage good driving behaviour. Through Vitality Drive for Business, we have collected vast amounts of driving data which help us to gain insights that help us improve the rewards we offer clients. Since the start of the programme we have achieved the following numbers and rewarded our clients as follows:



Clients earn **up to 30%** of their **vehicle premiums back every year** for driving well.



We have collected **over 4.5 million minutes** of driving data.  
This is equivalent to one vehicle driving non-stop for **8.7 years**.



Drivers have earned **4 610 Active Rewards** in the past 6 months, equivalent to an average of **768 Active Rewards a month**.



Discovery Insure's Vitality Drive Sensor is the most popular choice of telematics device.  
It is the chosen option for **80 out of every 100** vehicles.



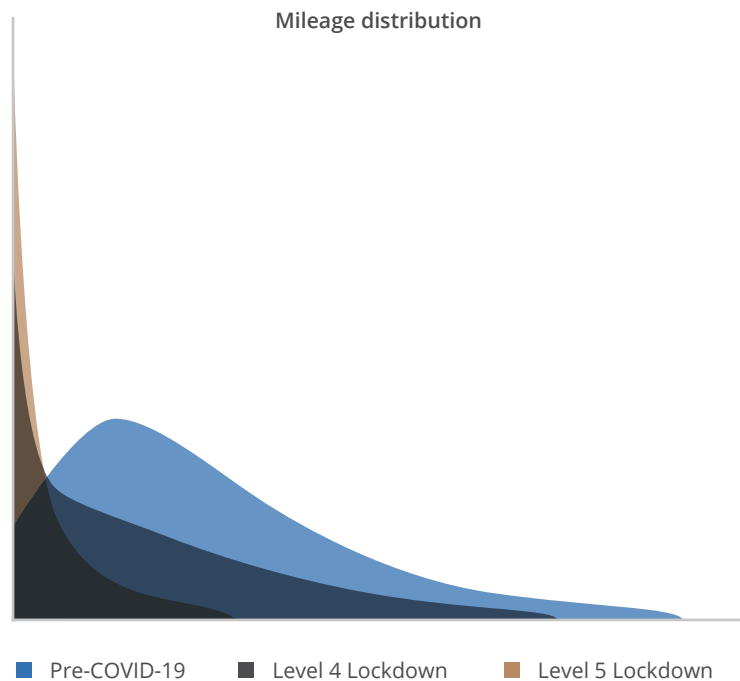
**62%** of the **Active Rewards** selected were redeemed by drivers.



The most popular Active Reward is **a meal from Nandos**.

# Introducing the Dynamic Distance cash back

Since the start of the COVID-19 national lockdown, South Africans have been encouraged to stay at home. During this time, we have noticed a significant drop in the distance driven by our Vitality Drive clients.



Since accident risk is strongly correlated to distance driven, our overall loss ratio has reduced. As part of our shared-value model, we will share these savings with our clients by rewarding them for driving less. Clients who have cover under the *Motor* or *Goods in transit* section will receive a motor premium cash back based on the mileage driven during the month.

**GET UP TO 25% MOTOR PREMIUM CASH BACK EVERY MONTH BASED ON MILEAGE DRIVEN**

MONTHLY MILEAGE DRIVEN	PREMIUM CASH BACK PERCENTAGE
0 to 249 km	25%
250 km to 499 km	15%



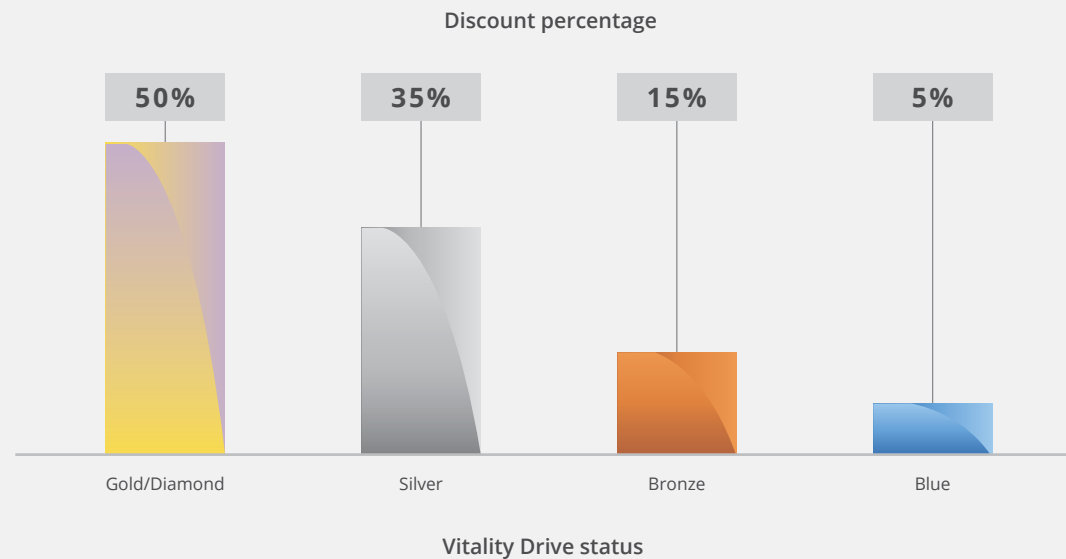
**EARN OTHER VITALITY DRIVE REWARDS**

Vitality Drive for Business clients can still earn up to 30% of their vehicle premiums back every year based on their driving behaviour.

# Get up to 50% discount on any purchases at Tiger Wheel & Tyre



Vitality Drive for Business clients can now get **up to 50% discount** (limited to R5 000 maximum spend per vehicle) **on any purchase at Tiger Wheel & Tyre** such as tyres, batteries and wiper blades, based on the company's Vitality Drive status.



# Sales support

■ SALES SUPPORT AND MARKETING MATERIAL



# Sales support and marketing material

You can find our latest marketing material and sales support on the Financial Adviser Zone. This includes our sales brochure, broker toolkit, Plan Guide, Benefit List, Excess Limit Annexure and one pagers.

## MARKETING MATERIAL

### *Business Insurance brochure*



### *Broker toolkit*



## SALES VIDEOS

We have created sales videos to showcase our product and its benefits. Click on the links below to watch these videos.

## GO-LIVE DATES

COVID 19  
enhancements:  
1 June 2020

Dynamic Distance  
cash back:  
1 May 2020  
(1 June 2020 for the  
*Goods in transit* section)

MTN data  
cash back:  
6 July 2020

Tiger Wheel &  
Tyre discounts:  
1 July 2020



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