

# Discovery Bank: Discovery Miles Rewards

These terms and conditions apply to the Discovery Miles special offer (Section A), Welcome Miles (Section B), and Referral Miles (Section C). By taking part in these promotions, you agree to and accept these terms and conditions.

## Definitions

1. **Promoters** – These are Discovery Bank Ltd and Discovery Vitality (Pty) Ltd, also referred to as ‘promoters’, ‘us’, ‘we’, and ‘our’.
2. **Participants** – These are Discovery Bank clients and potential Discovery Bank clients who use or want to use the Discovery Miles benefit. The ‘new client’ or ‘participant’ is the qualifying client who has chosen to take part in the promotion.
3. **Onboarding** – This is **when a new client downloads the Discovery Bank app and starts the process to join Discovery Bank.**
4. **Application** – This occurs when a new client starts the account onboarding journey on the Discovery Bank app to join Discovery Bank.
  - a) **Expired application** – An application **expires when a new client doesn’t complete a necessary action** in the application journey through the Discovery Bank app **within the necessary timeframe**, for example:
    - A client not accepting an offer.
    - A client not submitting relevant documents during the application.
  - b) **Restart application** – **A new client who decides to restart their application or a new client who is forced to restart their application because the application expired.**
5. **Successful referral** – **A new client who was referred by a third party** to join enters a referral code during the account onboarding journey on the Discovery Bank app, **joins with a qualifying bank account and meets the qualifying requirements** (defined for each product in Section B and C).
6. **Discovery Miles** – This is **Discovery’s rewards currency** that you can earn for getting healthy, driving well and spending responsibly. You don’t have to activate it or pay a fee for it.
  - a) **Welcome Miles** – This is a **unique Discovery Miles payout that a new client can qualify for. All new clients who join Discovery Bank with a qualifying bank account and meet the qualifying requirements will qualify for these Discovery Miles** (see Section B). Welcome Miles will show as ‘Friend Referral Welcome Miles’ in the Discovery Bank App if a new client joins using a referral code that meets the above requirements, whereas for a new client joining without a referral code it will remain as is.
  - b) **Referral Miles** – This is a **unique Discovery Miles payout that existing Discovery Bank clients can qualify for. A Discovery Bank client** with either a Discovery Bank Suite, Discovery Bank Credit Card Account, Discovery Bank Transaction Account on the bundled fee or pay-as-you-transact (PAYT) option, or Discovery Account, **who successfully refers someone** to join the bank will qualify for these Discovery Miles (see Section C). Referral Miles will show as ‘Friend Referral Rewards’ in the Discovery Bank app.

	Discovery Miles allocation is based on a product that the new client joins with	
	Welcome Miles	Referral Miles
<b>Discovery Bank Credit Card Account</b>	2,500	2,500
<b>Discovery Bank Suite</b>	5,000	5,000

- c) **Bonus Miles** – This is a **bonus Discovery Miles payout that existing Discovery Bank clients can qualify for**. A **Discovery Bank client** with either a Discovery Bank Suite, Discovery Bank Credit Card Account, Discovery Bank Transaction Account on the bundled fee or pay-as-you-transact (PAYT) option, or Discovery Account, **who successfully refers** 3 to 10 people to join the Discovery Bank will qualify for a once-off Discovery Miles rewards boost.

	First 3 successful referrals	First 10 successful referrals
<b>Bonus Miles</b>	2,500	5,000

7. **Discovery Bank Transaction Account** – This is a **day-to-day cheque account** with an optional overdraft facility. This account is available on a pay-as-you-transact (PAYT) or bundled fee plan.
8. **Discovery Account** – This is a fully digital transaction account that is exclusively available to Discovery clients with zero monthly fees.
9. **Discovery Bank Credit Card Account** – This is a **standalone credit card account** with transaction account capabilities. This account is available on either a pay-as-you-transact or bundled fee plan.
10. **Discovery Bank Suite** – This is a **transaction and credit card account**, as well as a **single credit facility, together**. This is available on a bundled fee plan.
11. **Good standing** – This means that none of your Discovery Bank accounts or credit facilities are overdrawn, in arrears, in default, or subject to any legal process with Discovery Bank including keeping your KYC (verification information) and AML (anti-money-laundering) information up to date. 'Legal process' excludes debt review as defined in the National Credit Act 34 of 2005.
12. **Virtual card** – this is a digital alternative to a physical card. A virtual card offers a seamless digital banking experience with state-of-the-art security for safe and secure contactless (tap-and-go) payments in-store or online. A virtual card can be added in the Discovery Bank app, at no cost.
13. **Digital wallet** – this is a supported mobile payment partner that can be linked to a physical or virtual card to perform contactless payments. Our mobile payment partners include Apple Pay, Fitbit Pay, Garmin Pay, Google Pay, Samsung Pay and SwatchPAY.

## Section A: Clauses that apply to all Discovery Miles offers

14. Discovery Bank clients with a qualifying Discovery Bank product, an active Vitality Money status and a Discovery Miles Account can earn and spend Discovery Miles. Clients with an active Discovery Card that was first issued before the launch of Discovery Bank, which is now managed by Discovery Bank, don't get access to this benefit.
15. Discovery Miles expire after five years from the date that you earn them. If you don't use your Discovery Miles before they expire, you lose them.
16. Discovery Miles are issued and managed by Discovery Vitality (Pty) Limited, who can:

- a) Decline, issue or withdraw Discovery Miles.
  - b) Change these terms and conditions.
  - c) Change when you can and can't earn Discovery Miles.
17. Discovery Bank will give you notice before any changes affect the Discovery Miles benefit.

### **Campaign period**

18. The Discovery Miles special offer will run indefinitely until we decide to stop the promotion. However, we will provide notice before ending the promotion.

### **Additional terms and conditions**

19. The promoters reserve the right to cancel or change the promotion rules without giving notice ahead of time. If this happens, participants will lose and abandon any rights they may have against the promoters, our affiliates and associated companies to the extent permitted by law. 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. Discovery Vitality (Pty) Ltd. Registration number: 1999/007736/07. Limits, terms and conditions apply.
20. If required by legislation or other legal reasons, the promoters reserve the right to cancel this promotion at once and without notice. If this happens, all participants agree to lose any rights that they may have in terms of this promotion. Participants accept that they will have no recourse against the promoters or the promoters' agents to the extent permitted by law. We further reserve the right to cancel this promotion at once and without notice if the promotion is held to be or becomes unlawful.
21. The promoters are not legally responsible for any misrepresentation caused due to an unintentional copy error, typing error or omission that may occur in any promotional material.
22. Any violation or attempt to violate any of these rules will result in immediate disqualification.
23. Participants need to get their own tax advice about any benefit they may get in terms of these rules. The promoters are not responsible for any tax consequences.
24. Participants in this promotion understand and agree that to participate in the promotion, the promoters must collect and use personal information about participants. This promotion falls under the terms of the [privacy policy](#).
25. The Discovery Bank Transaction Accounts, Discovery Bank Card Account, Discovery Bank Suite, and Discovery Account terms and conditions apply. Please read the [Discovery Bank account terms and conditions](#) for more information.
26. We can end a client's right to referrals at any time or end their right to make referrals through any of the available service channels, but we will provide the client with reasonable notice of the change. Ending the benefit early will not affect the referrals the client already sent us through the correct channels before the agreement ended.
27. In instances where we establish that the participant commits fraud or miscommunicates any information, we reserve the right to:
- a) Cancel the Discovery Miles reward with immediate effect, and we will not award any Referral Miles that is subject to fraudulent conduct or miscommunication.
  - b) Recover all Discovery Miles allocated to date, and hold the client legally responsible to settle their negative balance if this results in them being in debt.
28. We reserve the right to end a client's right to submit referrals if any one or more of the following events occur:
- a) They commit fraud.

- b) When we are under the impression that their behaviour was inappropriate or constitutes misconduct or prohibited conduct as detailed above.
  - c) If they breach these terms and conditions.
  - d) If the law requires us to do so.
29. For more information on how to earn and spend Discovery Miles, read the [Discovery Miles terms and conditions](#) or the [Discovery Bank Rewards terms and conditions](#).

## Section B: Welcome Miles special offer

### The promotion and who qualifies

- 30. All information relating to this promotion and information we publish on any promotional material form part of the terms and conditions.
- 31. The Discovery Miles special offer will run indefinitely until we decide to stop the promotion. However, we will provide notice before ending the promotion. When a client opens a qualifying account, they have 30 days from then to make a qualifying transaction using a virtual card or digital wallet.

### Qualifying for this promotion

- 32. This promotion is open to all new Discovery Bank clients (those who sign up with a qualifying Discovery Bank product and Discovery Card clients who upgrade to a qualifying Discovery Bank product).
- 33. Discovery Bank clients with a Transaction Account on the bundled fee or pay-as-you-transact (PAYT) option, clients with the Discovery Account, clients with savings accounts only and clients with an active Discovery Card that was first issued before the launch of Discovery Bank (now managed by Discovery Bank) **don't qualify** for Welcome Miles.
- 34. Discovery Bank clients who add additional accounts to their existing banking product(s) do not qualify for the Welcome Miles special offer.
- 35. Discovery Bank clients who have upgraded their existing product(s) will not qualify for the Welcome Miles special offer.
- 36. Secondary cardholders qualify for the Welcome Miles special offer.
- 37. Discovery Bank clients who close their account and re-join Discovery Bank will not qualify for Welcome Miles.

### How the promotion works

- 38. Any new Discovery Bank client can earn up to 5,000 Discovery Miles when signing up with one of the following qualifying Discovery Bank accounts:
  - a) Discovery Bank Credit Card Account
  - b) Discovery Bank Suite

	Discovery Bank Credit Card Account	Discovery Bank Suite
Welcome Miles	2,500	5,000

- 39. A new client can join Discovery Bank through the Discovery Bank app, by leaving their details on the website, by calling 0800 07 96 97 and speaking to one of our Discovery Bank sales consultants, or through their financial adviser.

40. Once they join, a new client has 30 days to make a qualifying transaction using their virtual card or digital wallet. These transactions include:
  - a) Virtual card in-store purchases
  - b) Virtual card online purchases
  - c) Digital wallet payments, for example tap-and-pay transactions using Apple Pay, Fitbit Pay, Garmin Pay, Google Pay and Samsung Pay linked to a physical or virtual card.
41. Bank-initiated transactions like monthly fees and interest earned do not qualify.
42. If a new client does not make any qualifying transactions within 30 days of opening their account, they miss out on the Welcome Miles special offer.

### **How the rewards work**

43. The Discovery Miles earned will be paid into the Discovery Bank client's Discovery Miles Account after 30 business days from the end of the week in which the action was completed.
44. The Discovery Miles will reflect in the Discovery Miles Account transaction list and show as "Welcome Miles".
45. We pay Discovery Miles on the assumption that a new client keeps their account open and in good standing for at least six months. If they don't do this, we reserve the right to recover the Discovery Miles.

### **Section C: Referral Miles**

#### **The promotion and who qualifies**

46. All information relating to this promotion and information we publish on any promotional material form part of the terms and conditions.
47. The Discovery Miles special offer will run indefinitely until we decide to stop the promotion. However, we will provide notice before ending the promotion. When a client opens a qualifying account, they have 30 days from then to make a qualifying transaction using their virtual card or digital wallet.

#### **Qualifying for this promotion**

48. This promotion is open to Discovery Bank clients with a Discovery Miles Account.
49. Discovery Bank clients with savings accounts only and clients with an active Discovery Card that was first issued before the launch of Discovery Bank (now managed by Discovery Bank) don't qualify for Referral Miles.
50. Secondary cardholders do not receive a unique referral code for Referral Miles.
51. New clients may only use a single referral code once in the set application timeframe. This means a new client can't enter a different referral code if their application expires or they decide to restart the application.

#### **How the promotion works**

52. A qualifying Discovery Bank client can earn up to 5,000 Discovery Miles by referring their friends and family members to join Discovery Bank. Plus, when a friend or family member joins, they'll earn up to 5,000 Discovery Miles too. To qualify, these criteria apply:
  - a) A qualifying Discovery Bank client can share their unique referral code with their contacts using the Discovery Bank app.

- b) A qualifying Discovery Bank client can share their unique referral code through any other platforms they wish to use.
- c) There is no limit to how many people a qualifying Discovery Bank participant can refer or have join Discovery Bank.
- 53. A new client must join Discovery Bank through the Discovery Bank app with a unique referral code for the referring Discovery Bank participant to get rewards.
- 54. If the new client does not complete the account onboarding journey on the Discovery Bank app (after entering a referral code) and gets assistance from a Discovery Bank service agent, the referrer will still earn Referral Miles.
- 55. The new client must enter the referrer's unique referral code when joining and open one of the following qualifying bank accounts:
  - a) Discovery Bank Credit Card Account
  - b) Discovery Bank Suite

	<b>Discovery Bank Credit Card Account</b>	<b>Discovery Bank Suite</b>
<b>Referral Miles</b>	2,500	5,000

- 56. If a new client joins Discovery Bank through an assisted channel, including a financial adviser or the Discovery Bank call centre, they will not be able to enter a referral code during the sign-up process (the new client will still be able to earn Welcome Miles, but the referrer won't earn Referral Miles).
- 57. Once joined, a new client has 30 days to make any qualifying transaction using their virtual card or digital wallet. These transactions include:
  - a) Virtual card in-store purchases
  - b) Virtual card online purchases
  - c) Digital wallet payments, for example tap-and-pay transactions using Apple Pay, Fitbit Pay, Garmin Pay, Google Pay and Samsung Pay linked to a physical or virtual card.
- 58. Bank-initiated transactions like monthly fees and interest earned do not qualify.
- 59. If a new client does not make any qualifying transactions within 30 days of opening their qualifying Discovery Bank account, the participant and the new client miss out on their Discovery Miles rewards.
- 60. Once a participant enters a code, it can't be changed to another code. We award Discovery Miles based on the code the participant enters.
- 61. Multiple Discovery Bank clients can invite the same friend but only one unique referral code can be entered per person when joining with the referrer of the code earning Discovery Miles for every successful referral.
- 62. Secondary cardholders will not be able to enter a referral code when opening their own qualifying Discovery Bank account.

### **How do the rewards work?**

- 63. We award Discovery Miles to the participant and the new client who joins Discovery Bank.
- 64. The Discovery Miles value earned by the participant and new client is based on the chosen product the new client transacts with.
- 65. The Discovery Miles earned will be paid into the Discovery Bank client's Discovery Miles account after 30 business days from the end of the week in which the action was completed.
- 66. A participant can qualify for a once-off Discovery Miles rewards boost (Bonus Miles) by earning an additional 2,500 Discovery Miles for the first 3 friends who sign up and meet the

- qualifying criteria and an additional 5,000 Discovery Miles for the first 10 friends who sign up.
67. If a Discovery Bank client closed their account before 14 May 2021 and re-joins Discovery Bank with a unique referral code, they earn Discovery Miles based on the new account they open.
  68. Referral Miles only apply once for every new client joining and transacting.
  69. An existing client must have an active qualifying Discovery Bank account to earn Discovery Miles to take part in Referral Miles. If a client has a code, invites their contacts to join Discovery Bank and closes their account from then on, the client who gave the code will not receive their Discovery Miles reward.
  70. We do not accept referral codes after a new client has joined or in any form other than by entering the referral code during the sign-up process in the Discovery Bank app.
  71. We pay Discovery Miles on the assumption that a new client keeps their account open and in good standing for at least six months. If they do not do this, we reserve the right to recover the Discovery Miles.

10 October 2022