

**DISCOVERY INSURE**







**2021**



# THE CHALLENGE ON SOUTH AFRICA'S ROADS

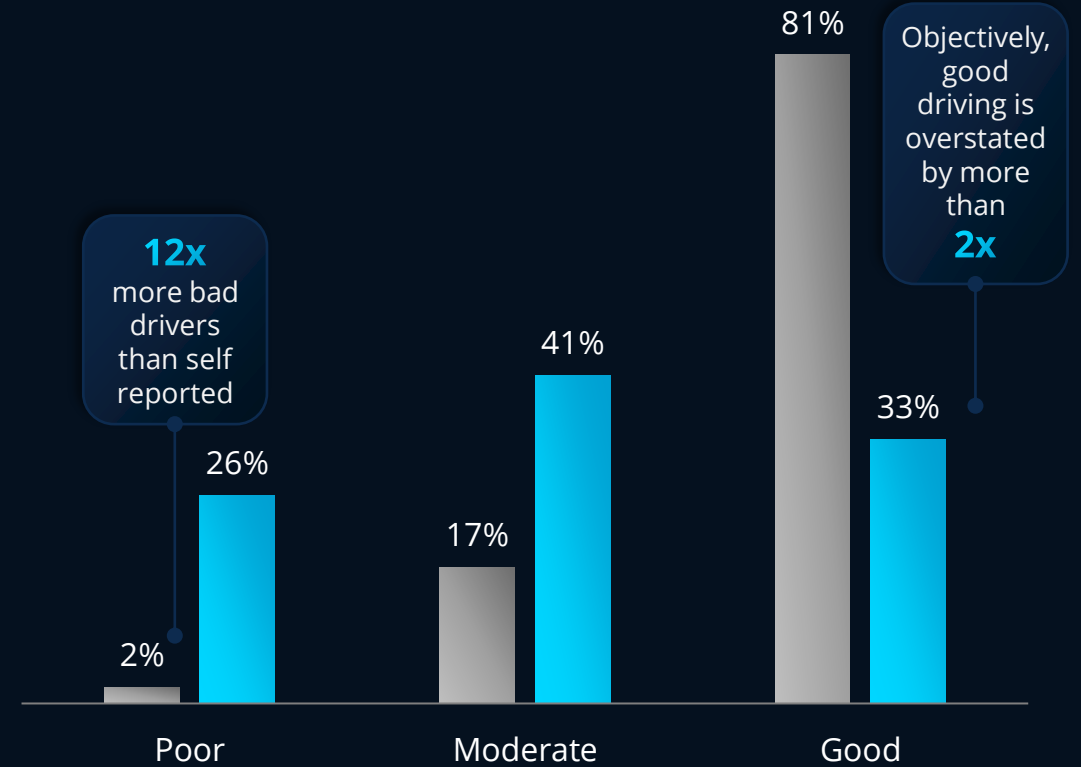
## Road traffic fatality rates are improving but still high in South Africa

Estimated road traffic fatality rate, per 100 000

	2011	2019
	27.8	22.2
	17.4	15.6
	24.5	16.0
	6.3	5.3
	21.1	12.0
	5.9	4.9

## People drive worse than they think

■ Perception ■ Vitality Drive objective measure



# 10 YEARS OF DISCOVERY INSURE, 10 YEARS OF DRIVING WELL

## The solution | Shared-value short-term insurance



CREATING A NATION OF GREAT DRIVERS



## The result | Exceptional value for clients



Road traffic fatality rate of

**13.3**  
per 100 000



Compared to South African road traffic fatality rate of 22.4 per 100 000



**OVER R1bn**

In fuel cash back with Vitality Drive



**Uber**



**10 million**  
Vitality Active Rewards drive goals achieved

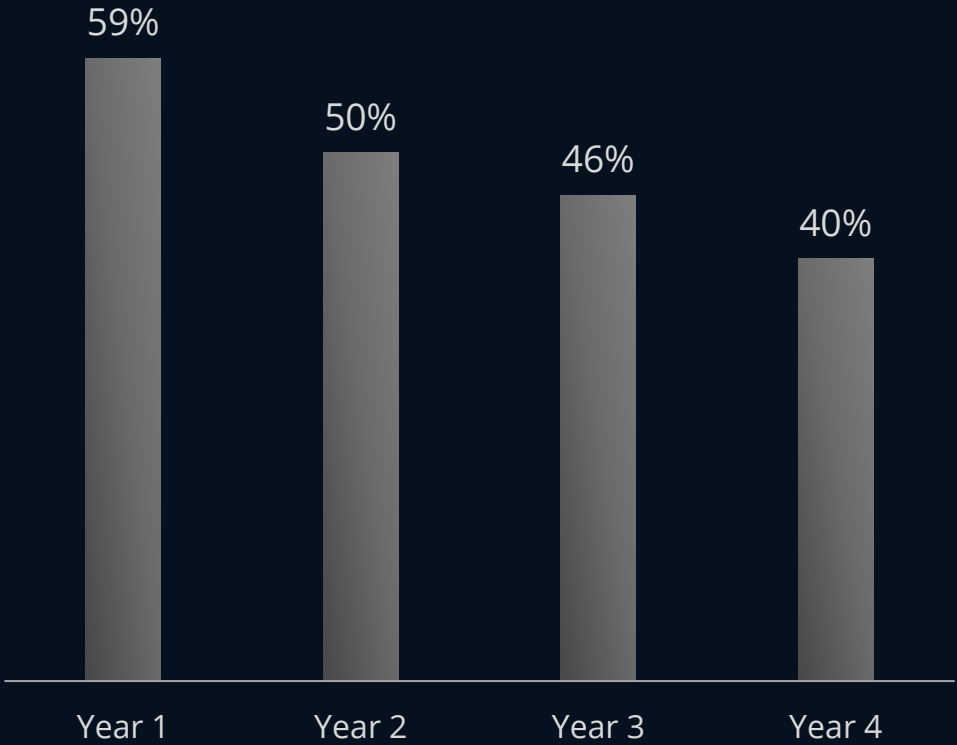
**R25 million**  
in Uber discounts

**R15 million**  
in tyres funded using the IFA

# THE VITALITY DRIVE MODEL IS WORKING

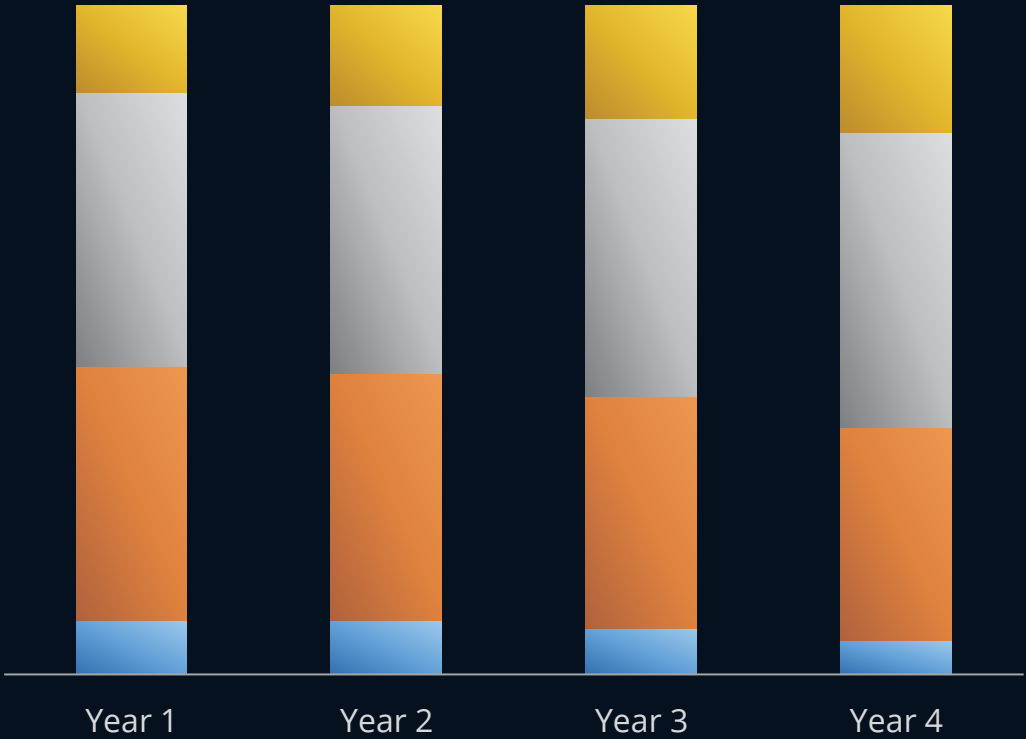
**The longer clients stay the lower their risk**

Loss Ratio by Duration



**17% increase in engagement as clients move to higher statuses over 4 years**

Vitality Drive status-based distribution

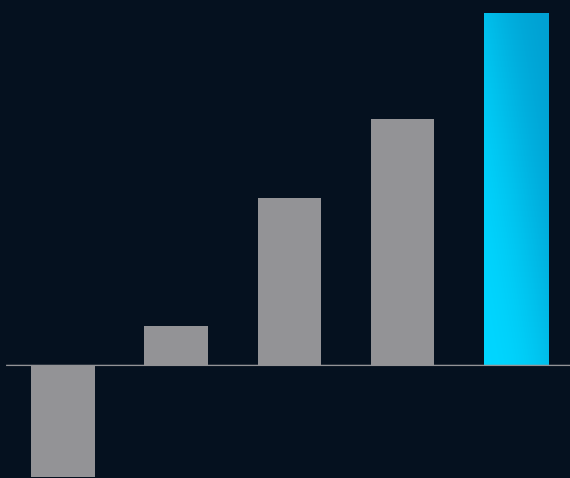


# DRIVING EXCEPTIONAL GROWTH AS A DIFFERENTIATOR IN THE MARKET

## Normalised Operating Profit

**+43%**

to R107m  
(excl. Commercial)

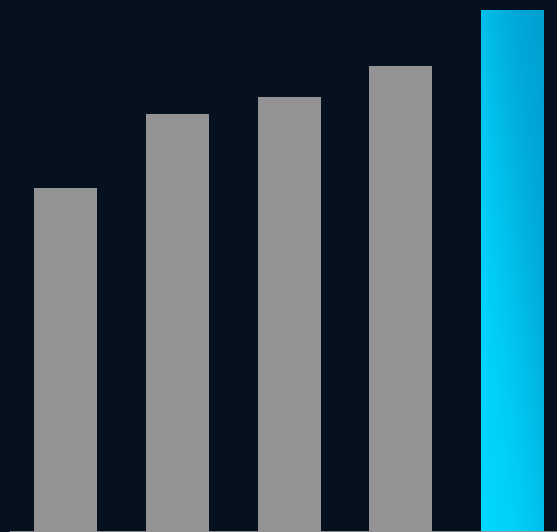


H1 2017 H1 2018 H1 2019 H1 2020 H1 2021

## New Business

**+12%**

to R617m\*

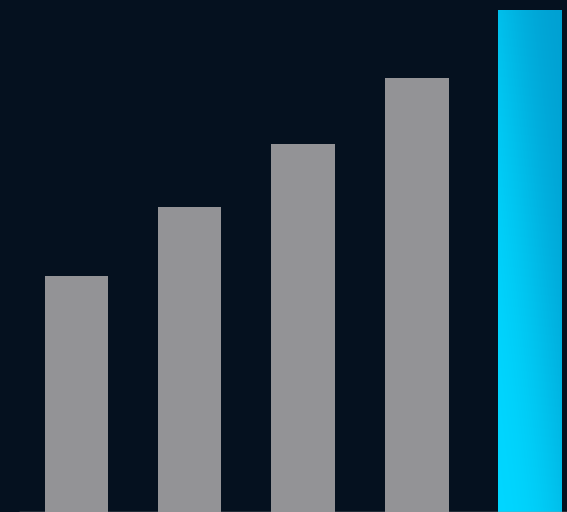


H1 2017 H1 2018 H1 2019 H1 2020 H1 2021

## Gross Written Premium

**+16%**

to R2 121m\*



H1 2017 H1 2018 H1 2019 H1 2020 H1 2021

# RESULTING IN AN EXTENSIVE PRODUCT PLATFORM COVERING PERSONAL AND COMMERCIAL LINES



## CAR AND HOME INSURANCE

### YOUNG ADULT BENEFIT

For clients under 26 years of age

### ESSENTIAL PLAN

Comprehensive cover for price sensitive clients

### CLASSIC PLAN

Extra features and benefits for middle to affluent market

### PURPLE PLAN

For high-net-worth clients. Added value and personalised service

### VITALITY DRIVE 65+

Unique premium paybacks for over 65 year olds

## OPTIONAL BENEFITS



WRITE-OFF ACCELERATOR



RETAIL VALUE BOOSTER



CAR HIRE EXTENDER AND UPGRADE



VEHICLE WARRANTY

## VITALITY DRIVE



UP TO 50% FUEL CASH BACK EVERY MONTH



A SCIENTIFIC WAY TO MEASURE AND SCORE DRIVING BEHAVIOUR, BASED ON LOSS AVERSION



ENHANCED WEEKLY ACTIVE REWARDS



ENHANCED DISCOVERY AND DISCOVERY INSURE APP



DYNAMIC DISTANCE CASH BACK



ENHANCED CAR SEAT DISCOUNTS TO ENCOURAGE SAFETY OF CHILDREN ON THE ROADS



REAL-WORLD DRIVING EXPERIENCE WITH THE DISCOVERY INSURE DRIVING ACADEMY



IMPROVED CLIENT EXPERIENCE AND ENGAGEMENT

## UNIQUE TECHNOLOGY AND SERVICE FEATURES



GLOBALLY RECOGNISED TECHNOLOGY TO MEASURE DRIVING BEHAVIOUR AND PROVIDE SAFETY FEATURES



XPRESS REPAIRS



AUTO CLAIMS



LEGAL SUPPORT



AI QUOTE



LATEST TELEMATICS TECHNOLOGY PROVIDES ADDITIONAL LAYER OF SAFETY WITH MOTION ALERT



## BUSINESS INSURANCE

Comprehensive market-leading multi-peril cover for the risks of today

- Property class
- Liability class
- Accident class
- Motor class



## HEAVY COMMERCIAL VEHICLES' PRODUCT

Offering unique technology features



## RESTAURANT OWNERS' PRODUCT

With benefits that help restaurants succeed



## HEALTHCARE PROFESSIONALS' PRODUCT

Enables clients to be available to their patients when they need them



## LAWYERS AND ACCOUNTANTS' PRODUCT

Provides cover and benefits that help clients work efficiently

NEW

## OPTIONAL BENEFITS

EXTENDED BUSINESS INTERRUPTION COVER

CRISIS AND REPUTATION MANAGEMENT AND SOCIAL MEDIA LIABILITY

COMPREHENSIVE CYBER SOLUTION

PREMIUM LEGAL SUPPORT

## VITALITY DRIVE FOR BUSINESS

BUSINESS REWARDS: UP TO 30% OF VEHICLE PREMIUMS BACK

TIGER WHEEL & TYRE DISCOUNTS



DRIVER REWARDS: WEEKLY ACTIVE REWARDS FOR DRIVING WELL

DYNAMIC DISTANCE CASH BACK

## REWARDS FOR BUSINESS



UP TO 50% CASH BACK ON MONTHLY DATA SPEND WITH MTN

## UNIQUE TECHNOLOGY AND SERVICE FEATURES

RISK ASSESSMENT TOOLS

FLEET PORTAL

BUSINESS HEALTH CHECK

24/7 CLAIMS SERVICES

# THE PERSONAL LINES OFFERING PROVIDES PROTECTION FOR THE WHOLE FAMILY



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# BENEFITS AND PROTECTION FOR THE WHOLE FAMILY



Enhanced safety  
for children



Real-world driving  
experiences for first-time  
drivers



Additional layer  
of protection

IMPROVED CLIENT EXPERIENCE AND ENGAGEMENT

# DOUBLING THE DISCOUNTS ON THE CAR SEAT BENEFIT

With over 34 000 Discovery babies born in the last year, the safety of the future of our country on our roads is of utmost importance

Vitality Drive clients can get **up to 50%** off car seats, based on their Vitality Drive status



Clients will have access to a wider range of car seats at our partners making it easier to access child safety



**Replacement car seat following a motor vehicle accident, at no additional cost**

to make sure families can keep their children safe once they get back on the road



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DRIVING ACADEMY – VIDEO

PREMIUM DISCOUNTS FOR FIRST-TIME DRIVERS

**15%** Vehicle premium discount

For first-time drivers who join Discovery Insure after passing the Licence Prep simulator course and their drivers licence test

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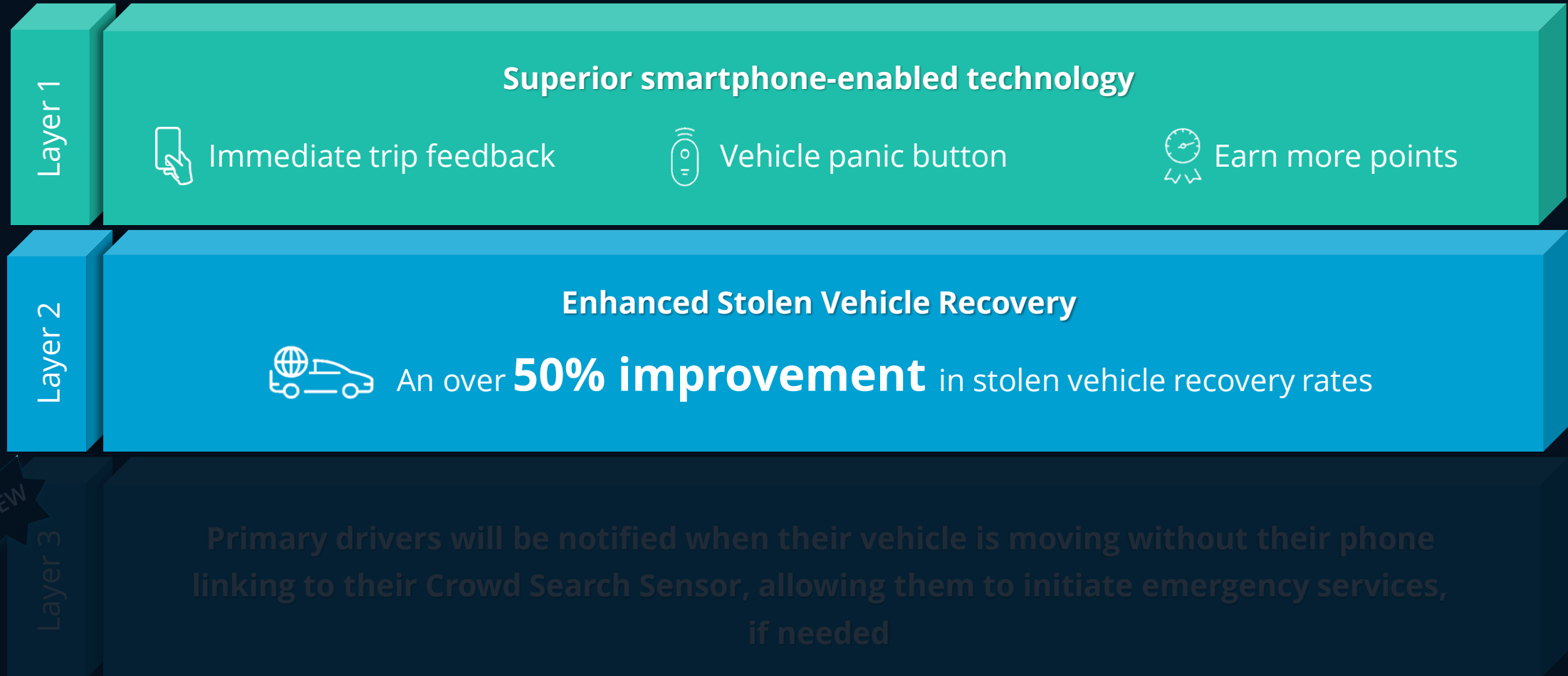


Additional layer  
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IMPROVED CLIENT EXPERIENCE AND ENGAGEMENT

# ADDITIONAL PROTECTION WITH THE MOTION ALERT FEATURE

The Crowd Search Sensor now offers an additional layer of protection using new telematics technology



# HOW MOTION ALERT WORKS



Discovery Insure detects that the vehicle is not being driven by the primary driver as their cellphone has not linked to the Crowd Search Sensor



Discovery Insure sends a notification to the primary driver informing them that the vehicle is being driven



The client can either request emergency assistance or inform us that they are aware that the vehicle is being driven

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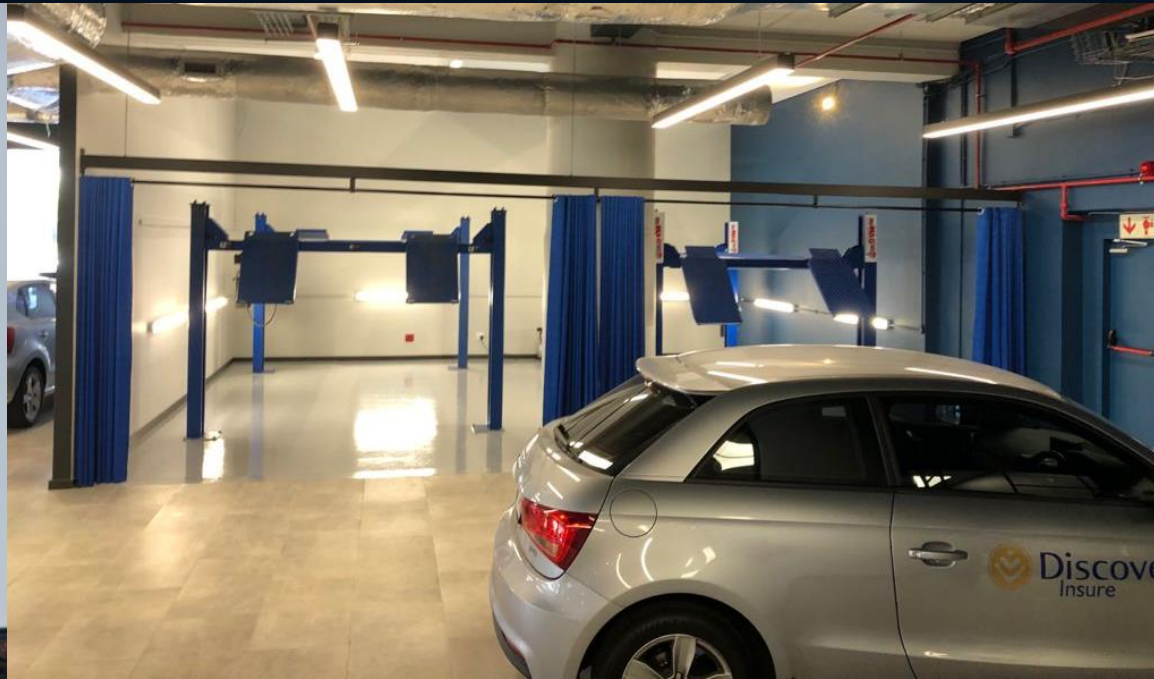
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IMPROVED CLIENT EXPERIENCE AND ENGAGEMENT

# IMPROVED CLIENT EXPERIENCE AND ENGAGEMENT WITH OUR DRIVE CENTRES



NOW  
OPEN

MENLYN CAPE TOWN SANDTON

WITH **MORE** DRIVE CENTRES **COMING SOON!**

CELEBRATING 10 YEARS OF DISCOVERY INSURE

**50%**

**PAYBACK ON FIRST SIX VEHICLE PREMIUMS**

Qualifying criteria:



Join Discovery Insure and activate Vitality Drive between 1 April and 30 June 2021



Achieve Gold Vitality Drive status at least once during the first three months of joining



# THE PRODUCT PLATFORM EXTENDED TO OFFER COVER TO SOUTH AFRICAN BUSINESSES



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# DISCOVERY BUSINESS INSURANCE HAS GROWN AND PROVIDED VALUE TO CLIENTS

## Growth in API

**105%**  
annual growth



June 2018

Dec 2020



**196%**

Annual growth  
in sums insured



**160%**

Annual growth in  
number of policies



**27%**

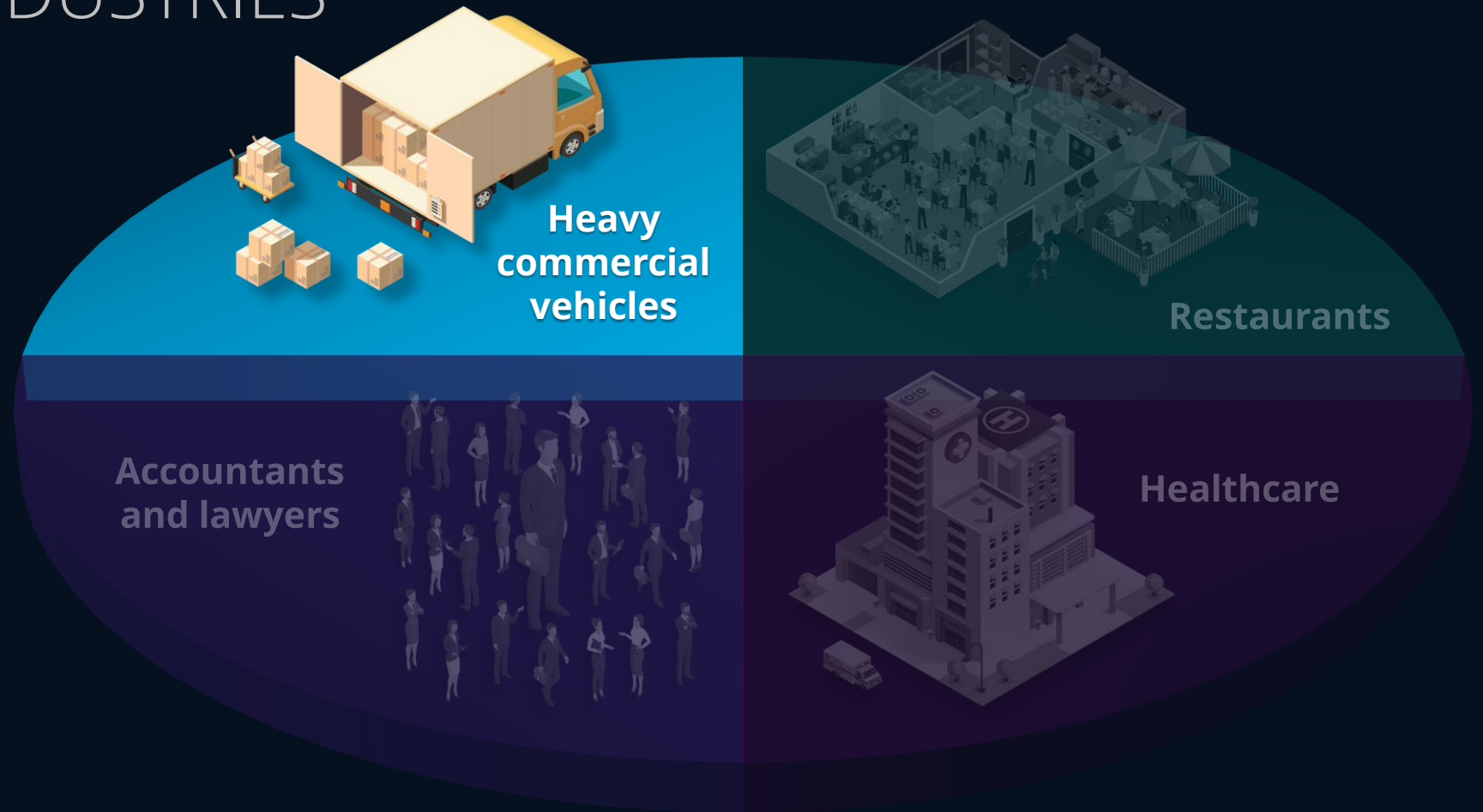
Annual growth in  
broker support



**88%**

Annual growth  
in conversion rate

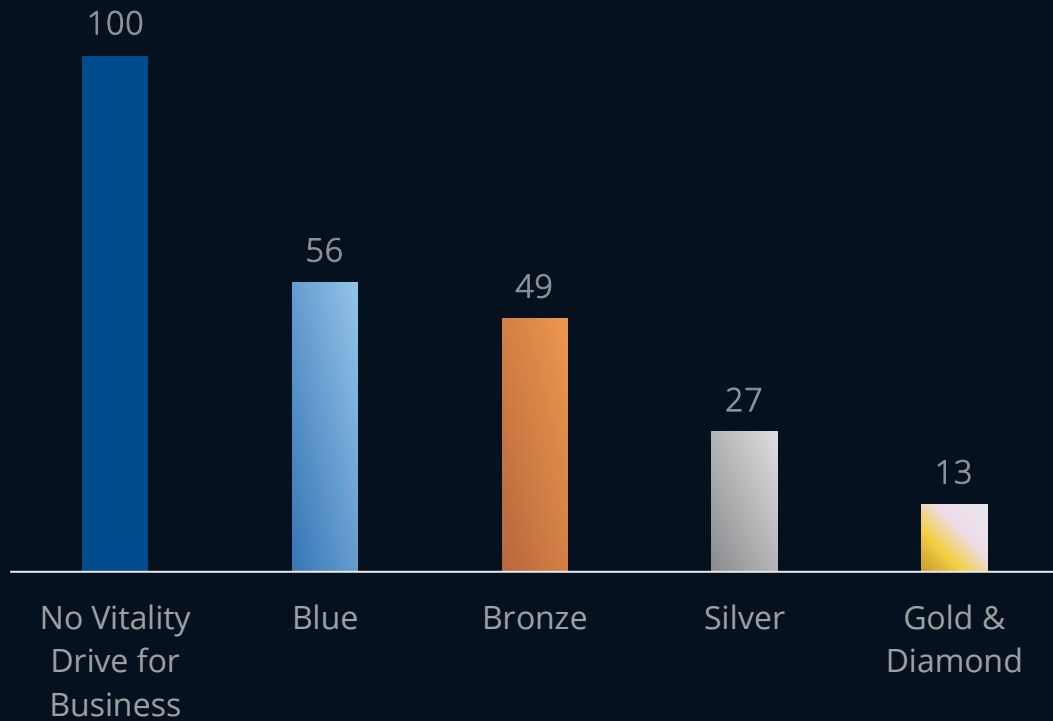
# SUPERIOR VALUE AND RESPONSIVE PRODUCTS FOR DIFFERENT INDUSTRIES



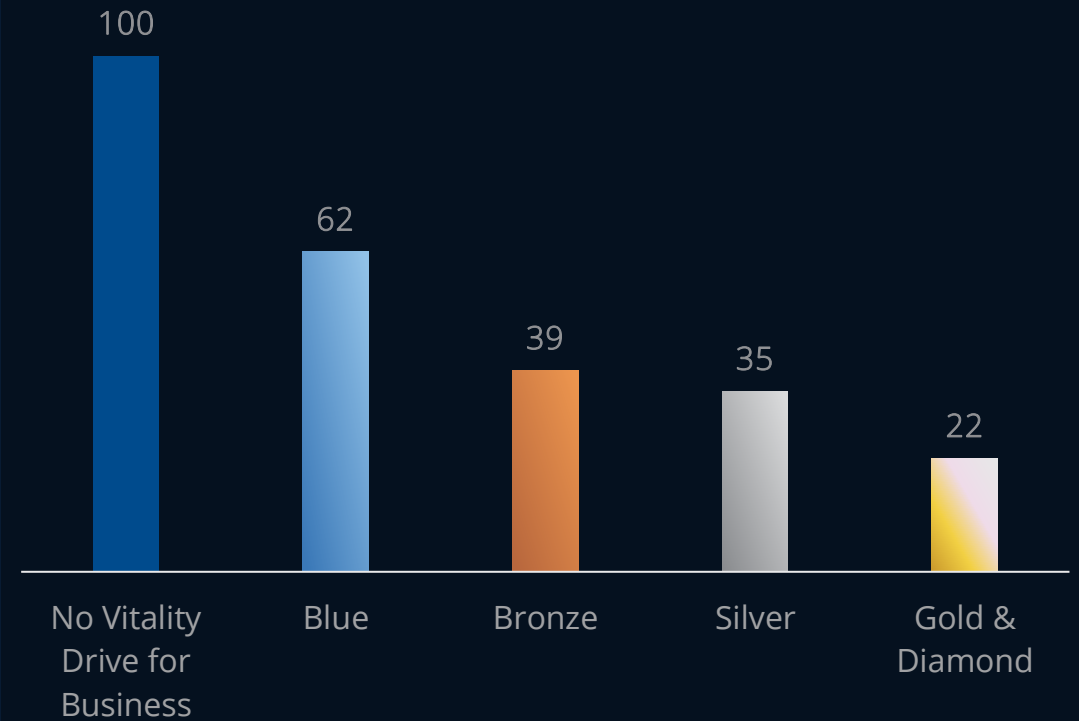
# THE MODEL IS WORKING IN THE COMMERCIAL INSURANCE SPACE

## Encouraging results and improvements in risk on Vitality Drive for Business

### Loss ratio by Vitality Drive for Business status



### Claim severity by Vitality Drive for Business status



# CLIENTS HAVE EARNED GREAT REWARDS WITH VITALITY DRIVE FOR BUSINESS

## Community active protection (CAP) rewards case study

*"Discovery Insure's business offering has enabled us to realise a decrease in accidents of over 20% since the implementation of Vitality Drive for Business."*

**94 vehicles**

on Vitality Drive  
for Business

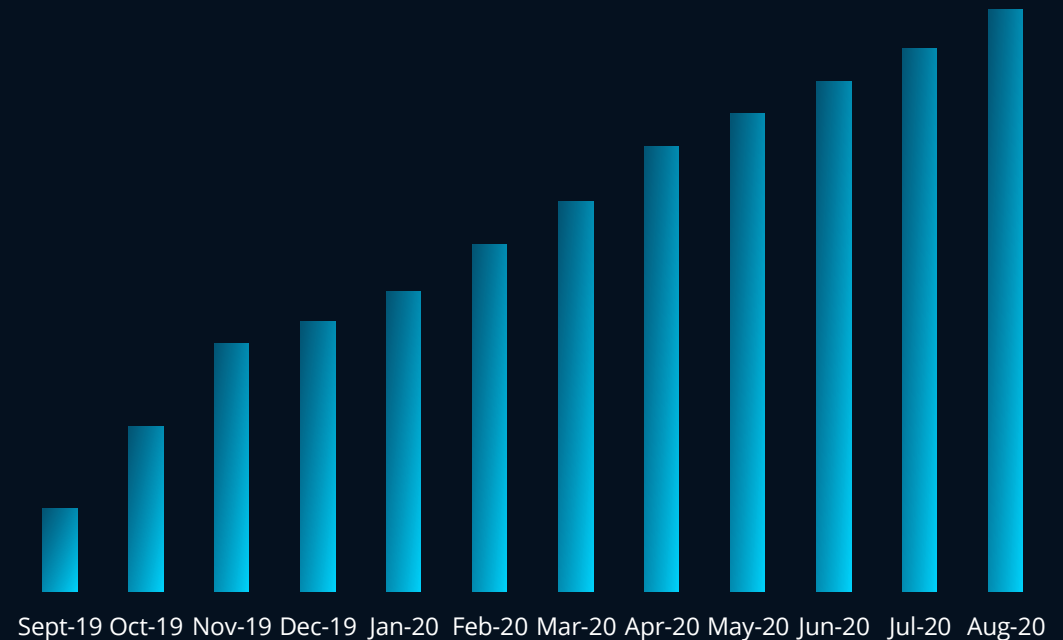
**27%**

**improvement**

in annual claims frequency

### Accumulated monthly cash back

**R212 000**



# HEAVY COMMERCIAL VEHICLES PRESENT UNIQUE RISKS AND CHALLENGES



## TRUCK OVERLOADING

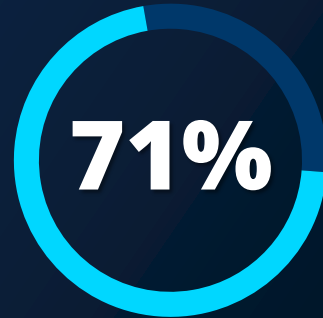
Impacts steering, braking  
and acceleration

Increases stopping distances

Causes tyres to overheat  
and wear rapidly



## DISTRACTED DRIVING



of commercial vehicle  
accidents were caused by  
distracted driving



## DRIVER FATIGUE



of drivers were fatigued  
at the time of their accident



# THE NEXT EVOLUTION IN DRIVING BEHAVIOUR MEASUREMENT WITH DRIVEVIEW

A complete vehicle technology platform that includes a telematics solution and a dash cam



**Real-time views** of inside and outside the cabin

**Visual footage** of each harsh driving event

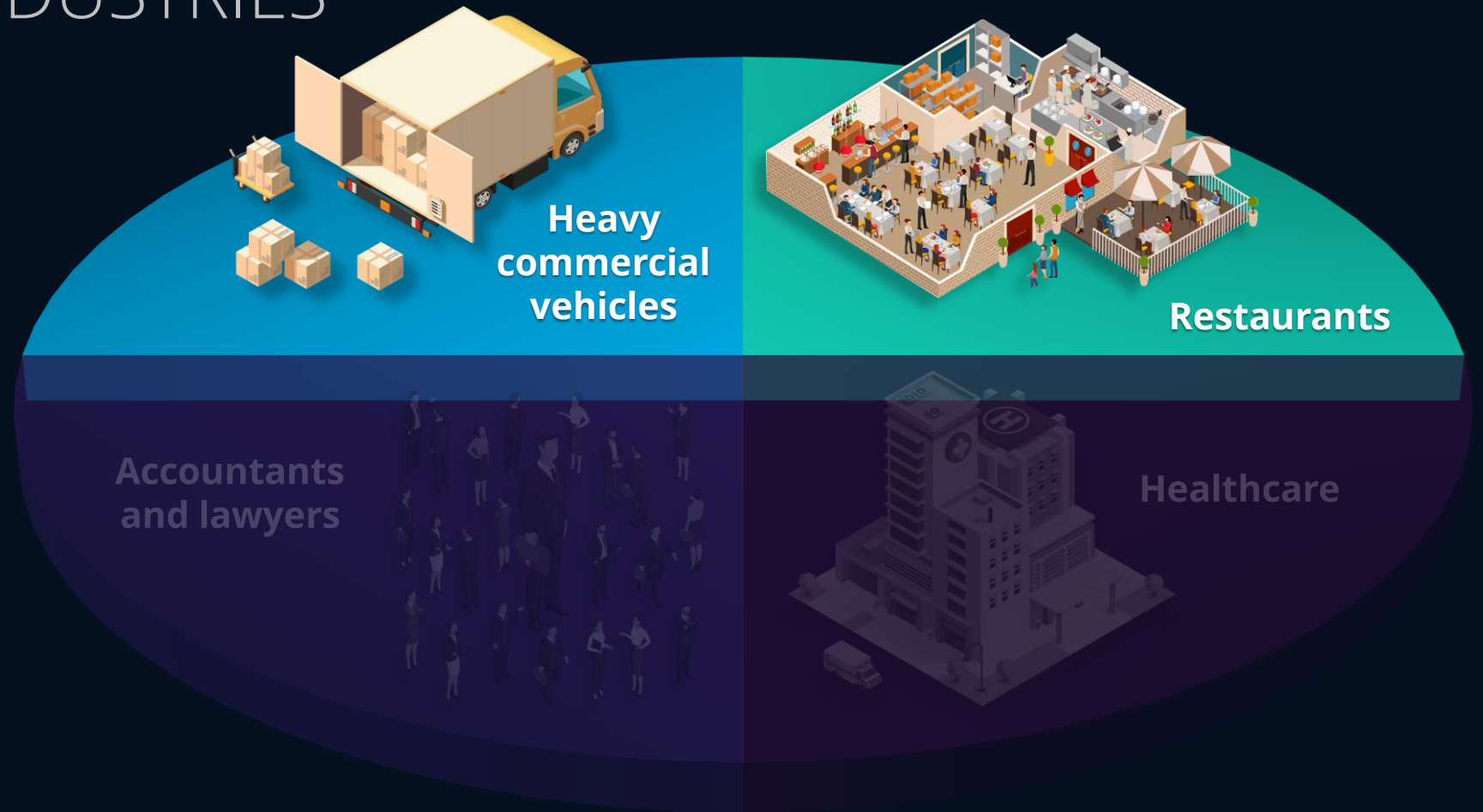
Independent **mobile connection** and **GPS unit**

Access to **online fleet portal** with complete video footage

**Vehicle safety features** such as Impact Alert and vehicle panic button

View **trips and scores** on the Discovery Insure app

# SUPERIOR VALUE AND RESPONSIVE PRODUCTS FOR DIFFERENT INDUSTRIES



# RESTAURANTS HAVE BEEN HARD-HIT BY COVID-19

Restaurants have contributed significantly to the economy

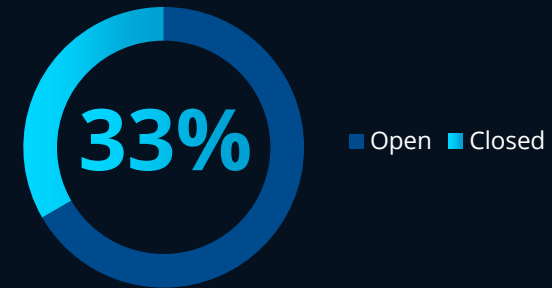


In 2019, this sector contributed **R6 billion** monthly to the national economy

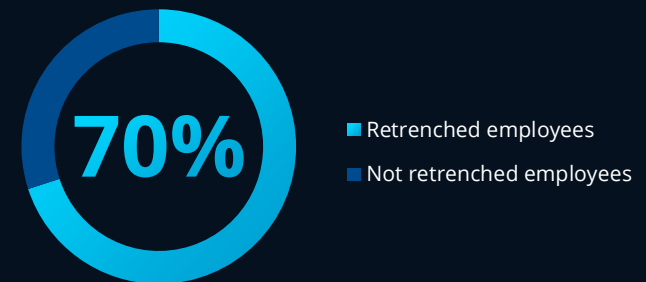
and employed over **500 000** people

COVID-19 has presented challenges to this industry

Nearly a **third** of local restaurants have had to close shop since the start of the lockdown



And **7** out of **10** had to retrench employees



RESTAURANT'S VIDEO

PREMIUM RELIEF FOR RESTAURANT OWNERS AFFECTED BY COVID-19



Come in  
WE'RE  
OPEN

Restaurant owners receive

**25%**

**Premium cash back**  
on non-motor premiums

EXTENDED

AVAILABLE UNTIL  
**30 JUNE 2021**

# PROFESSIONALS FACE UNIQUE AND EVOLVING RISKS

Large market of professionals which require unique tools appropriate to their trade while protecting them from emerging risks

over  
 **25 000**  
Medical professionals on DHMS

over  
 **34 000**  
Practicing and candidate attorneys

over  
 **47 000**  
Accounting professionals

**53%**

of physicians use e-prescribing systems

**45%**

of people would not return to a doctor's office or hospital where their medical records were exposed

The number of lawyers using technology, including litigation-support related software, has been steadily increasing

**67%**

of accountants prefer cloud-based accounting

Financial institutions are **30% more likely** to be targeted for cyber crime due to access to sensitive and confidential info

# SUPERIOR VALUE AND RESPONSIVE PRODUCTS FOR DIFFERENT INDUSTRIES



# TAILORED INSURANCE FOR HEALTHCARE PROFESSIONALS

Comprehensive, tailored insurance for medical practices, including cover for newly emerging risks

## Embedded cover



25% of DHMS earnings for up to three months



R100 000 cyber and reputational risks cover



R20 000 worldwide cover for medical equipment



Legal support benefit for medical practices

## Innovative benefits



Cellphone and iPad repaired and replaced within one business day to ensure clients can get back to patients as soon as possible



Up to 50% off post-shift Uber trips to ensure clients stay safe

# SUPERIOR VALUE AND RESPONSIVE PRODUCTS FOR DIFFERENT INDUSTRIES



**Heavy  
commercial  
vehicles**



**Restaurants**



**Accountants  
and lawyers**



**Healthcare**

# BESPOKE INSURANCE SOLUTION FOR LAWYERS AND ACCOUNTANTS

**Comprehensive, tailored insurance for legal and accounting practices, including cover for newly emerging risks**



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R100 000 cyber and reputational risks cover



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Cellphone and iPad repair or replacement within one business day



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Up to 20% off new HP, DELL and Lenovo laptop purchases



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Efficient, instant and secure document signing with 25% off Lexis Sign

Access to accurate and comprehensive information with 25% off Lexis Windeed for lawyers

GIVE CLIENTS REAL VALUE FOR DOING BUSINESS WITH US

**Quote with Discovery Business Insurance**  
between 1 April to 30 September 2021 and  
**WE WILL BEAT YOUR CLIENT'S PREMIUM**



Qualifying criteria:

- **New** clients only
- **Small** to **medium-sized** businesses
- **Low** to **medium risk profiles**, with
  - Professional and personal services
  - Loss ratio of 65% or less over a 3-year period

# OFFERING A FEE FOR HELPING CLIENTS ENGAGE WITH VITALITY DRIVE

Earn **R100** upfront for each vehicle with a valid score



Earn an additional  
**up to 5%**  
every month based on the  
vehicle's Vitality Drive status

VITALITY DRIVE STATUS	ENGAGEMENT FEE
Diamond	5%
Gold	4%
Silver	3%
Bronze	2%
Blue	0%

## Discovery Insure

Enhanced **car seat discounts** and **free replacement** after an accident

---

Real-world driving experience with the **Discovery Insure Driving Academy**

---

Additional layer of protection with **Motion Alert**

## Discovery Business Insurance

Rewards for managing **heavy commercial vehicles** well

---

Cover for **restaurant owners** plus **up to 25% premium cash back**

---

**Comprehensive, tailored insurance for professionals:**

Healthcare  
Accountants  
Lawyers

## Special Offers

### PERSONAL LINES

Earn up to **50% vehicle premium payback** on first six months premium

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### COMMERCIAL LINES

Quote with Discovery Business Insurance and we will **beat your clients premium**