Oura Ring: Frequently Asked Questions

1. What is the Vitality Oura Ring benefit?

The Vitality Oura Ring benefit allows Discovery Vitality members with a qualifying Discovery Bank product to fully fund select styles of Oura Ring by achieving their weekly sleep goals with Vitality Sleep Rewards over 24 months. With this benefit, qualifying members can choose to:

- Fully fund select styles of Oura Ring 5 up to the value of R10,897, which includes a 24-month Oura Membership.
- Get up to 25% discount on Oura Ring 5 up to the value of the Black or Silver finishes.

2. Where can I see Oura Ring in person?

We'll let you know as soon as Oura Ring 5 reaches the Discovery Store. Visit the Discovery Store webpage for more details on the operating hours.

3. Who qualifies for the Vitality Oura Ring benefit?

All Discovery Vitality members with a qualifying Discovery Bank account may fully fund select styles of Oura Ring 5 up to the value of the Black or Silver finishes. If you choose a higher priced finish like Brushed Silver, Stealth, Gold or Deep Rose, simply pay the additional cost when you place your order.

To qualify for the Vitality Oura Ring fully funded benefit, you must:

- Be a main member, spouse, adult dependant or child dependant aged 18 years or older with a Vitality Premium membership.
- Be a Discovery Bank primary cardholder with a Discovery Bank Suite or Discovery Credit Card account.
- Not have an active Apple Watch or Oura fully funded benefit activated after the launch of the Oura Ring benefit.
- Pay a once off non-refundable activation fee of R999 (including VAT).

To qualify for the Oura Ring 5 up to 25% discount, members must:

- Be a main member, spouse, adult dependant or child dependant aged 18 years or older with a Vitality Premium, Vitality Active or Vitality through Personal Health Pathways membership.
- Be a Discovery Bank primary cardholder with any qualifying Discovery Bank account

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in good standing.

Please refer to the Oura Ring benefit guide for more information.

4. How do I fully fund Oura Ring with Discovery Vitality and Discovery Bank?

Log in to the Discovery Vitality Oura Ring benefit webpage to activate the benefit and pay the once-off activation fee. You can choose to get your Oura Ring sizing kit delivered or collect it from the Discovery Store. Wear the correct sample size for at least 24 hours to ensure a comfortable, consistent fit as well as accurate health and sleep tracking. Once you've found the right size, log back in to the Oura Ring page to confirm your ring size, finish and delivery details and complete your order.

How to fully fund Oura Ring

Get Oura Ring
Activate the fully funded Vitality Oura Ring benefit and pay the R999 activation fee with your qualifying Discovery Bank card.

Sleep well
Start using your Oura Ring immediately to track, understand and improve your sleep habits and achieve your sleep goals.

Get rewarded
Achieve your weekly sleep goals with Vitality Sleep Rewards over 24 months to get Oura Ring fully funded.

You can fully fund Oura Ring 5 up to the value of the Black or Silver finishes. If you choose a higher priced finish like Brushed Silver, Stealth, Gold or Deep Rose, simply pay the additional cost when you place your order.

The monthly amount that may be debited from your qualifying Discovery Bank card over 24 months will depend on your Vitality Sleep Rewards goal achievement.

How it works

Oura Ring 5 in Black or Silver finish				
Weekly sleep goals achieved in a month	**0**	**1–2**	**3**	**4+**

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The monthly penalty amount that may be deducted from your qualifying Discovery Bank card over a 24-month billing period.	100% **R455**	75% **R342**	50% **R228**	0% **You pay R0**

All prices include VAT.

Special offer: We know good sleeping habits are not always easy. To support you, we'll cover the cost for a limited period after you activate the benefit, giving you time to track your sleep and improve your sleeping habits before any penalty payments may apply. We'll let you know one month before your first penalty payment is due.

5. How do I get Oura Ring at up to 25% discount with Discovery Vitality and Discovery Bank?

Log in to the Discovery Vitality Oura Ring benefit webpage to order your Oura Ring, and pay the R100 ring sizing kit fee. Choose to get the kit delivered or collect it from the Discovery Store.
Wear the correct sample size for at least 24 hours to ensure a comfortable, consistent fit as well as accurate health and sleep tracking. Once you've found the right size, log back in to the Oura Ring page to confirm your ring size, finish and delivery details and complete your order to get your Oura Ring delivered.

You can get up to 25% discount on Oura Ring up to the value of the Black or Silver finishes. If you choose a higher priced finish like Brushed Silver, Stealth, Gold or Deep Rose, simply pay the additional cost when you place your order. This includes a 12-month Oura Membership.

6. What are the Vitality Oura Ring benefit limits?

Fully funded Oura Ring:

The fully funded Vitality Oura Ring benefit is limited to select styles of Oura Ring 5 in Black or Silver finish. If you choose a higher priced finish like Deep Rose, you'll need to pay the additional cost when you place your order, along with the R999 non-refundable activation fee.

Up to 25% discount on Oura Ring:

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You can get up to 25% discount on Oura Ring up to the value of the Black or Silver finishes. If you choose a higher priced finish like Brushed Silver, Stealth, Gold or Deep Rose, simply pay the additional cost when you place your order. This includes a 12-month Oura Membership.

7. What are the penalty fees for the Oura Ring fully funded benefit?

We know good sleeping habits are not always easy. So, to support you, we'll cover the cost for your first few months on the benefit to help you track your sleep and improve your sleeping habits. We'll let you know one month before your first penalty payment is due. If you don't achieve at least 4 weekly sleep goals in a month with Vitality Sleep Rewards, you'll pay a penalty amount of up to R417 based on the number of sleep goals you achieved.

Oura Ring 5 in Black or Silver finish				
Weekly sleep goals achieved in a month	**0**	**1–2**	**3**	**4+**
The monthly penalty amount that may be deducted from your qualifying Discovery Bank card over a 24-month billing period.	100% **R455**	75% **R342**	50% **R228**	0% **You pay R0**

All prices include VAT.

8. What is the cost of the activation fee for the fully funded benefit?

You'll pay a R999 upfront non-refundable activation fee (including VAT) with your qualifying Discovery Bank card to activate the Oura Ring fully funded benefit.

9. How does the up to 25% discount work?

Log in to order your Oura Ring on the Vitality Oura Ring benefit page and pay R100 for the ring sizing kit only. The up to 25% discount will apply automatically when you complete your order and pay with your Discovery Bank card.
This offer includes a 12-month Oura Membership. You don't pay an activation fee when you choose the discount option.

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10. Can I use my Discovery Miles to pay the balance on the 25% discount option?

The payment for the remaining balance after your up to 25% discount can only be made using a qualifying Discovery Bank card.

11. Can I give my Oura Ring to someone else as a gift?

You can give your Oura Ring to someone as a gift. However, you must still track your sleep and achieve your weekly sleep goals with Vitality Sleep Rewards to fully fund Oura Ring over 24 months. If you don't achieve your weekly sleep goals for 24 months, a monthly penalty amount will be debited from your qualifying Discovery Bank card.

12. How long does it take to have my Oura Ring delivered after placing my order?

The delivery of your Oura Ring depends on your location and the turnaround time per region.

Location	Turnaround time
Main centres in South Africa	3–5 working days
Coastal regions in South Africa	5–7 working days
Outlying regions in South Africa	5–7 working days

The courier company will update you on the status of your Oura Ring delivery.

13. I'm experiencing battery drainage issues with my Oura Ring. What do I do?

Visit the Oura Member Care website for self-service tools, featured articles and product tips or get instant help with Finn, Oura's virtual assistant available 24/7.

14. I can't connect to the Oura App. What do I do?

If your Oura Ring isn't connecting to the Oura App, try the following steps:

Update everything:

- Make sure your phone operating system and the Oura App are updated to the latest versions.

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- Check for firmware updates for your Oura Ring on the Oura App.

Charge devices:

- Place your Oura Ring on its charger until the LED turns solid green.
- Connect your phone to its charger to disable power-saving features.

Bluetooth check:

- Make sure Bluetooth is enabled.
- Remove any previously paired Oura Ring from your Bluetooth settings.

Restart devices:

- Restart your phone and the Oura App.
- Try turning Bluetooth off and on again.

Other tips:

- Avoid pairing Oura Ring with multiple devices.
- Keep your phone and Oura Ring close together during setup.
- If Oura Ring is in airplane mode, place it on the charger to disable it.

Still not working?

If none of these steps solve the issue, contact Oura Support directly for personalised help.

15. My sleep and exercise events are not reflecting in the Oura App. What do I do?

- **Check your battery level.** Your Oura Ring must have at least 30% charge before bed. If it drops too low, it enters low-power mode and stops collecting sleep data.
- **Sleep for long enough.** Oura needs at least 3 hours of continuous sleep between 18:00 and 18:00 the next day to register a sleep cycle. Short or fragmented sleep may not be recorded.
- **Avoid restless sleep.** Excessive movement or insomnia can prevent accurate detection of sleep stages. You may still see total sleep time, but detailed metrics could be missing.
- **Sync daily.** Oura Ring stores data for about 7 days. If not synced regularly, older data may be overwritten or lost.

Still not working?

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If none of these steps solve the issue, contact Oura Support directly for personalised help.

16. What do I get when I buy Oura Ring?

Your Oura Ring purchase includes the following:

- Oura Ring (in select finish and size of your choice)
- Charging dock and USB-C cable
- Oura Ring sizing kit
- 1-year warranty
- Oura Membership for 12 (upfront discount) or 24 months (fully funded)

17. What are the benefits of using Oura Ring?

Advanced sleep tracking

Oura Ring is widely recognised for its best-in-class sleep tracking. It monitors:

- Sleep stages (light, deep, REM)
- Heart rate variability
- Breathing regularity
- Skin temperature
- Oxygen saturation

This data is used to generate your Oura Sleep Score, helping you understand and improve your sleep quality and quality.

Readiness Score

Oura's Readiness Score combines sleep, activity and recovery data to guide daily decisions. It helps you understand when to push yourself and when to rest, making it a powerful tool for stress management and recovery.

Activity and fitness tracking

While not a replacement for a smartwatch, the Oura Ring tracks:

- Steps
- Calories burned
- Active minutes

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- Heart rate during workouts

It integrates with Apple Health and Health Connect, allowing you to track your activities and achieve your weekly sleep and exercise goals.

Discreet and comfortable design

Oura Ring is sleek and lightweight. Users say it is comfortable enough to wear 24/7, even while sleeping.

18. Why is an Oura Membership necessary?

Without an Oura Membership, Vitality won't receive your sleep or exercise data to determine your weekly goal achievement and reward you accordingly. In addition, your Oura Membership gives you access to:

- Detailed sleep analysis
- 24/7 heart rate tracking (daytime, nighttime, activity)
- Integration with third-party health and wellness apps like Strava
- Advanced temperature monitoring
- Blood Oxygen Sensing (SpO2)
- Daytime stress
- Dynamic activity goals with automatic activity detection
- Heart Health (cardiovascular age, cardio capacity, VO_2 max)
- Metabolic Health (glucose tracking, meals)
- Oura Labs
- Resilience
- Weekly, monthly, quarterly, yearly and anniversary reports
- Women's health (cycle insights, pregnancy insights)

19. What happens when my Oura Ring Membership expires?

You'll receive a notification when your Oura Ring Membership is due to expire, allowing you to review your Oura Membership. You must renew your Oura Membership for Vitality to continue tracking and rewarding your sleep and exercise goal achievements.

20. How do I set up my Oura account?

Download the free Oura App from the App Store (iOS) or the Google Play Store (Android) and

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follow these instructions. Once completed, you must link Oura App to Apple Health or Health Connect. Finally, link your health apps to Vitality if you haven't done so already:

1. Log in to the Discovery app and select Vitality at the bottom of the screen.
2. Scroll down to **Quick Actions** and tap **Devices Link & Sync**.
3. Select **Link a device or app**.
4. Select **Health Connect** or **Apple Health** app from the list of device partners.
5. Enter your **Health Connect** or **Apple Health** app login information and log in.
6. Tap on the permissions page to **allow Vitality** and Health Connect or Apple Health to share your sleep and workout information.
7. The Devices and apps page will reload and display your Health Connect or Apple Health account as linked.

To make sure we receive events recorded with the Oura App, open the app at least **twice daily** to sync your activity to Health Connect or Apple Health.

Note: To help ensure your sleep data is received correctly, open the Oura app at least once a week and install any available updates. Using an outdated version of the app may prevent your sleep data from syncing successfully.

21. How do I start and end a workout?

All you have to do is wear your Oura Ring during your workout. It will automatically detect activities that are at least 10 minutes long. Once you're done, open the Oura App to confirm or edit the detected activity. Alternatively, you can start and stop a workout from your Oura App.

22. Which devices and operating systems (OS) are compatible with the Oura App?

Oura App is supported by iOS devices running Apple iOS 15 and higher (including iPad), or Android devices running Android 9 and higher with Google Play services. Your device must support Bluetooth 4.0.
The intended use and setup of Oura Ring should consist of the following: one account, but you can have multiple devices. If there are multiple users feeding into the same account, this leads to missing data, connectivity issues or even accelerated battery consumption.

23. What biometrics does Oura Ring track?

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Oura Ring tracks a wide range of biometrics to help you monitor your health, sleep and activity. Here's a breakdown of the key metrics it captures:

Sleep biometrics

- Total sleep time
- Sleep stages: light, deep, REM
- Sleep latency: time it takes to fall asleep
- Sleep efficiency: ratio of time asleep versus time in bed
- Restfulness: measures disturbances during sleep
- Timing: consistency of sleep schedule
- Heart rate variability during sleep
- Respiratory rate

Heart and recovery metrics

- Resting heart rate
- Heart rate variability
- Body temperature deviation
- Recovery index: combines sleep, heart rate variability and resting heart rate to assess readiness.

Activity biometrics

- Steps
- Calories burned
- Activity score
- Inactive time
- Movement frequency
- Workout detection (automatic or manual logging)

Other biometrics

- Skin temperature trends
- Respiratory rate
- Period prediction (for Gen3 users with Cycle Insights enabled)

24. How do I pair Oura Ring with the Oura App?

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Visit the Oura Member Care support page for step-by-step instructions on how to set up Oura Ring.

25. Why am I being prompted to enter payment information in the Oura App?

If you're receiving prompts to enter payment information, it might be because the app hasn't successfully paired with your Oura Ring via Bluetooth. Without a proper connection, the app can't recognise the prepaid membership.
Here are some steps to solve pairing issues:

- Make sure your ring is placed on the charger
- Make sure Bluetooth is enabled on your phone
- Try turning off your device's Wi-Fi
- Uninstall and reinstall the Oura App

We have found that different email addresses are being used to activate the Oura Ring benefit with Vitality and when signing up in the Oura App.
To avoid this type of issue, we strongly recommend that you use one consistent email address throughout the entire process from ordering to activation. Using multiple email addresses can create account mismatches, leading to confusion during membership activation.

26. Can I link Oura Ring to Huawei?

The Oura App is supported by Android devices running Android 9 and higher with Google Play services and must support Bluetooth 4.0.
If your Huawei phone meets these requirements, you can download the Health Connect app and follow the steps below to link it to Vitality.

Download the free Oura App from the Google Play Store (Android) and follow these instructions. Once completed, link Oura App to Health Connect, then link Health Connect to Vitality if you haven't done so already:

- Log in to the Discovery app and select **Vitality** at the bottom of the screen.
- Scroll down to **Quick Actions** and tap **Devices Link & Sync**.
- Select **Link a device or app**.
- Select the **Health Connect** app from the list of device partners.
- Enter your Health Connect app login information and log in.
- Tap on the permissions page to **allow Vitality** and Health Connect to share your workout information.

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- The Devices and apps page will reload and display your Health Connect account as linked.

27. If I have an existing fully funded device benefit with Vitality, can I fully fund another device at the same time?

You can only have one fully funded benefit active at a time, including Apple Watch, Oura Ring and (coming soon) Garmin, unless you funded the Apple Watch before 7 October 2025, may you apply for Oura Ring. If you're currently in the process of fully funding Apple Watch with Vitality Active Rewards, you can choose to buy Oura Ring at up to 25% discount or wait until your Apple Watch benefit period ends to activate the Oura Ring fully funded benefit.
Please read the Oura Ring benefit guide for more information.

28. How are my sleep goals determined?

You'll receive a dynamic weekly sleep goal with Vitality Sleep Rewards that's tailored to your personal profile. This goal will be set at a level that encourages behaviour change where needed, while remaining within reach.
Your daily Vitality Sleep Score adds up towards your weekly sleep goal, with a sleep ring (similar to your Vitality Active Rewards goal rings) showing your progress throughout each week.

29. Where can we find more information about the benefit?

Log in to the Discovery website to learn more about the Vitality Oura Ring benefit.

30. Does the Oura Ring benefit work the same as the Apple Watch benefit?

The Vitality Sleep Rewards with Oura Ring benefit follows the same structure as the Vitality Active Rewards with Apple Watch benefit.

In both benefits, you pay a non-refundable activation fee, followed by a monthly penalty amount deducted from your Discovery Bank card over 24 months based on your weekly goal achievement.

Similar to the Apple Watch benefit, your Oura Ring can pay for itself by helping you track and improve your sleep and achieve your weekly sleep goals over 24 months.

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31. What happens if my Oura Ring is lost or stolen (fully funded)

If your Oura Ring is lost or stolen, you can report it to Discovery Vitality; however, you will still have to achieve your weekly sleep goals to fully fund it over 24 months. If your Oura Ring was covered through your insurance, please contact your insurer to understand the claims process.

32. What should I do if my Oura Ring does not fit exactly like the sizing kit?

The plastic sizing rings are a guide and can feel a bit “stickier” than the actual ring, so the final Oura Ring may feel slightly different on your finger owing to material and weight differences. The Oura Ring and sizers have the same width and circumference; the Oura Ring weighs just a bit more. This is normal.

For the most accurate result, please wear your preferred sizer for at least 24 hours (including while you’re sleeping) to account for daily changes in finger size.
If you’re between sizes, choosing the smaller size typically provides a snugger fit and best sensor contact.

You can wear Oura Ring on any finger of either hand. For the best signal quality and accuracy, we recommend the index finger. The middle or ring finger also works well, as long as you aim for a snug, comfortable fit.
If your finger size changes or you prefer a different finger later, you can move your Oura Ring as long as it fits snugly at the base.

33. Why is my heart rate from my Oura Ring different to my other fitness devices?

Different devices use various methods and sensors, which can lead to variations in readings. Oura focuses on trends and variations in its own data to provide valuable insights. Oura Ring uses infrared PPG to measure heart rate from deeper finger arteries, which is different from wrist-based devices. This method is designed to capture accurate resting heart rate data during periods of low movement.

When analysing your data, it's recommended to compare data collected from one device instead of making comparisons between devices. This is due to the variation in trackers, including algorithms, manufacturing procedures, materials, sensor types and more. Analysing data from one device can help you identify patterns compared to your baseline measurements from that device.

If you’re using Oura Ring, we encourage you to focus on the trends and insights provided by

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Oura, which are tailored to help improve your overall wellness.

34. Why does the Oura App show that I only have a 12-month membership with my fully funded Oura Ring?

While your fully funded Oura Ring benefit includes a 24-month Oura Membership, memberships can only be renewed yearly. Your initial 12-month membership period begins when you activate the benefit. After the first 12 months, the membership will renew automatically for an additional 12 months, completing the full 24-month benefit.

35. What are the qualifying criteria to activate the Vitality Oura Ring benefit?

You can fully fund select styles of Oura Ring by achieving your weekly sleep goals with Vitality Sleep Rewards over 24 months. Download the latest version of the Discovery app and activate Vitality Sleep Rewards to access the benefit.
To qualify for the **fully funded** benefit, you must:

- Be 18 years and older with a Vitality Premium membership
- Be a Discovery Bank primary cardholder
- Have a qualifying Suite or Credit Card account
- Keep your account in good standing
- Your accounts must not be:
    - Overdrawn, in arrears or in default
    - Under legal processes; for example, debt counselling
    - Missing up-to-date verification and KYC information.

Read the Oura Ring benefit guide to find out more.
Your device must meet the following specifications:

- iOS 15+ or Android 9+ (with Google Play Services)
- Bluetooth 4.0 required

If your device doesn't meet these criteria, or if you change devices, you'll be responsible for any monthly penalties.

To activate the Oura Ring benefit fully funded benefit, you must:

- Download the latest version of the Discovery app
- Activate Vitality Sleep Rewards

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- Activate the benefit and pay a once-off, non-refundable activation fee of **R999** with your Discovery Bank card. Refunds only apply if there's a defect, stock issue or activation failure due to a Discovery error.
- Link your Oura Ring to Vitality through Apple Health or Health Connect
- Keep permissions enabled for data sharing.

Note: You can only have **one active fully funded benefit** at a time, limited to Apple Watch, Oura Ring and (coming soon) Garmin. Unless you funded the Apple Watch before 7 October 2025, may you apply for Oura Ring.
If you want to buy Oura Ring at up to 25% discount, the following criteria will apply:

- iOS 15+ or Android 9+ (with Google Play Services)
- Bluetooth 4.0 required
- Download the latest version of the Discovery app
- Activate Vitality Sleep Rewards
- Pay the Oura Ring sizing kit fee of **R100** using your qualifying Discovery Bank card. This fee will be deducted from the final cost of the device.
- This includes a 12-month Oura Membership.

36. What's the difference between Oura Ring 5 and Oura Ring 4?

Oura Ring 5 is the latest generation device added to the Oura Ring offering. It offers a slimmer design, advanced health insights and updated pricing. Oura Ring 4 is still available to Discovery Vitality and Discovery Bank clients while stocks last.

37. Are Oura Ring 4 and Oura Ring 5 sizing kits the same?

No, Oura Ring 4 and Oura Ring 5 use different sizing kits which cannot be used interchangeably.

38. Why does the Oura Ring 5 have fewer size options?

The Oura Ring 5 features a redesigned form factor and updated hardware, which has resulted in an updated size range.
The Oura Ring 5 includes several design changes, such as:

- A fully titanium construction
- A slimmer profile
- A redesigned sensor layout

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These hardware and engineering updates have influenced the available sizing options.

39. How much does Oura Ring 5 cost?

The cost of Oura Ring 5 depends on the finish you select:

Oura Ring 5	
Finish	**Price**
Black	R8,099
Silver	R8,099
Stealth	R10,199
Brushed Silver	R10,199
Gold	R10,199
Deep Rose	R10,199

All amounts include VAT and exclude the 24-month Oura Membership fee of R2,798.

40. I'm fully funding Oura Ring 4 but I'd like to upgrade to Oura Ring 5. How can I do that?

If you'd like to upgrade to Oura Ring 5, you must first cancel your Oura Ring 4 fully funded benefit and settle the outstanding balance. Once your benefit is cancelled, you can then activate the Oura Ring 5 fully funded benefit and pay the non-refundable activation fee with your Discovery Bank card. Follow the same process as before, including getting a new sizing kit, because the Oura Ring 4 and Oura Ring 5 kits are different and can't be used interchangeably.

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