

## Vitality points for COVID-19 vaccination FAQs

COVID-19 vaccination is the single most important thing you can do to protect yourself and others against COVID-19. The pandemic has been deadly, and a fourth wave is likely, yet the ability to suppress it remains within our control. Based on our actuarial projections, over 30,000 lives could be saved if we are able to vaccinate the majority of our population over the coming months. The data reflects the power of vaccination to save lives and reduce our healthcare burden: vaccination reduces infection and transmission risk by 50-80%, reduces hospitalisation risk by 60-90%, and reduces risk of death by over 90%. In fact, while your risk of death from COVID-19 is 8-10 times higher than death from flu, once vaccinated, your risk of death from COVID-19 is lower than from flu. Given that vaccination is our best hope of beating the pandemic and restoring our national vitality and way of life, we need to encourage vaccination at scale, and hence we are awarding 2 500 Vitality points to encourage and recognise COVID-19 vaccination.

### 1. **How do COVID vaccine points work and when do I need get vaccinated to earn points?**

You need to have been fully vaccinated in 2021 to earn the points for the year. You're fully vaccinated if you've received one dose of the Johnson & Johnson vaccine or two doses of the Pfizer vaccine. If you only receive your first dose of Pfizer after the middle of November, you can still earn your points for 2021 when you get your second dose the next year.

We will allocate your points for the vaccination in 2021 and your points add up towards your overall 2021 Vitality status.

### 2. **Are these Vitality points once off, or will I get points again next year if I have to go for a booster vaccine dose?**

We're offering these points once off in 2021 since South Africans need to get vaccinated as soon as possible to keep our members safe and healthy.

If booster shots become necessary in 2022, we'll investigate the situation and can decide to update the programme.

### 3. **How do I claim points?**

Your Vitality points will be automatically awarded based on your vaccination record reflecting within the Discovery COVID-19 Vaccination Navigator via the Discovery website. For most Vitality members, their vaccination record will automatically reflect within the Discovery COVID-19 Vaccination Navigator. If not, members can manually input their vaccination record into the Discovery COVID-19 Vaccination Navigator. Alternatively, call us on 0860 99 88 77 and choose the vaccine option on the Health or Vitality menu.

### 4. **What if I get my first dose of Pfizer after the middle of November and can only get my second jab of Pfizer next year, will I still qualify for points for 2021?**

You will still get your points for 2021 once we receive proof that you've received your second dose of Pfizer.

### 5. **Will I get points if I have already been fully vaccinated?**

Yes, we'll award the COVID-19 vaccine points retrospectively in October if you've already been fully vaccinated against COVID-19.

**6. Due to the symptoms I experienced after my first COVID-19 vaccine I don't want to get my second one. Can I still earn points?**

Unfortunately not – you must be fully vaccinated to earn COVID-19 vaccine points.

**7. I received my COVID-19 vaccine in a different country, do I still qualify for points?**

Yes. We will communicate the process in October.

**8. What vaccine do I have to get to earn Vitality points?**

At the moment, only the Pfizer and Johnson & Johnson vaccines are registered with the South African Health Products Regulatory Authority (SAHPRA) and available in South Africa. Therefore, at the moment you can only earn points for these vaccines.

**9. Why are you only awarding 2 500 points for such an important vaccine?**

COVID-19 vaccination is critically important, and that's why Vitality is awarding 2 500 Vitality points rather than, for example, 1 000 points for a flu vaccination. But awarding too many points would be misleading in terms of your overall health status, because clinically, COVID-19 vaccination helps reduce your health risk to where it was before the pandemic.

**10. I'm fully vaccinated against COVID-19 and still haven't received my 2 500 points. What should I do?**

You can manually input your vaccination record into the Discovery COVID-19 Vaccination Navigator. Alternatively, call us on 0860 99 88 77 and choose the vaccine option on the Health or Vitality menu.

**11. How do you get my vaccination data for COVID-19?**

Vitality – based on the permission you have given us – integrates with your other Discovery areas to help you earn rewards. In this case, we obtain your data from the Discovery COVID-19 Vaccination Navigator, which receives your data based on claims data, site of vaccination, or by manual entry by yourself.

**12. If your system does not pick me up, how do I submit my data?**

You can manually input your vaccination record into the Discovery COVID-19 Vaccination Navigator. Alternatively, call us on 0860 99 88 77 and choose the vaccine option on the Health or Vitality menu.

**13. By giving points for the COVID-19 vaccine, are you penalising those who are planning on not getting vaccinated?**

As with all other activities that can earn you Vitality points, we reward you for taking specific science-based steps to protect and improve your health. If you do not complete the activity, you do not earn the points.

We support vaccination because it makes people healthier by preventing infections and severe diseases. When people are healthier, society benefits: each vaccination counts towards population immunity.

Getting the COVID-19 vaccine significantly reduces your chances of becoming infected with COVID-19. If you do get infected, it lowers your risk of infecting others and becoming severely ill yourself. Most COVID-19 vaccines have been shown to be very effective in preventing severe illness and death. Experience in other countries with the COVID-19 vaccines conclusively demonstrates that, in the case of becoming infected after being vaccinated, those who have been vaccinated have a lower

chance of developing serious symptoms from COVID-19. For the vaccine to work effectively, we as a country must achieve population immunity. This means enough of us must be immune to the disease to prevent the virus from spreading. It's estimated that around 67% of the South African population (40 million people) would need to be vaccinated to effectively fight against COVID-19.

**14. I don't think the COVID-19 vaccines have been proven to be effective. Why are you allocating points to encourage members to take COVID-19 vaccines?**

Even though existing technologies were leveraged to develop COVID-19 vaccines, it's important for people to know that no corners were cut. The same clinical trials that would have been required for a formal approval process were still followed, even for emergency-use authorisations of the vaccines. This applies to all the current COVID-19 vaccines available in South Africa.

There are many good reasons to get vaccinated, including:

- Getting vaccinated will lower your risk of getting COVID-19.
- If you're infected, it also reduces your risk of serious illness.
- A vaccination is a safer and more reliable way to build your immune system than getting infected with COVID-19.
- Once you're fully vaccinated, you can do more of things you enjoy with people you care about.

**15. As an adult dependent, will I still get allocated 2 500 Vitality points for being fully vaccinated against COVID-19, if I have already reached my 25 000 Vitality point threshold?**

Unfortunately not. All adult dependents on a profile that has a main member and spouse are limited to 25 000 Vitality points per year.

Visit our [COVID-19 vaccine information hub](#) to help you think through and make you feel confident in your decision on vaccination.

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