



Vitalitydrive

Discovery's Financial Adviser publication

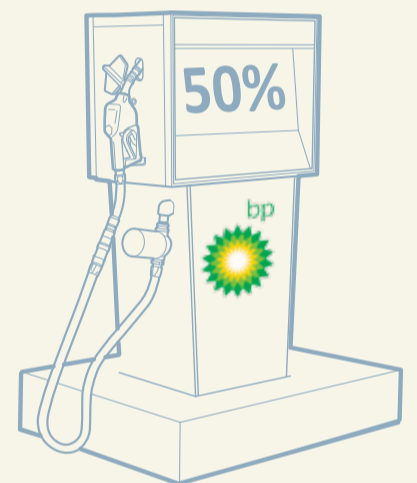
DISCOVERER

Vitality. Drive. Rewards.

Discovery Insure was launched in June 2011 with the primary objective of creating a unique and engaging approach to insurance. Our product is centred around a fundamentally different design philosophy to traditional insurance models – one which uses financial incentives to encourage people to become better drivers.

Reflecting on the experience after the first year of operations reveals remarkably compelling results – our incentive-based insurance model is generating tangible improvements in driver behaviour and strong correlations are emerging between driver behaviour and motor vehicle accident rates. With over 114 million kilometres of driver data being used to parameterise our driver behavioural algorithm, we have built up a robust understanding of the underlying causes of car accidents. Drawing on this experience and the trends emerging from our data, we have refined the Discovery Insure product platform with the following five objectives:

01 Accelerate positive improvements in driver behaviour by enhancing the fuel cash back benefit
 Vitalitydrive has been simplified and enhanced to offer clients up to 50% of their BP fuel spend back in cash. Also, the existing non-risk related travel and retail rewards have been channelled into an embedded Excess Funder Account to automatically build insurance equity for all Vitalitydrive clients that can be used to cover their car excess payments or be withdrawn in cash after three years.



02 Create targeted incentives to drive a step change in road safety for young adult drivers

With over 75% of young adult deaths caused by motor vehicle accidents, we have a social responsibility to ensure our young adults are better protected on South African roads. By offering young adult drivers the tools and rich financial incentives to make better informed driver choices, the Young Adult plan aims to overcome the disproportionately high incidence of risky driving behaviours displayed by young adults on South African roads.



Young Adult



Up to 25% off
 Rewards



NightDriver

03 Leverage our breadth of data and analytic capabilities to improve premium efficiency for Select clients

By coalescing data from across the Discovery group, we are able to build up sophisticated risk and behavioural profiles of our clients. These profiles allow dynamic pricing models with significant premium discounts to targeted clients. Discovery Insure Select clients can get upfront discounts of up to 25% on their insurance premiums.



04 Enhance the SmartService platform to provide convenient, seamless access to benefits

Building on Discovery Insure's philosophy of providing a personalised, hassle-free service offering, our FastTrack claims promise provides a guarantee that selected electronic items will be replaced within 48 hours in metropolitan areas, or the client's excess will be waived.



SmartService



FastTrack Claims

05 Maximise cover across the product range

Targeted benefit enhancements across the product platform ensure that Discovery Insure clients have access to insurance cover which is fair, relevant and comprehensive.



As the Discovery Insure client base grows and the impact of positive behaviour shifts is extrapolated across the population, Discovery Insure is well positioned to protect our clients and make a substantial contribution towards creating safer roads for all South Africans.

CONTENTS

Increased fuel rewards and Excess Funder Account benefits	2	Vehicle and passenger safety features	9
The Young Adult plan	4	Marketing support	10
Select clients	6	Product enhancements	11
Smart Service	8	Illustration of key benefits	12



Increased fuel rewards and Excess Funder

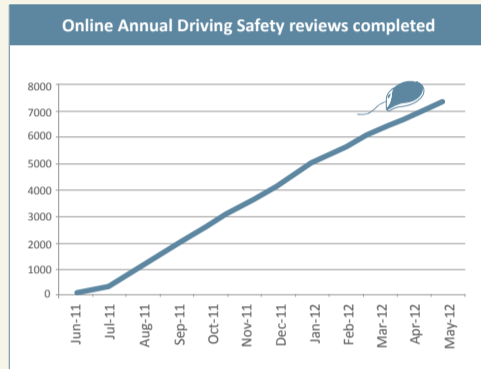
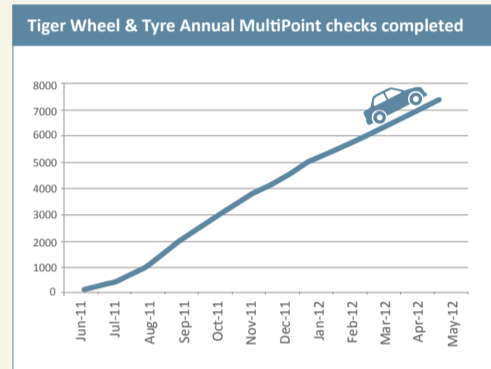
The impact of Vitalitydrive on driver behaviour

The financial incentives available through Vitalitydrive are generating significant shifts in driver behaviour – these changes manifest in three key areas:

1 High engagement in driver awareness and vehicle safety activities

The Vitalitydrive reward structure is purposely designed to promote driver awareness and vehicle safety. Initial results indicate that the programme is having a tangible impact on improving vehicle safety:

- High engagement levels across all points-earning activities, particularly vehicle safety activities.
- Two in every five vehicles covered by Discovery Insure have had an Annual MultiPoint check at Tiger Wheel & Tyre. Of those vehicles one in five immediately took steps to improve their vehicle safety following their Annual MultiPoint check.

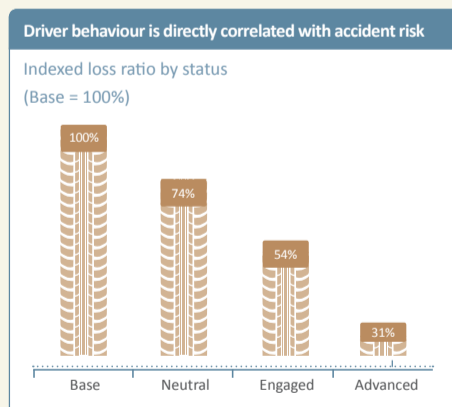
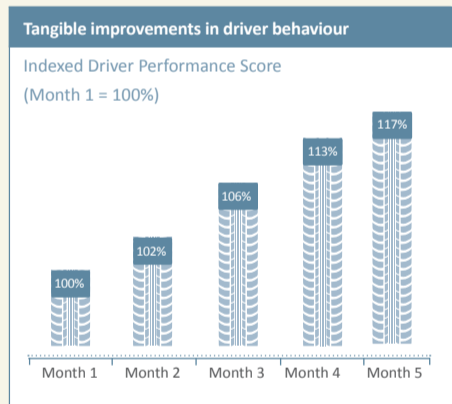


2 Substantial shift in day-to-day consumer choices

Vitalitydrive members display significantly different fuel purchasing patterns to the rest of the South African market – on average **Vitalitydrive members are four times more likely to go to a BP fuel station** to purchase fuel than the average South African driver, evidence of the impact that the Vitalitydrive fuel rewards are having on members' day-to-day choices.

3 Demonstrable changes in driver behaviour and improved experience

Analysing a cohort of Discovery Insure drivers across a defined timeframe demonstrates the impact the programme has had on driver actions. Over a five-month period average **driver performance scores increased by 17%**.



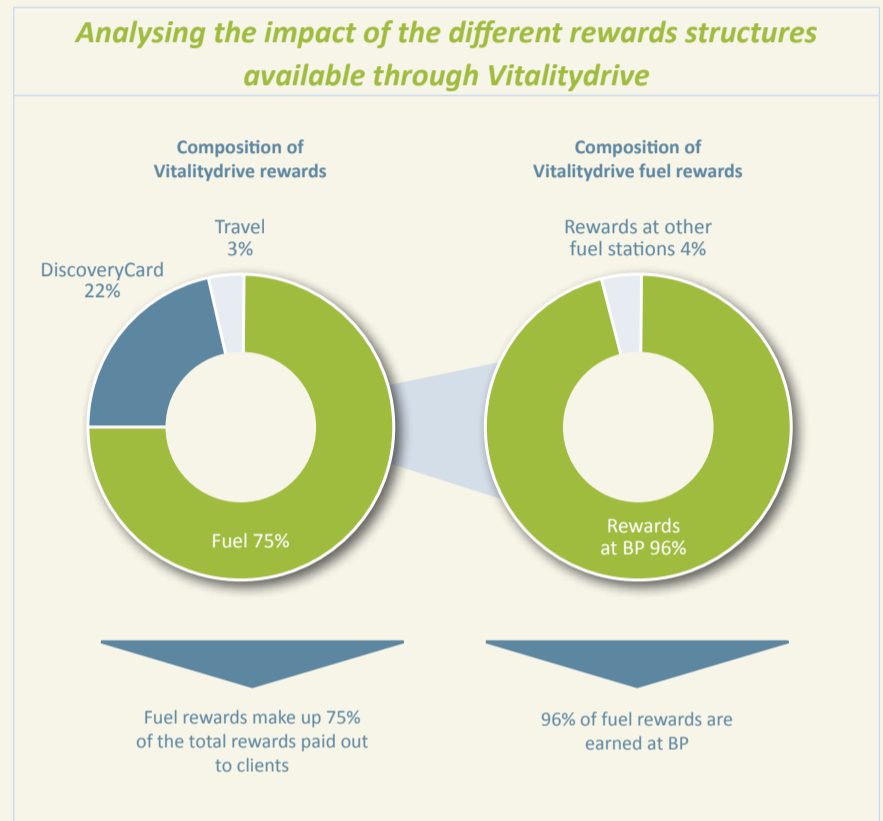
Importantly, **driver behaviour is directly correlated with fewer motor vehicle accidents and lower insurance costs.** Linking driver behavioural data recorded through DQ-Track with actual claims experience among the same cohort of drivers reveals strong correlations between individual driver choices and the prevalence of motor vehicle accidents.

Enhancing the Vitalitydrive rewards chassis

Five factors have informed a restructure of the Vitalitydrive rewards:

1 Impact of BP fuel rewards on driver behaviour and significant utilisation of this benefit

Fuel rewards have proved to be a powerful catalyst for behaviour change and are the most highly utilised and valuable incentive structure available on the Vitalitydrive programme. The tiered incentive structure also serves as the primary mechanism to encourage increased vehicle safety through the Tiger Wheel & Tyre Annual MultiPoint check.



2 The Short Term Insurance Registrar's guidance around reward structures linked to short-term policies

The Short-Term Insurance Registrar has advised that rewards offered on short-term policies should be directly linked to risk-based benefits; this has resulted in the removal of travel and DiscoveryCard rewards. This provides an opportunity to channel increased reward funding to other areas where clients and financial advisers have shown a strong preference and which further rewards driving behaviour.

3 The success of the Excess Funder Account benefit structure in building insurance equity for clients

The Excess Funder is a unique benefit structure which allows clients to use their fuel rewards to fund their car plan excess. Since inception almost 3 000 policies have activated the Excess Funder Account option, with over R4 million in fuel rewards being paid into these accounts.

4 Providing broad access to the full range of Vitalitydrive rewards for all clients

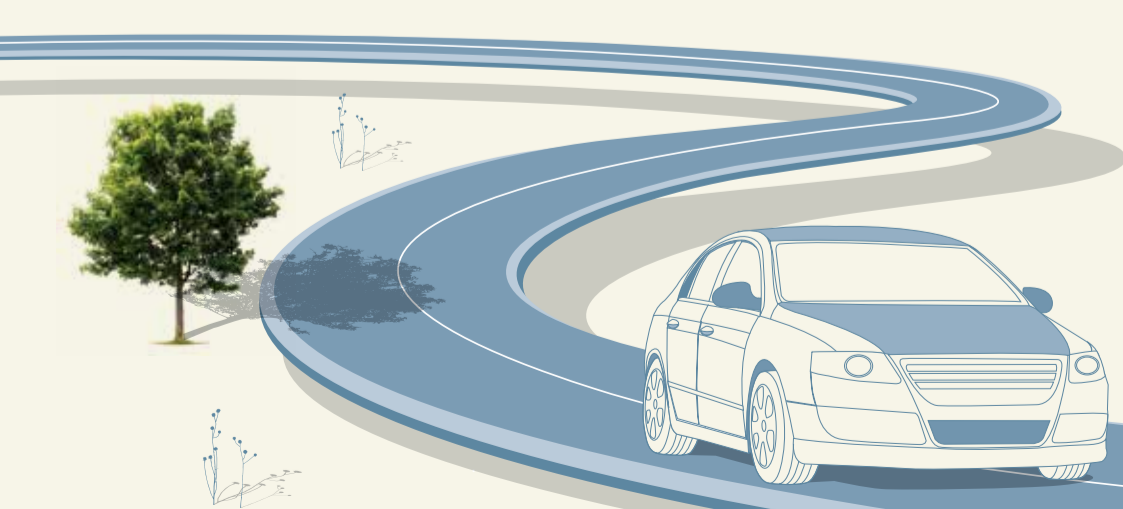
One out of every three clients were unable to access the full fuel rewards benefit due to not owning a DiscoveryCard. Development of new Vitalitydrive structures has focused on ensuring that all clients are able to access the maximum level of rewards.

5 Better claims experience of supported business

Clients that have both their motor and home cover with Discovery Insure ("supported" policies) have demonstrated much better claims experience than clients with unsupported policies (motor only). The claims ratio on supported business is 20 percentage points better than for unsupported business, facilitating higher fuel rewards.

As a result of these factors, the following enhancements have been made to the Vitalitydrive rewards:

- Increased fuel rewards at BP
- Introduction of an embedded Excess Funder Account
- Improved accessibility of rewards – without the need to have a DiscoveryCard
- Greater rewards for supported cover.



Account benefits to incentivise better driving

01 Vitalitydrive members now get up to 10% of their premiums paid into their Excess Funder Account each month

From 1 August 2012 Discovery Insure clients with Vitalitydrive will be given embedded Excess Funder Accounts. On a monthly basis a percentage of the policy's car insurance premium will be paid into the Excess Funder Account varying by Vitalitydrive status. The funds in the Excess Funder Account can be used to cover the car insurance plan excess in the event of a valid claim, or be withdrawn in cash after three years at 50c in the Rand.

This benefit does not apply to the Young Adult plan.

Percentage of car insurance premium paid into the Excess Funder Account every month



02 Vitalitydrive members now get up to 50% of their BP fuel spend back each month

From 1 August 2012, Vitalitydrive members can access greater fuel rewards. Vitalitydrive members with their car and home insured with Discovery Insure automatically qualify to get 20% of their BP fuel spend back each month.

Once they complete and pass the Tiger Wheel & Tyre Annual MultiPoint check, their fuel reward is increased to 50% of their BP fuel spend.

If the Vitalitydrive member does not have home insurance with Discovery Insure, the automatic fuel reward is 10%, and the increased reward is 25%.

These enhancements represent a significant increase in rewards for existing Vitalitydrive members:

- Two out of every three existing members will be better off immediately.
- The remaining members will also be better off by simply completing and passing their Tiger Wheel & Tyre Annual MultiPoint check, or by adding their home insurance. The 8% of members who get fuel rewards at non-BP fuel stations would need to fill up at BP to maximise their fuel rewards.

Get 50% of your BP fuel spend back

INSURE YOUR CAR AND HOME AND ACTIVATE Vitalitydrive

INSURE YOUR CAR AND ACTIVATE Vitalitydrive

You automatically get 20% cash back on your monthly BP fuel spend

Complete and pass the Tiger Wheel & Tyre Annual MultiPoint check

You get 50% cash back on your BP fuel spend every month

Boost your Excess Funder Account and double your fuel rewards to 100%

You automatically get 10% cash back on your monthly BP fuel spend

Complete and pass the Tiger Wheel & Tyre Annual MultiPoint check

You get 25% cash back on your BP fuel spend every month

Boost your Excess Funder Account and double your fuel rewards to 50%

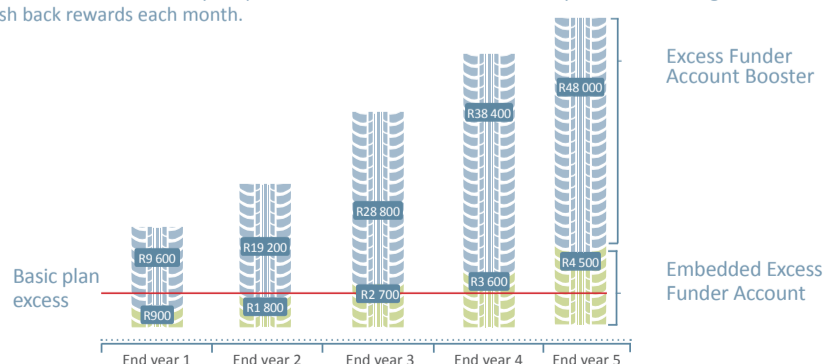
Your monthly fuel rewards are based on your number of DQ Points earned.

03 Vitalitydrive members can boost their Excess Funder Account and double their BP fuel rewards up to 100%

The Excess Funder Account Booster gives Vitalitydrive members the choice to have their fuel rewards doubled and paid into their Excess Funder Account. This means that **members can now get up to 100% of their BP fuel spend back** by activating the Excess Funder Account Booster option.

The Excess Funder Account in action

The member has a monthly car premium of R750, an Advanced Vitalitydrive status and gets R400 in fuel cash back rewards each month.



As the Excess Funder Account balance grows, members can increase their car excess and reduce their premiums without increasing their risk exposure.

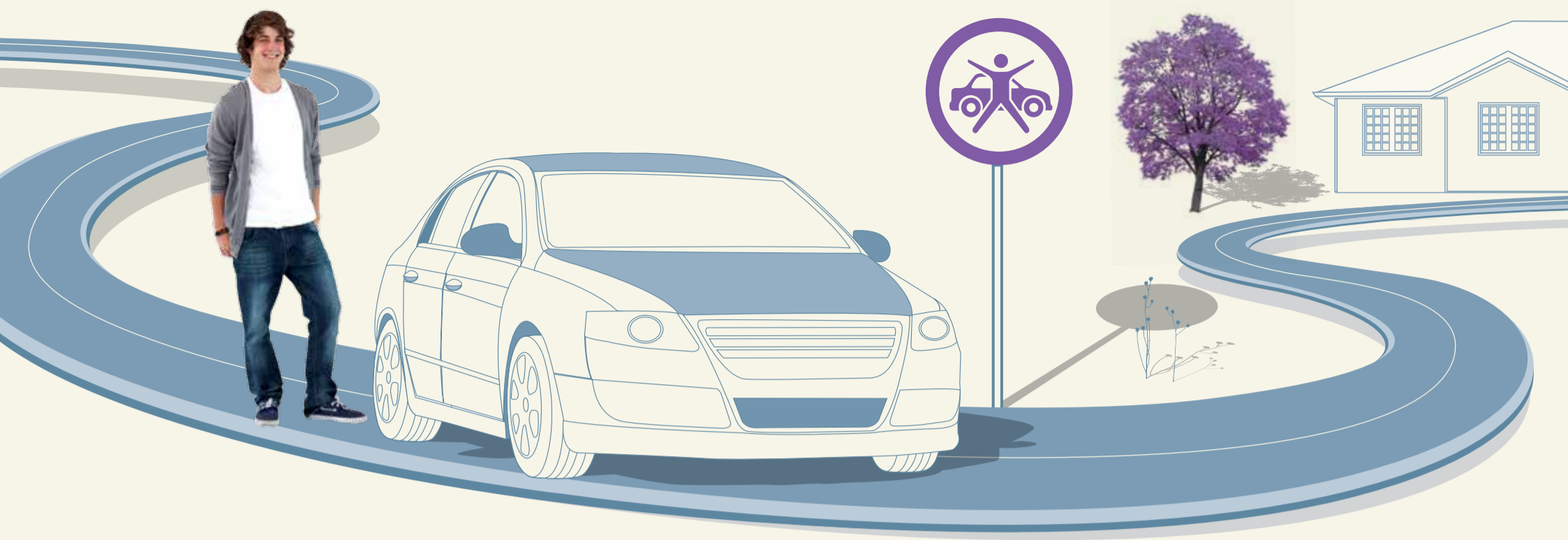
04 Vitalitydrive members also get 10% discount at Tiger Wheel & Tyre

Tiger Wheel & Tyre is a network of tyre fitment centres across Southern Africa, specialising in performance wheels and the world's best brands of tyres at affordable prices.

Members get a 10% discount for all purchases at Tiger Wheel & Tyre, subject to a monthly limit.

Technical details: rewards structure effective from 1 August 2012

1. Your monthly fuel rewards are based on your BP fuel spend and the number of DQ Points you earned.
2. Each DQ Point you earn entitles you to get rewards on R1 of fuel spend at BP.
3. The total insured value of your buildings and/or household contents must be greater than R250 000 to get the automatic 20% cash back on your fuel.
4. Your Tiger Wheel & Tyre Annual MultiPoint check will cost R95.
5. The DiscoveryCard retail partner rewards and Vitalitydrive local travel rewards fall away from 31 July 2012.

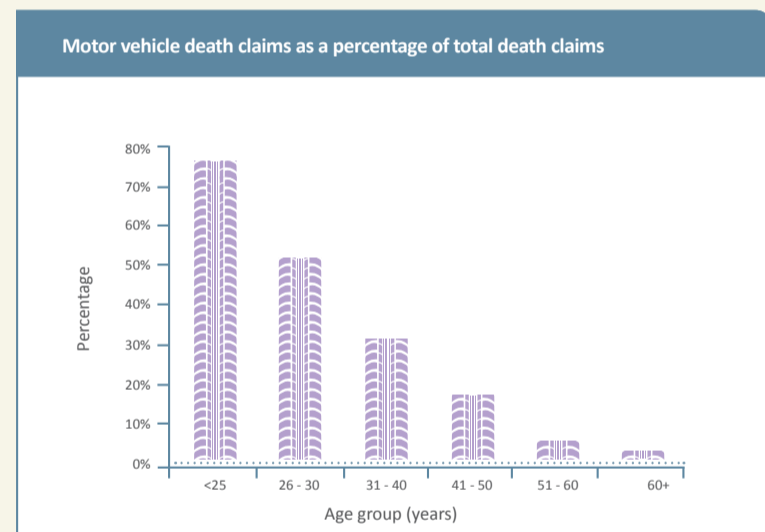
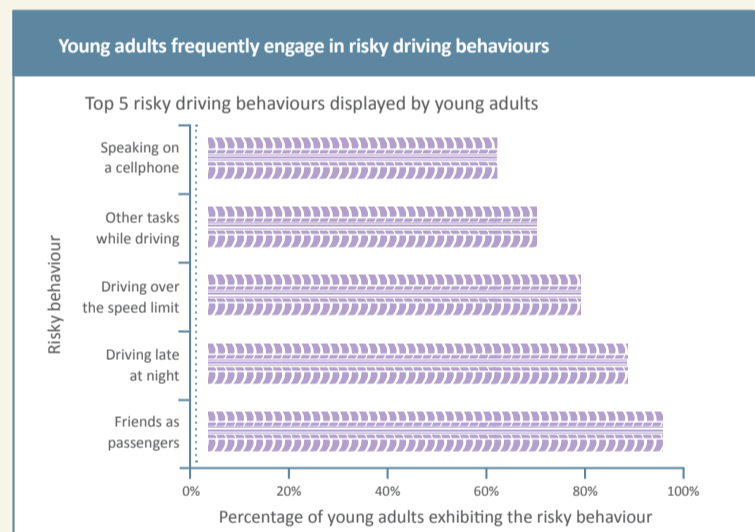


Young drivers get unprecedented rewards for driving well with the Young Adult plan

High-risk driving behaviours, a lack of driving experience and general awareness around the risks of driving all contribute to significantly higher accident rates among young adults. For every 100 accidents experienced by drivers in the 61-65 year old age band, young adults experience 150.

The societal costs associated with these accident rates are substantial:



- One in three hospitalisations for motor vehicle accidents involve young adults, more than double the frequency of other age groups
- Motor vehicle accidents account for approximately 75% of deaths among young adults, and young adult deaths account for 54% of all deaths from motor vehicle accidents.

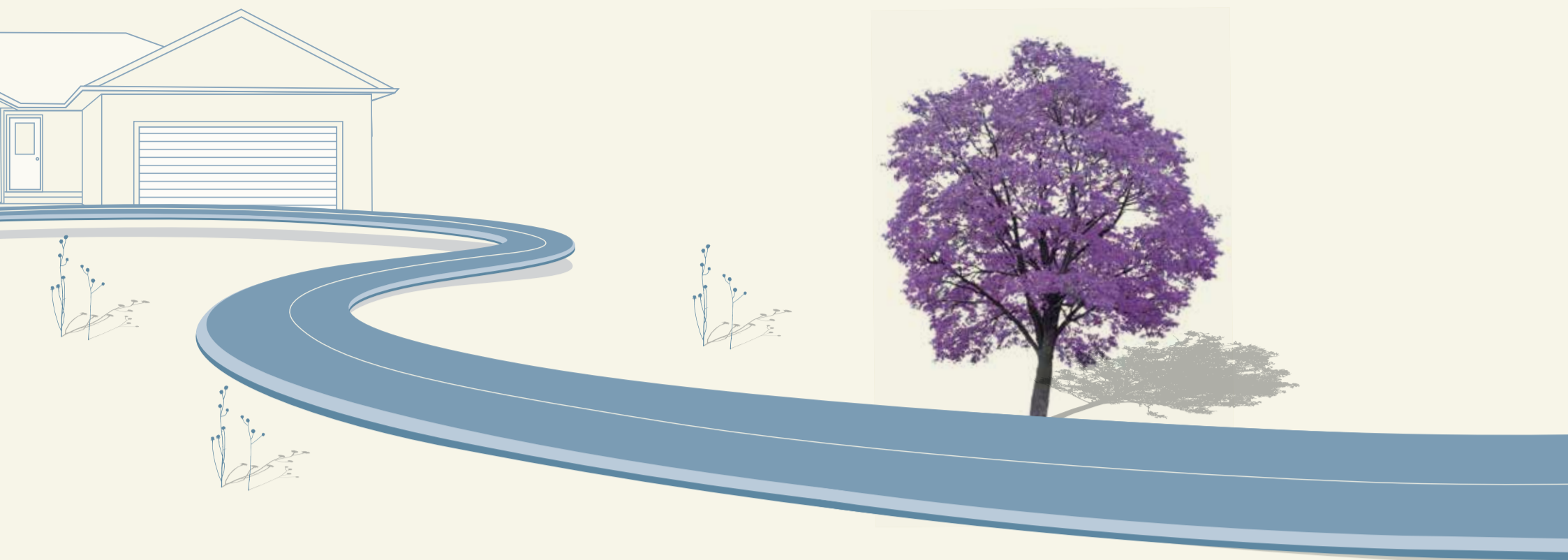


Historically, insurers have dealt with these issues by penalising young adults through higher premiums, based purely on their age rather than their driving behaviour. Discovery Insure has taken a different approach.

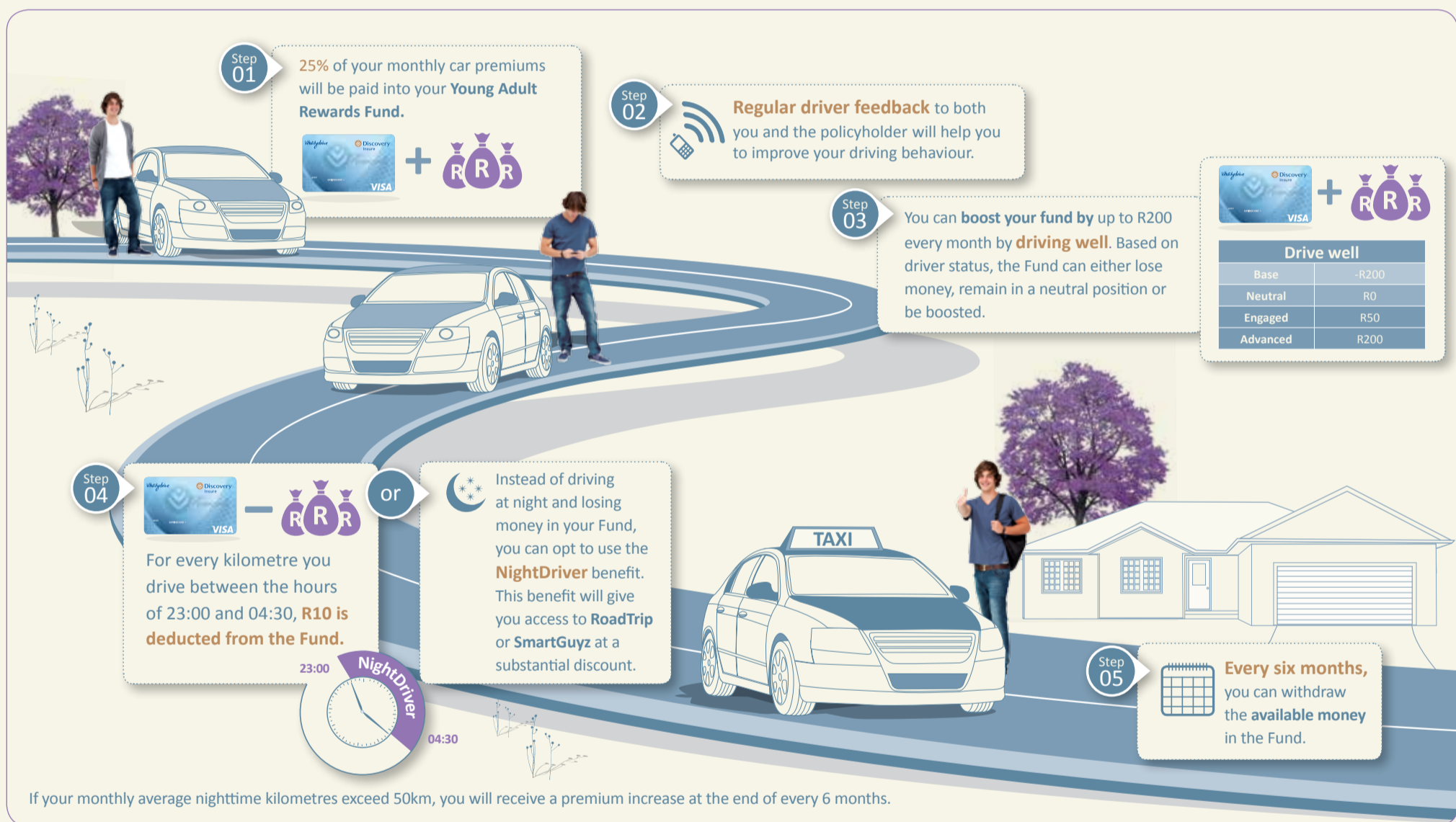
We launched the Young Adult Contract to incentivise young adults to improve their driving behaviour and have seen positive results to date. Young adults that have signed our Young Adult Contract have a 33% lower claims experience than young adults that have not. Drawing on our initial results and the concept of behavioural economics, the Discovery Insure Young Adult plan offers all young drivers that select the plan substantial rewards for driving well.

The Discovery Insure Young Adult plan

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 • Discovery Insure takes account of the reduced risk observed in young adults who have elected the Young Adult plan.
- 
 • Young adults are encouraged to engage in Vitalitydrive, earning up to 50% of their fuel spend at BP back in cash.
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 • An amount equal to 25% of the young adult's monthly car insurance premiums for a six-month period is deposited in the Young Adult Reward Fund.
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 • The Young Adult Reward Fund increases or decreases by up to R200 each month based on the young adult's Vitalitydrive status. The Fund also decreases by R10 for every kilometre driven between 11pm and 4:30am. The available balance in the Young Adult Reward Fund can be withdrawn at the end of each six-month period.
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 • Young adults have access to the NightDriver benefit, which gives them discounted home drive services from a network of providers, preserving the balance in their Reward Fund and ensuring that they travel home safely.

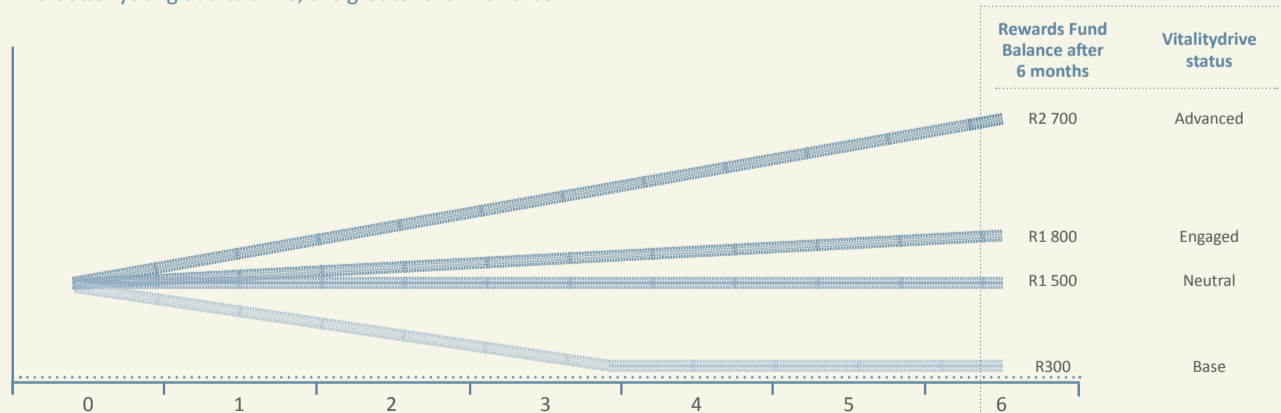


Young Adult plan in action: Young drivers can get 25% of their car insurance premium back and additional rewards for driving well



Case study: Young Adult Rewards Fund progression

The better young adults drive, the greater their rewards



Case study assumptions:

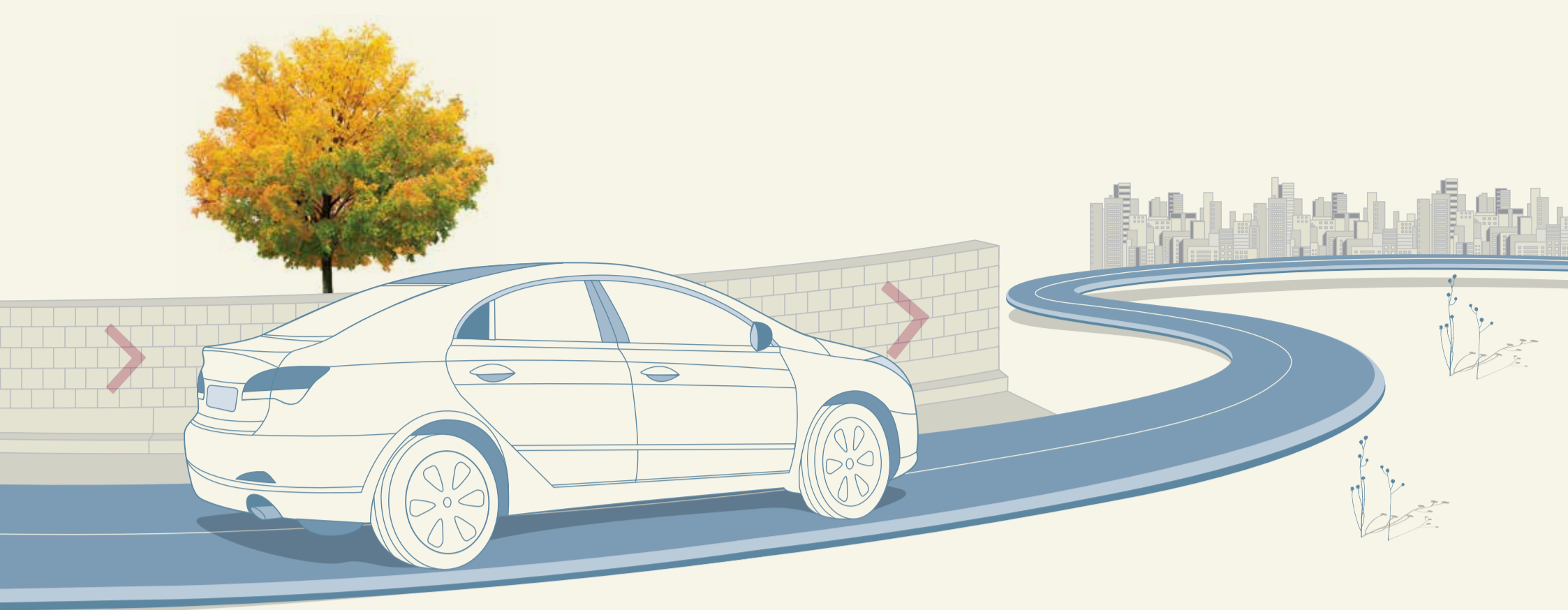
- The young adult has a monthly car insurance premium of R1 000 per month
- The initial Young Adult Rewards Fund is R1 500 based on 25% of six month's car insurance premium

Note: For each driver status shown, it is assumed that this is maintained over the six month period. The example does not include night driving. If the young adult were to drive at night between 23:00 and 04:30, their fund would decline by R10 for every kilometre driven during this time, regardless of driver status.

Key insights into young driver attitudes and perceptions

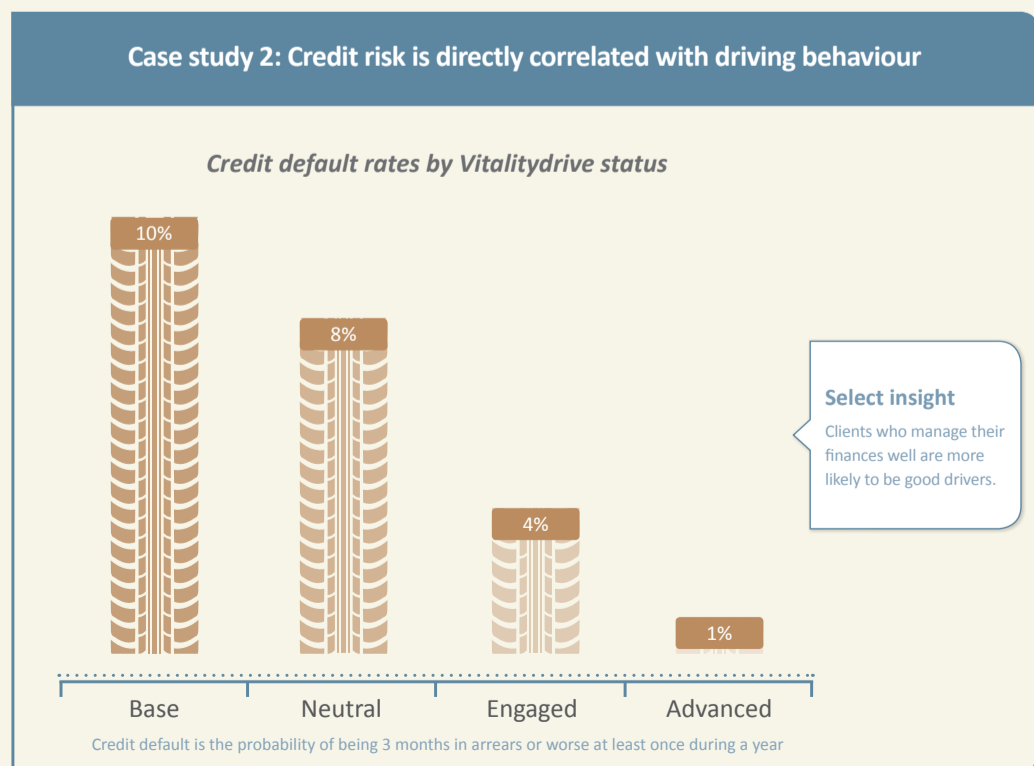
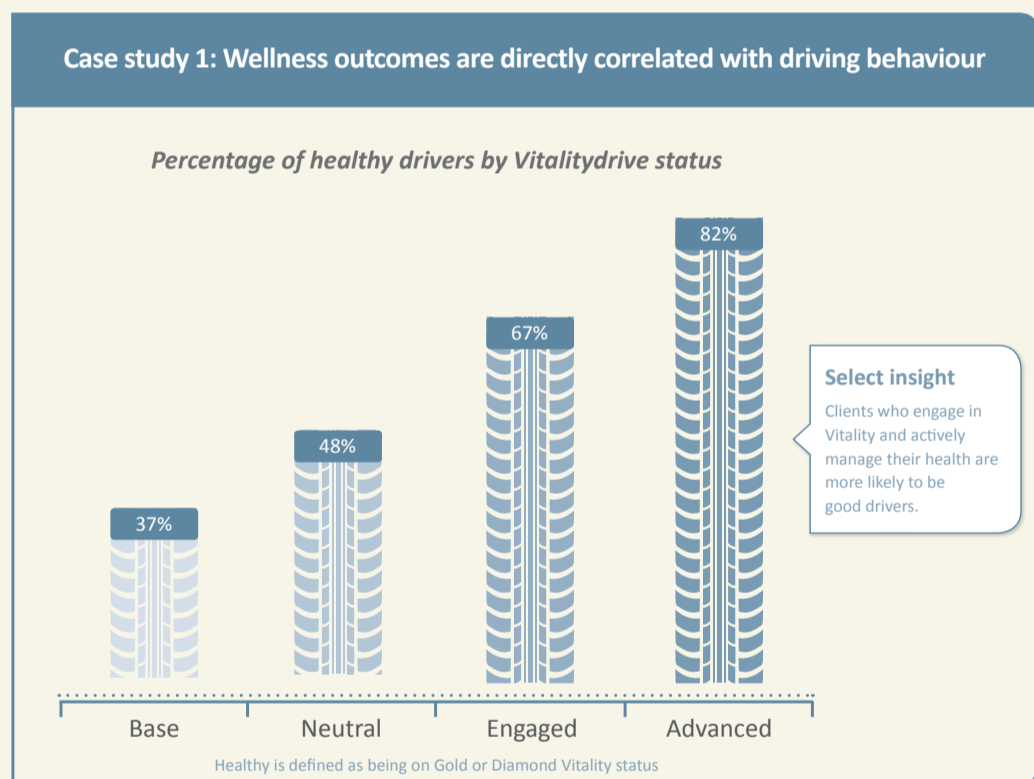
- Nine in Ten young adults think they are above average drivers despite one in three reporting having accidents.
- Despite the disproportionately high accident rates among young adults, parents were not particularly concerned about their children's driving – the main concerns expressed were other drivers and the risk of theft and hijacking.
- Young adults place significant value on receiving feedback on their driving – 70% were in favour of telematics technology and getting regular feedback on their driving behaviour.

To find out more refer to our Discovery Insure paper: Insights into young adult driver behaviour.



Discovery Insure **Select** clients can get up to 25% off their insurance premiums

Discovery is uniquely positioned to leverage “big data”. With access to a wealth of client information from across the spectrum of Discovery products, Discovery is able to understand and price risk more accurately. By leveraging data from across the group, Discovery Insure is able to draw meaningful insights into the underlying drivers of insurance risk. Clients that meet the automatic Select criteria will benefit from a 5% premium reduction. Based on their individual risk attributes, further premium reductions of up to 25% will automatically be generated as part of the quote process.



McKinsey Global Institute



Big data: The next frontier for innovation, competition, and productivity

“Big data” refers to datasets whose size is beyond the ability of typical database software tools to capture, store, manage and analyse.

Big data – a growing torrent

- 40% projected growth in global data generated per year vs 5% growth in global IT spending
- 30 billion pieces of content shared on Facebook every month
- 5 billion mobile phones in use in 2010

Examples of big data generating significant financial value across sectors

1. US healthcare

- \$300 billion value per year – more than double the total annual health care spending in Spain
- Approximately 0.7% annual productivity growth

2. European public sector administration

- €250 billion value per year – more than the annual GDP of Greece
- Approximately 0.5% annual productivity growth

3. Global personal location data

- More than \$100 billion revenue for service providers
- Up to \$700 billion value to end users

4. US retail

- Over 60% increase in net margin possible
- Approximately 0.5 – 1.0% annual productivity growth

5. Manufacturing

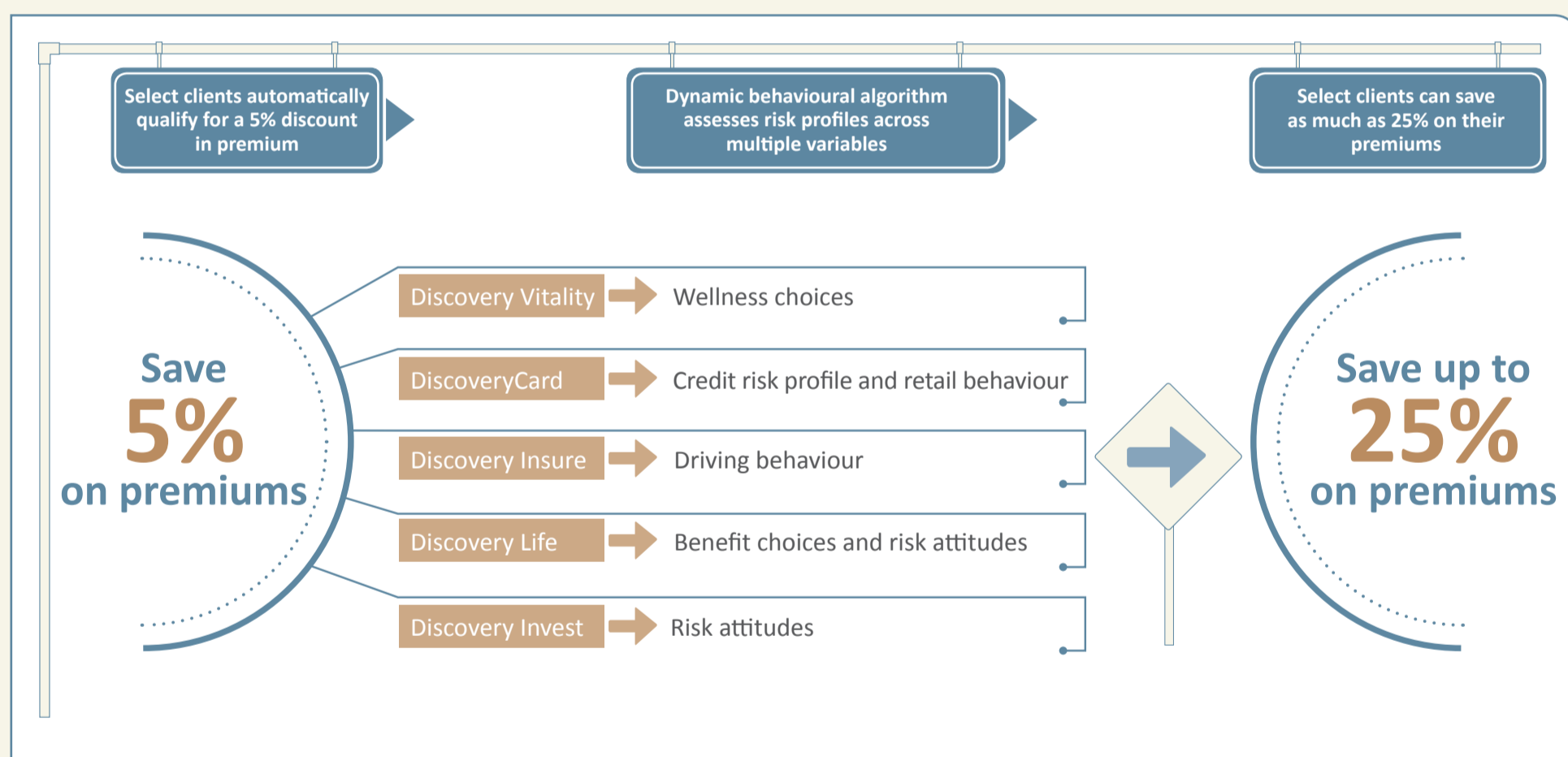
- Up to 30% decrease in product development costs and assembly costs
- Up to 7% reduction in working capital

Source: McKinsey Global Institute

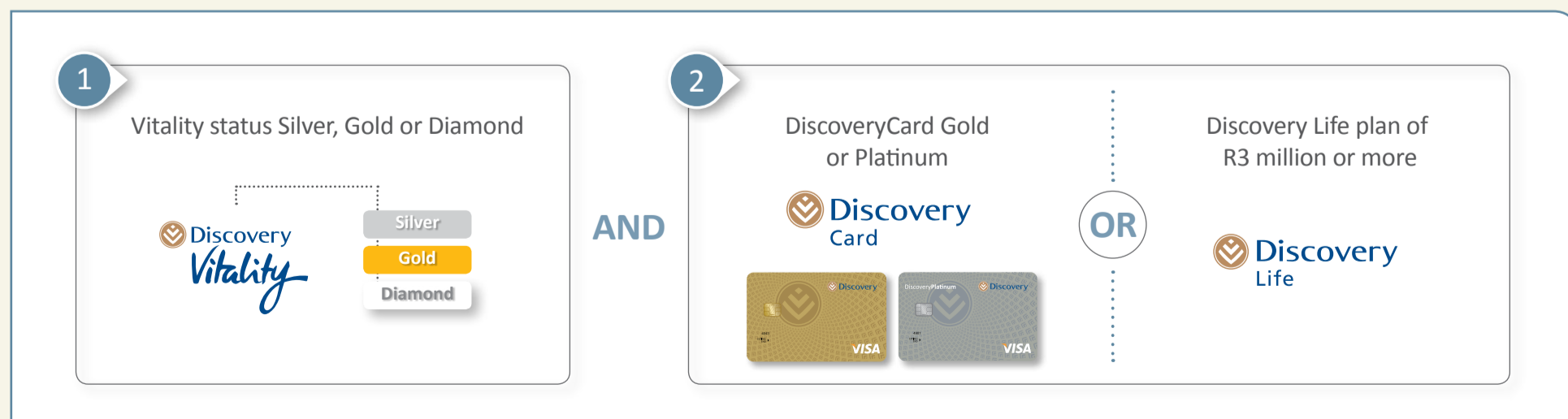


By leveraging cross-company data and using advanced analytic techniques, Discovery Insure can offer a client-specific discount of between 5% and 25% for Select clients

Select client pricing model



To qualify for Select pricing, a client must fulfil two criteria





SmartService provides hassle-free access to benefits and services

Key service performance metrics

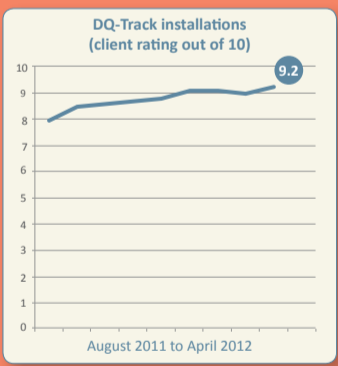
Discovery Insure's comprehensive product offering is backed up by a commitment to provide the highest levels of personalised service to clients. We measure and rate each client interaction to identify areas where we can improve our service offering – to date the results have been encouraging:



New business

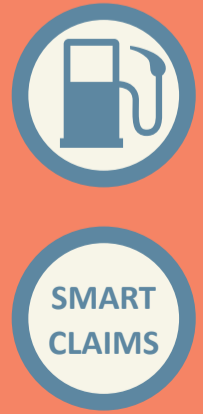
Over 16 000 Discovery Insure plans have already been activated.

- 84% of new business applications are finalised within 4 hours
- 96% of underwriting is completed within 4 hours



DQ-Track installations

Over 20 000 DQ-Track installations have been completed by our experienced team of Discovery Insure technicians. The DQ-Track installation is the physical manifestation of the Discovery Insure product – a significant focus is placed on the overall client experience; clients currently rate the experience at over 9 out of 10 and we continue to see a positive trend in satisfaction levels.



Access to rewards and benefits

The Discovery Insure product platform provides comprehensive benefits and financial rewards for driving well through Vitalitydrive:

Rewards

- Over R8 million paid out in Vitalitydrive rewards
- Over R4 million held in Excess Funder Account balances to fund car excesses.

Claims

- Over R60 million paid out in claims.

Stolen vehicle recovery

- 76% of stolen vehicles recovered by DQ-Track.

FastTrack Claims

FastTrack-approved items will be replaced (or reimbursed in cash if unavailable) within 24 hours in Gauteng or 48 hours in other metropolitan areas.



FastTrack-approved items include a range of electronic portable possessions, such as:



e-Readers



Tablets



Laptops



GPS devices



Cameras



Smartphones



MP3 players



The FastTrack claims promise

If we fail to deliver on our promise, we will waive the excess on your claim.



Keeping you and your family safe on the road

At Discovery Insure we place significant emphasis on ensuring the safety and protection of the entire family unit. Through DQ-Track we provide our clients with state-of-the-art vehicle and passenger safety features:



VehicleProtector

- Nationwide vehicle tracking and recovery
- Automatic detection of battery tampering
- Ensures real-time communication link with DQ-Track
- Available to all Discovery Insure clients with Vitalitydrive.



Tripmonitor

- If requested, we will contact clients at regular intervals during their journey to make sure that they are safe and on course to reach their destination
- Available to all Discovery Insure clients.



Keeping your family safe

- Clients can locate their vehicle in real time using SMS functionality
- Clients can select preferred areas on DQ Mapper and will be notified every time a family member leaves and enters the preferred area
- Available to all Discovery Insure clients with Vitalitydrive.



Emergency roadside assistance

- Discovery Insure provides a suite of emergency roadside assistance benefits to all our clients including: jump-starting a car, changing a flat tyre, delivering up to 10 litres of fuel if a client has run out and locksmith services if a client has locked their keys inside their car
- Available to all Discovery Insure clients.



FamilyProtector

- Clients can purchase a panic button at a once off cost. When this button is pressed, we will immediately send out security services to their vehicle location
- Clients can access BusinessSupport which enables them to mark their business trips and produce a report for SARS purposes
- In addition to standard viewing features, satellite images can also be viewed on DQ Mapper
- Optional for all Discovery Insure clients with Vitalitydrive.



ImpactAlert

- Provides emergency medical assistance in severe accidents
- Emergency medical assistance providers will have access to Discovery Health Medical Scheme members' health information
- Available to all Discovery Insure clients with Vitalitydrive.



NightDriver from Discovery Insure

Based on the telematics data gathered through DQ-Track, our experience shows that clients are nine times more likely to have an accident while driving late at night, than during other times of the day. The NightDriver benefit has been designed to provide access for all Discovery Insure clients with Vitalitydrive to a network of accredited home drive services. Clients will have two options for activating and making use of the NightDriver benefit:

01

Clients can subscribe to RoadTrip or SmartGuyz and receive a discounted monthly subscription fee based on their Vitalitydrive status. Depending on the package, clients will be charged a monthly fee and receive an allocated number of kilometres to use each month. If clients exceed their allocated kilometres they will be charged for each kilometre thereafter. Clients will receive discounts of up to 25% based on their Vitalitydrive status:



Discounts based on Vitalitydrive status	
Base	10%
Neutral	15%
Engaged	20%
Advanced	25%

The discount will be determined monthly based on the client's Vitalitydrive status at the time of billing.

02

Clients who elect not to take out a subscription will be able to contact SmartGuyz at any time and pay a flat fee of R100 for assistance. The first 10 kilometres are included in this fee with normal tariffs applying per kilometre thereafter.

Clients will not need to register for this benefit and can simply call SmartGuyz when needed. SmartGuyz will verify that clients are Vitalitydrive members and accept cash only for this service.

For both options clients and their cars will be fetched at their location and driven to their homes. NightDriver is available in the larger metropolitan areas to all Discovery Insure clients with Vitalitydrive.





Marketing support

Discovery Insure iPad app:

Digitalising the advice process for Discovery Insure financial advisers

Discovery Insure has developed a unique iPad application to assist financial advisers in advising their clients. The Insure iPad app will guide you through the key features of the Discovery Insure product platform and provides a completely digital new business process.



An end-to-end advice tool

You will be able to produce and activate a quote from start to finish using the Discovery Insure iPad app. Our app will enable you to initiate the underwriting process and manage your existing quotes in a user friendly manner which will save you time.



Use the application to explain our rewards offering

By answering a few questions about driver behaviour and insurance risk, clients are able to see their illustrated rewards by engaging with Vitalitydrive. These reward savings are shown on their iPad quotation, which makes it easy for clients to see the value of taking out a Discovery Insure plan with Vitalitydrive.



Provide your client with a quote

Our iPad app takes the client through a journey showing our state-of-the-art vehicle and passenger safety features, unique benefits and services. Clients will be able to navigate their way through our services and features in a way that will leave a lasting impression. In addition, the iPad app contains detailed product information to help you answer all technical questions.

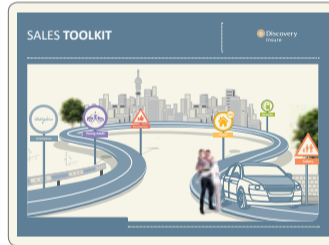


Manage existing quotes

The iPad app makes it easy for you to manage your existing quotes in a seamless and easy to use manner. You will be able to view and edit existing quotes at any time.



Sales toolkit for financial advisers



The Discovery Insure sales toolkit highlights key product features and contains the necessary technical details to assist you in presenting and explaining our complete benefits and rewards structure to your clients. The toolkit contains several summary one page documents to show your clients the value of Discovery Insure.



New Discovery Insure Plan Guide



The new Discovery Insure Plan Guide is easy to read and user friendly. It explains our product offering benefits and terms and conditions in a simple way that makes it easy for you to advise your clients.

The new Plan Guide comes into effect on 1 August 2012.

Discovery Insure product enhancements

Our new user-friendly Plan Guide comes into effect on 1 August 2012. The changes below reflect the enhanced cover provided by our strengthened product offering.



Motor vehicles

- Territorial limits
 - Motor cover is expanded to include Zambia and Malawi.
- Use of vehicle
 - Private and professional use is combined into one category.
 - Business use now includes occasional use for the carrying of goods for business or trade purposes.
- Cover for retail and market value options
 - All vehicles less than 12 months old will be covered for full replacement value without the requirement to be the first registered owner.
- Partial comprehensive cover
 - This definition has been removed from the Plan Guide. Vehicles that do not adhere to the minimum security requirements only have third party liability cover.



Portable possessions

- Territorial limits
 - Electronic devices, motorised equipment and personal liability are covered worldwide.
- General clothing and personal effects
 - The following items are covered in this section up to the section limit:
 - Sporting equipment.
 - Jewellery and watches.
 - Furs and leather jackets.
 - Sunglasses, contact lenses and spectacles.
- Stamp, medal and coin collections
 - These items are now covered up to their sum insured.
- Caravans and camping equipment
 - These items are now covered under the portable possessions section which includes worldwide territorial cover.
- The following restriction has been removed:
 - Hidden in a locked boot or compartment forming part of a locked vehicle. However, visible, violent and forcible entry is still a requirement.
- The following restriction has been enhanced:
 - Tools used for professional or business purposes, unless specified.



Household contents

- Impact on dwelling caused by collapse of TV/ radio aerials, masts and satellite dishes is covered.
- Cover away from home

This cover has been enhanced to include whilst:

 - Inside a building where you temporarily live.
 - Temporarily inside an occupied private residence.
 - Deposited for safekeeping at any hotel, club, bank or safe deposit.
 - Inside a building of a business for the purpose of being made-up, altered, renovated, repaired, cleaned or dyed, excluding theft or attempted theft.
 - Inside a building where you are employed, with limited theft and attempted theft cover.
 - Being transported to or from a bank or safe deposit box.
- Goods in the open
 - Cover is provided for household contents while in the open at your dwelling up to R5 000.
- Trauma cover
 - We will cover you or your domestic staff for professional counselling after a fire, violent theft, attempted theft, hold-up or armed robbery.
- Personal documents
 - Cover is provided for replacement of identity documents, driver's licences and passports.
- Loss of water from leaking pipes
 - We cover for amounts owed to authorities subject to:
 - Water reading being at least 50% greater than the average of the last four readings.
 - Immediate steps taken to trace and repair the leak.
 - Cover is limited to two claims per year and is available to tenants as well as homeowners.
- Fire brigade charges
 - We cover reasonable costs charged by an authorised body for extinguishing a fire to prevent or reduce damage.
- Security guards
 - Cover is provided for up to 48 hours.
- Accidental damage
 - All allied audio visual equipment is covered in the standard cover in addition to television sets and any glass or mirror glass that forms part of any article of furniture.
- What can be insured under the household contents section of your plan:
 - Thatch, wood and other non-standard construction methods can be covered if agreed by way of an endorsement on the schedule.
- Groceries and household goods in transit
 - Cover is expanded to include other household goods and to include cover for theft of the vehicle.
- Business equipment and stock in trade
 - The limit has been increased to R50 000 and both benefits are no longer optional but included in the standard product offering.
- Sublimits apply for some events and items
 - The limits have been increased to the amounts shown in the benefit limit annexure
 - Theft or attempted theft from any outbuildings.
 - Jewellery and watches, when not in use and not locked in a securely locked wall safe or floor mounted safe, unless specified in the portable possessions section.
 - Pedal cycles, unless specified in the portable possessions section
 - Goods in the open.



Buildings

- Fire brigade charges
 - We cover reasonable costs charged by an authorised body for extinguishing a fire to prevent or reduce damage.
- Security guards
 - Cover is provided for up to 48 hours.
- Rent or alternative accommodation cover is not limited by time, but limited to up to 20% of the building's sum insured.
- Swimming pool filters and borehole pumps
 - We will cover accidental loss or damage to fixed filtration plant or water pumping machinery in domestic use at your building. We do not cover loss or damage from wear and tear or to automatic pool cleaners or similar equipment.
- Accidental damage to buildings
 - This optional cover is extended to the buildings and is not limited to fixed equipment.



Personal liability

- Legal liability resulting from a client's written contract with security companies and garden services is covered.
- Legal liability to any person resulting from wrongful arrest is covered.
- Cover has been extended to any person not being a family member normally living with or not employed by you other than your domestic staff.
- There is no excess applicable to personal liability claims.
- Cash cards and credit cards
 - Cash cards and credit cards are now covered in the personal liability section which includes worldwide territorial cover.
- Hole-in-one and full-house are moved to the personal liability section which includes worldwide territorial cover.



Watercraft

- This section has been rewritten to provide clarity and to include product enhancements such as the inclusion of sail boats and water skier's liability cover.



General

- Dispute resolution and time bar
 - The period to serve summons has increased to 12 months.
- Loss or damage caused by your own domestic pets
 - This plan exclusion has been removed and replaced with the same clause applying to the household contents and building section only.

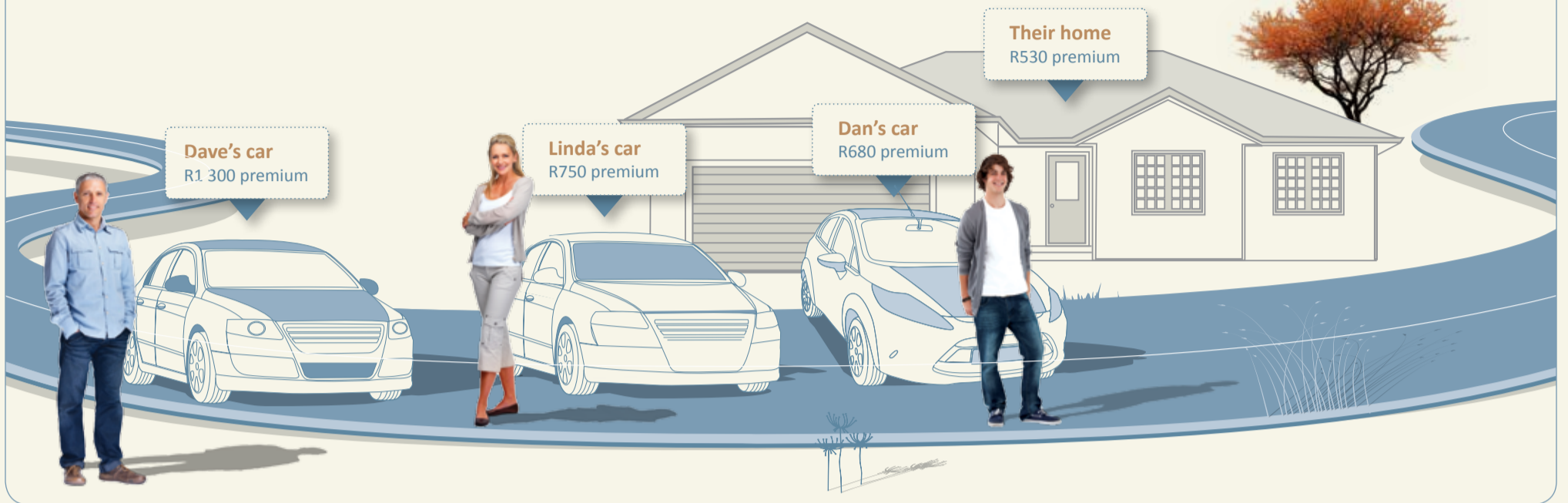


Motorcycles

- Three and four wheelers and quad bikes have automatic third party liability cover.

The Discovery Insure and Vitalitydrive product platform generates unprecedented value for clients

The case study of Dave, his wife Linda, and his son Dan illustrates the key benefits



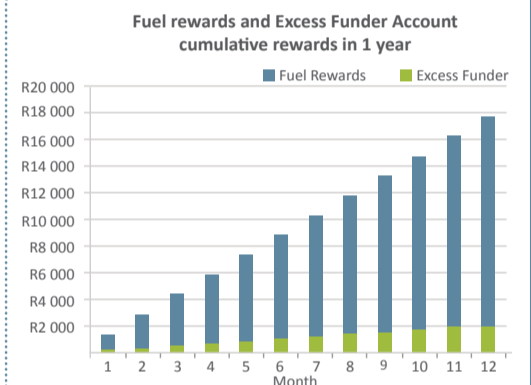
As Vitalitydrive members (R49 a month each), Dave's family gets 50% of their BP fuel spend back each month

Dave, Linda and Dan each earn DQ Points by:

- Completing and passing the Tiger Wheel & Tyre Annual MultiPoint check and verifying that their cars' service histories are up to date
- Completing their online Annual Driver Safety Review and Quarterly Quizzes
- Driving well (Linda drives better than Dave and Dan)

They fill up their cars at BP, each spending R1 000 per month on fuel.

	DQ Points earned	Monthly fuel rewards	Monthly Excess Funder
Dave	800	R400	R65
Linda	1 000	R500	R75
Dan	800	R400	R34



Dave earns total rewards on his plan of R17 688 (R15 600 of fuel rewards and R2 088 in his EFA), equivalent to 43% of his total premium, including Vitalitydrive.

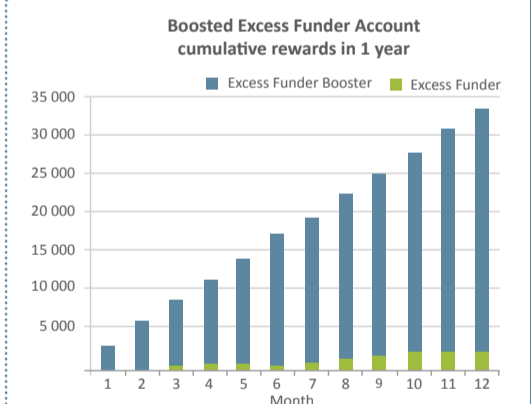


If Dave chooses The Excess Funder Account Booster option, his family's fuel benefits are doubled to 100%

If Dave activates the Excess Funder Account Booster option, 100% of their monthly fuel spend (up to their DQ Points limits) will be paid into their Excess Funder Account monthly, in addition to the embedded Excess Funder amount of up to 10% of their premium.

	DQ Points earned	Monthly Excess Funder	Monthly Excess Funder Booster
Dave	800	R65	R800
Linda	1 000	R75	R1 000
Dan	800	R34	R800

Dave can use his Excess Funder Account to increase his excesses on his plan to reduce his monthly premium. He can use the money in his Excess Funder Account to pay for his excess in the event of a valid Discovery Insure car claim, or he can take out 50% of the fund value after three years.



Dave earns total rewards on his plan of R33 288 (R31 200 EFA booster fuel rewards and R2 088 basic EFA rewards), equivalent to 81% of his total premium, including Vitalitydrive.



And if Dan is on the Young Adult Plan, he benefits from his own Young Adult Rewards Fund as well

Dave has elected the Young Adult plan for his son, Dan, who is 22 years old. By choosing this option both Dave and Dan receive regular driver feedback on Dan's driving. This feedback helps Dan improve his driving behaviour. Dave also has the peace of mind that his son is driving well and has less chance of being involved in a car accident.

Each month 25% of Dan's motor insurance premium is paid into his Rewards Fund. Dan manages to get to Advanced driver status in his third month and maintains this status thereafter. Throughout the six month period Dan had two late night journeys where he drove himself, which resulted in 45 kilometres of night time driving. Dan also used NightDriver on several occasions, which limits his nighttime driving kilometres and makes Dave even happier knowing that his son is safe while on the roads late at night.

At the end of six months Dan has R1 470 in his Young Adult Rewards Fund that he gets to spend immediately. This replaces Dan's R34 monthly Excess Funder reward included in the case studies above. This amount is made up as follows:

- 25% of premium per month : $25\% \times R680 \times 6 = R1\ 020$
- Vitality status booster: $R50 \times 2 + R200 \times 4 = R900$
- Nighttime driving: $45 \text{ kilometres} \times R10 = -R450$

