



# Momentum Interactive

## Guide

Momentum Interactive is a voluntary membership and rewards programme for Myriad policyholders.

Based on additional information that you give us on risk rating factors that aren't normally used with life insurance underwriting, we evaluate your insurance risk more accurately. You give this information when you join and then every three years.

Momentum Interactive membership gives you benefits such as:

- Myriad premium discounts on qualifying benefits based on your rating factor results.
- A guaranteed premium discount for you if you are a Multiply Premier member.
- Spare Cover, the option to increase your cover without any medical examination.
- Cover Switching, the option to switch cover from one benefit to another with limited medical examinations.

The rest of this guide explains the features and rules of Momentum Interactive and how you can benefit from it.

## What are active rating factors?

We use active rating factors to determine your discounts. We split active rating factors into medical and non-medical rating factors for each insured life.

Medical active rating factors	Non-medical active rating factors
BMI (Body Mass Index – weight to height ratio)	Marital status
	Education
	Regular debit order payment

## First assessment of the active rating factors

### New policy

If a Myriad benefit is linked to Momentum Interactive from the start date, we'll assess the active rating factors as part of the normal underwriting process. We'll always pay the costs of the initial assessment as part of the new business underwriting requirements.

### New benefit on an existing policy

If the insured life has an existing benefit linked to Momentum Interactive already and you want to link a new qualifying benefit, we'll need to assess their active rating factors again. We'll only update the Momentum Interactive discount on existing linked benefits if the assessment results improved.

### Discount and start date

If an insured life submits the assessment results after the policy has started, we'll apply the discount only in the next month. We'll send the insured life a letter with the assessment results.

If you pay your premiums yearly and the insured life gives us the test results after the policy started, you won't get the discount for the first year. The discount will only be applied after the first policy anniversary date. (Also refer to the section on reassessment of the active rating factors below.)

If you qualify for a premium discount at the start of a qualifying benefit, such as death or disability benefits, you'll always pay less than the contractual benefit premium if you keep your Momentum Interactive membership, pay your premiums on time and submit reassessments on time. All qualifying benefits on the policy that are linked to Momentum Interactive will get the same discount percentage.

### Reassessment of the active rating factors

We continuously measure active rating factors through an online health questionnaire and other requirements we may

set from time to time. The insured life on your policy has to complete the questionnaire every three years for you to keep the discount. We'll let the insured life know three months before the reassessment date if their assessment results are about to expire.

Once the insured life completes the reassessment questionnaire, we'll apply the premium discount and it will stay the same for three years for each insured life until the next reassessment date.

We guarantee that the premium discount based on the results from the questionnaire will stay the same as before the reassessment, unless the rating factors have improved. If the results improved, we'll apply it to improve the discount, where applicable. This guarantee is only for the standard Momentum Interactive discount, and doesn't apply to the discount for Multiply Premier members.

If the insured life didn't complete the reassessment questionnaire (or the Multiply Health Assessment instead for Multiply Premier members) you won't qualify for any Momentum Interactive or Multiply discounts and features any longer. If the insured life completes the questionnaire later after the reassessment date (but within a year of expiry), we'll only reinstate discounts in the month after we received the results. If the insured life submits the reassessment requirements more than a year after the reassessment due date expires, we cannot guarantee the same level of discount that applied before the expiry date and we reserve the right to update the active rating factors.

There is only one reassessment date for an insured life, irrespective of the start date of a specific benefit or policy. All stand-alone benefits will have the same reassessment date because all reassessment dates for a specific life assured is pushed forward by three years every time new assessment results become available.

If you increase your benefit amount, we'll move the reassessment date forward by three years from the date on which the additional cover starts. We don't move the reassessment date due to automatic voluntary benefit or premium increases.

### Voluntary assessments

The insured life can submit voluntary assessment results if any of their rating factors improved. We'll move the reassessment date forward by three years from the date on which we receive the results.

## Momentum Interactive features

Momentum Interactive features include:

- a premium discount based on the assessment results of your active rating factors (medical and non-medical);
- a guaranteed 15% new business discount for qualifying premiums from R5 000 per month as well as for all business insurance cases;
- a guaranteed premium discount for Multiply Premier members (based on the Multiply Premier status, physical activity level and Healthy Heart Score of the insured life);
- Spare Cover; and
- Cover Switching.

With Momentum Interactive you can save a significant amount of money on your premium. It will also make it easier if you want to switch or add cover later on, with limited medical underwriting.

### Standard assessment-based premium discount

We'll reward you with premium discounts for all the insured lives on your Myriad policy based on the assessment results of the medical and non-medical active rating factors of each insured life.

Each active rating factor has a discount percentage value based on a set of rules. We'll add all the percentages together to give the total assessment-based premium discount on the policy for each insured life.

### Medical active rating factor

The medical active rating factor is body mass index (BMI). Body mass index is a calculation of the insured life's weight relative to their height and gives an indication of the percentage of fat in their body. To calculate BMI, weight (in kilograms) is divided by height (in metres) squared.

The discount for BMI depends on the BMI range of the insured life as set out in the table below.

#### Example

A male client who is 1.81m tall and weighs 102kg has a BMI of  $102/1.81^2 = 31.1$ , qualifying for a 2.5% discount on the medical rating factor.


$$\text{Body Mass Index} = \frac{\text{Weight (kg)}}{\text{Height}^2 \text{ (m)}}$$

Figure 3: BMI formula

BMI	Discount
Less than or equal to 18.5	0%
Greater than 18.5 and less than or equal to 21	5%
Greater than 21 and less than or equal to 25	10%
Greater than 25 and less than or equal to 28	7.5%
Greater than 28 and less than or equal to 31	5%
Greater than 31 and less than or equal to 34	2.5%
Greater than 34	0%

Table 1: BMI criteria and discounts

\*As part of the initial assessment for Momentum Interactive we will also measure blood pressure and total cholesterol for data gathering purposes – although these factors will not be used in calculating clients' medical discounts.

## Non-medical active rating factors

Non-medical active rating factors	Discount
Marital status	2.5%
Education	2.5%
Regular debit order payment	5%

### Marital status

- Married insured lives will get an additional 2,5% discount.

### Education

- We'll give you an additional discount if the insured life has a minimum four-year degree or is a professional when you take out a new policy with us. This discount is on an insured life level.
- If another policy is taken out for the same insured life and the education on the new policy is better than that of the existing policy, we'll update the education active rating factor for the Momentum Interactive discount on the existing policy as well.

### Regular debit order payment

- We'll reward you upfront with a discount when you take out a new policy with us. This discount is to reward good premium paying habits and will remain on the policy if you keep paying your premiums regularly. This discount will fall away if you miss a premium on that particular policy (missed debit order).
- If you miss a premium, we'll remove the discount from the first of the month following the date we received the unpaid debit order notification from your bank.
- The regular debit order payment discount is on a policy contract level. We'll only add the premium history discount back to the policy once you've paid premiums for five consecutive years without missing another regular premium payment.
- We won't add it back to the policy when the insured life does his online reassessment or you add a new benefit to the policy.
- If you take out a new policy we'll apply the premium history discount to the new policy until we receive the first unpaid premium notification from your bank for the new policy.

### Guaranteed new business discount

- New Myriad policies will qualify for a guaranteed 15% discount when:
  - the contractual premiums for qualifying benefits are linked to Momentum Interactive and these premiums are greater than or equal to R5 000 per month; or
  - it's a qualifying business insurance policy.
- This 15% discount will apply for three years and doesn't apply to any other policies you may have with Momentum.
- The insured life on the benefit linked to Momentum Interactive must keep their membership throughout the three years for you to keep this guaranteed discount. We won't change or move this guaranteed three-year discount period forward if you change your policy.
- At the end of the three years, your discount will be based on the standard Momentum Interactive assessment results valid at that time. If the Interactive discount based on the rating factors is higher than the guaranteed 15% new business discount at any time, the higher of the discounts will apply.












## Guaranteed discount for Multiply Premier members

If the insured life is a Multiply Premier member and his or her benefit is linked to Momentum Interactive, you'll get a guaranteed premium discount based on the wellness rating factors listed below:

- Healthy Heart Score
- Physical activity (Active Dayz™ or fitness level)
- Multiply Premier status

Multiply may change these rating factors from time to time. We display the discounts you may qualify for in the table below:

Healthy Heart Score	Physical activity level (Average Active Dayz™ / Fitness assessment level)	Bronze	Silver	Gold	Platinum	Private Club*
 Green  Amber  Red	<b>MaxFit</b> (Requires a fitness assessment level 5 result.) Level 5	20%	25%	30%	40%	60%
 Green  Amber  Red	12+ p.m. or Level 4	15%	20%	25%	30%	40%
	8+ p.m. or Level 3	10%	15%	20%	25%	30%
 Green  Amber  Red	4+ p.m. or Level 2	5%	10%	15%	20%	25%
	0+ p.m. or Level 1	5%	10%	15%	20%	25%

### Healthy Heart Score

We calculate a Healthy Heart Score for all Multiply members who go for a health assessment. This includes Myriad insured lives with Momentum Interactive who are also Multiply Premier members.

Multiply reviews these factors from time to time. Currently we calculate a Healthy Heart Score using a member's:

- gender;
- age;
- blood pressure;
- glucose level;
- cholesterol level; and
- smoker status.

Your Healthy Heart Score tells us in which category your heart's health falls: green, red or amber. We'll use this score to determine the Healthy Heart Score discount level you qualify for in the table above.

At the end of December every year we'll use the valid Healthy Heart Score for all insured lives to determine the Healthy Heart Score discount level for the next calendar year. If the insured life does a health assessment in the next calendar year, we'll update the value used for the Healthy Heart Score discount during that year only if it's better than the score from the December check.

### Physical activity

Physical activity consists of two categories: Active Dayz™ and the fitness level assessment. The better of the two results will apply for Myriad discount purposes.

### Active Dayz™

We'll use an average number of Active Dayz™ to determine the discount level in the table.

## How do we calculate the average number of Active Dayz™ for Myriad discount?

For the purpose of Myriad life insurance premium discounts, we use an average of the Active Dayz™ earned over a six-month period, for the first half and second half of the year. For every half-yearly calculation cycle, the lowest month of activity is ignored and we'll use the average of the insured life's best five months (unless they have been a member of Multiply Premier for less than five months, in which case we'll use the actual number of months that the insured life was a Multiply member).

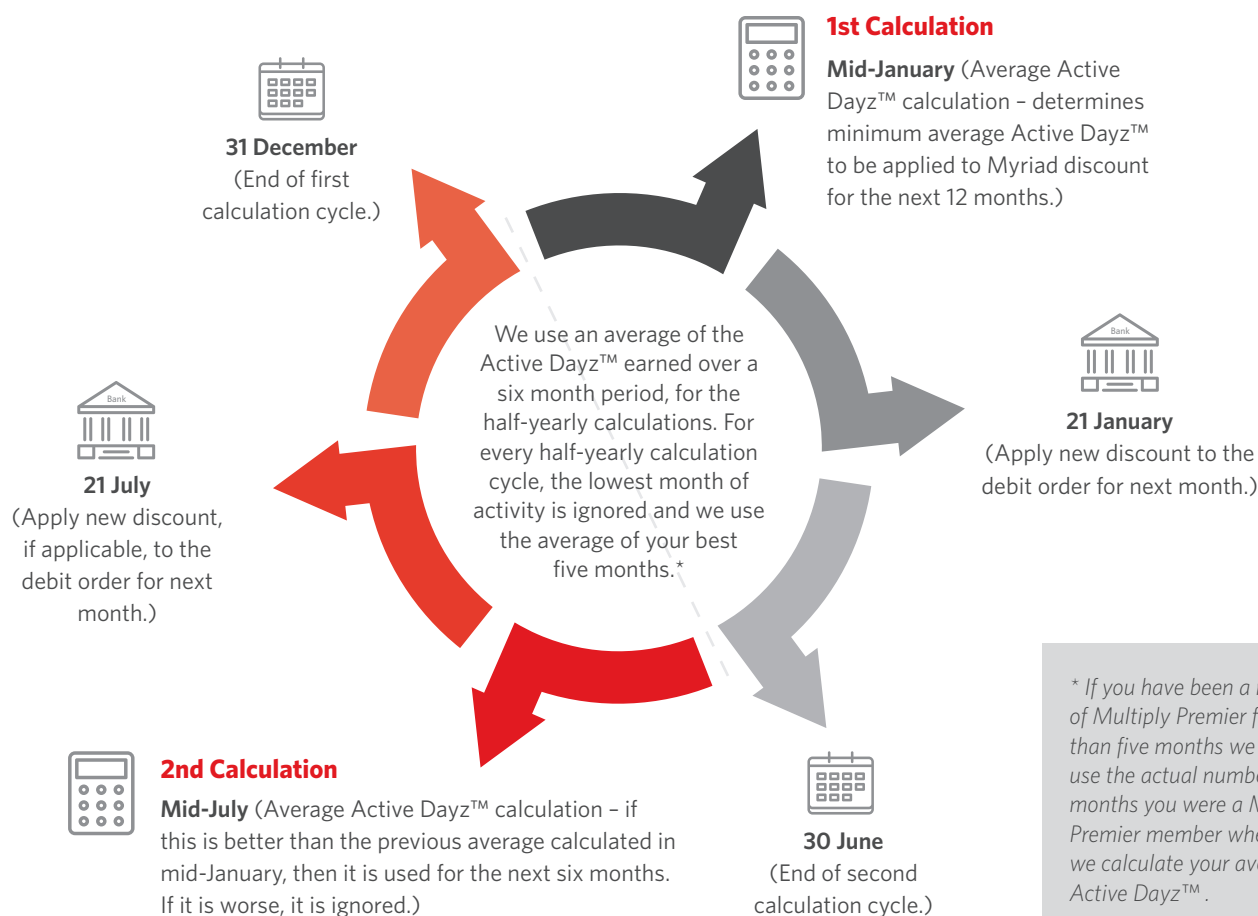
## When do we calculate the average number of Active Dayz™ for Myriad discount?

We only calculate the average number of Active Dayz™ twice a year for the purpose of Myriad discounts.

The first calculation is done in mid-January of each year where we take the previous six months of Active Dayz™ into account, namely 1 July to 31 December of the previous year. This average represents the lowest level of the insured life's Active Dayz™ applied to Myriad discounts for the rest of that particular year.

The second calculation is done in mid-July of each year where we take the previous six months of Active Dayz™ into account, namely 1 January to 30 June. We'll only use this average to calculate the insured life's discount for the rest of the year if it's higher than the average number of Active Dayz™ from the first calculation, as explained above.

Each year, this cycle is repeated and we'll display the results calculated at mid-July and mid-January on the 21<sup>st</sup> of these months and apply it to your risk premiums for the following month, where applicable.







### **Fitness assessment level**

As an alternative to Active Dayz™, Multiply members can go for a fitness assessment. A biokineticist registered with the Biokinetics Association of South Africa (Basa) does an assessment and identifies an insured life's fitness level by using measures as determined by Multiply from time to time. This gives a fitness level between one and five as in the table above to determine the qualifying discount level.

At the end of December every year we'll use the valid fitness level assessment for all insured lives to determine the fitness level discount for Myriad for the next calendar year. If the insured life does a fitness assessment in the next calendar year, we'll update the value used for the fitness level discount during that year only if it's better than the level from the December check.

An insured life's overall physical activity level will be the higher of the two physical activity categories.

The MaxFit discount can only be obtained by achieving a level 5 fitness assessment outcome.

The fitness assessment results will be valid for 12 months.

### **Multiply Premier status**

You get points for doing everyday activities that help you become healthier, safer and stay on top of your finances. You can choose from completing a variety of assessments, answering questionnaires and doing things that fit into your daily life. The number of points you accumulate determines your status, which determines your discounts.

## Spare cover

You can increase your existing cover without any medical examination. You can double your existing cover just by exercising the Spare Cover option.

Spare cover is not available when:

- there is a medical loading on a benefit;
- we placed Spare Cover restrictions on a benefit;
- the insured life's medical assessment results were poor and we didn't allocate an assessment-based premium discount;
- the insured life is older than 54; and
- the insured life hasn't completed the online Interactive reassessment by the time it expires and Momentum Interactive is, therefore, no longer active.

### Accessing Spare Cover

You have to complete a short Spare Cover medical questionnaire. This questionnaire includes a declaration that the insured life's health hasn't changed significantly since the starting date of the benefit. Based on the information provided and the insured life's latest assessment results, we'll determine the terms for increasing the cover.

In addition, we may ask for a negative HIV test if more than three years have passed since the starting date of the benefit.

### Maximum limits

You may not increase your cover with more than R5 million on lump sum benefits and R20 000 on income benefits. Limits apply per insured life and across all benefits and policies. Once you reach these limits, the Spare Cover feature will fall away.

Accessing Spare Cover to increase benefits attached to main benefits won't influence the overall maximum limits. The total benefit amount after you have accessed your Spare Cover is subject to the maximum benefit amount limits that apply at the time.

### Rules and restrictions

Spare Cover will increase on the benefit anniversary if you chose to increase your benefit amount or premium voluntarily.

It will decrease every time you use your Spare Cover or reduce any benefit amount linked to Momentum Interactive.

Spare Cover will end when you have used the maximum amount of cover available to you, when you submit a claim, or when a premium waiver claim applies to the benefit.

## Cover Switching

You can switch cover from one benefit to another with limited medical examinations.

Cover Switching is not available when:

- there is a medical loading on a benefit;
- we placed Cover Switching restrictions on a benefit;
- the insured life's medical assessment results were poor and we didn't allocate an assessment-based premium discount;
- the insured life is older than 54; and
- the insured life hasn't completed the online Interactive reassessment by the time it expires and Momentum Interactive is, therefore, no longer active.

### Accessing Cover Switching

You have to complete an application form. In addition, we may ask the insured life for an HIV test if more than three years have passed since the start date of the benefit.

### Rules and restrictions

You may not switch cover from benefits attached to main benefits.

You may only switch cover on benefit amounts that have been in force for three years, and only to a benefit that has an equal or shorter outstanding term.

Based on the information in the application form and the latest assessment results, we may apply a medical loading to the switched benefit amount or decline the cover.

Cover Switching falls away if you submit a claim and/or a premium waiver claim applies on the benefit.

## How we determine the applicable Momentum Interactive premium discount

We always calculate the premium discounts by using the highest of the following:

- Standard assessment-based premium discount based on the results of the assessment of the active rating factors. All the individual elements of the discount are added together.
- Guaranteed discount for new business policies.
- Guaranteed discount for Multiply Premier members.



## General membership rules

The terms and conditions are important, so please read them carefully. These terms and conditions replace any previous terms and conditions. It will replace any published publicity material about the benefits.

If we accepted your application, your signature on any long-term insurance policy application confirms that you accept the terms and conditions of Momentum Interactive membership.

Momentum Interactive reserves the right to change these rules at any time. Momentum Interactive's right includes, but is not limited to, introducing new requirements or a variation thereof to give or maintain premium discounts or other benefits offered by Momentum Interactive.

You may end your membership by writing to us. All member benefits will end on the first day of the calendar month after we have received such notice.

We reserve the right to end the scheme by giving you six months' written notice.

Momentum Interactive will always treat your personal information in a responsible manner and in line with your agreement with Myriad. For you to enjoy the benefits of Momentum Interactive, we will need to have access to your personal information shared with Myriad and Multiply. This information may be shared with our service providers to give you access to the benefits. We may also use third-party providers to verify information that you gave about the active rating factors.

Our benefits follow all applicable laws. Any change in the law that impact your benefits may result in the adjustment, alteration or cancellation of a benefit. You will not be entitled to enforce an affected benefit or have any claim against us relating to the benefit.

Eligibility for membership is at our sole discretion and may vary from time to time in line with our policy.

You will not be entitled to cede, transfer or assign any of your rights to benefits in terms of these standard conditions.

These standard terms and conditions contain the entire agreement between us. Neither party will be bound by any undertakings, representations or warranties not given in this document.

While we will do everything reasonable to make sure that the services, benefits, facilities and arrangements expressed or advertised by service partners are available, it provides no guarantees. We will not be responsible for any loss or damage, whether direct or indirect, due to the provision or non-provision, whether in whole or in part, of any such services, benefits, facilities or arrangements.

Any lenience or extension of time will not substitute the original terms and conditions, nor will it in any way prejudice a party from exercising any rights in the future.

Document headers serve for reference purposes only and will not affect the interpretation of the terms and conditions.