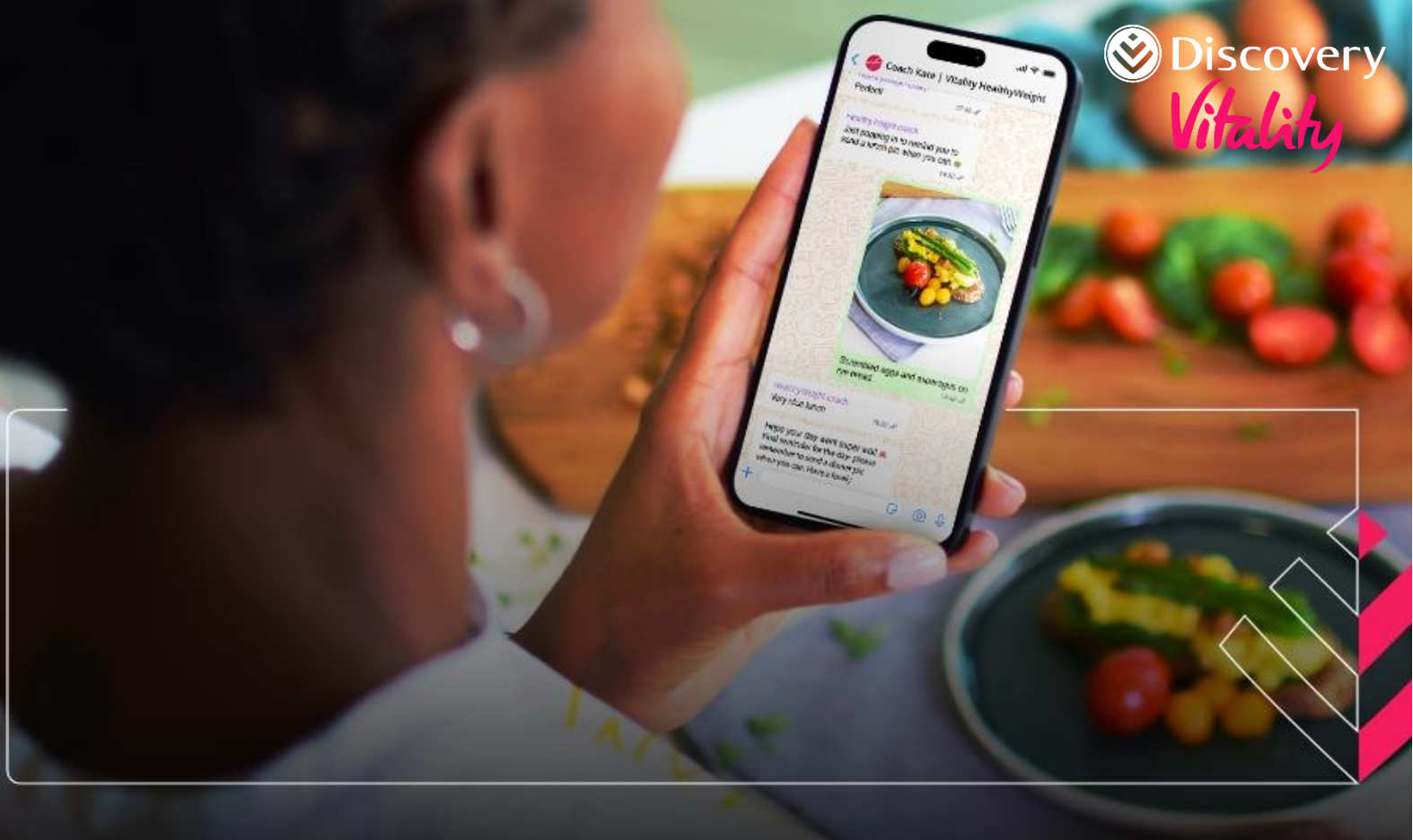




Vitality HealthyWeight

Frequently Asked Questions

Do I get support from the HealthyWeight Programme?

Yes, absolutely! Your personal nutritional coach will provide you with guidance and on-demand support via WhatsApp, 11 hours a day, 5 days a week. Plus, get access to weekly meal plans, recipes and shopping lists tailored to your dietary preferences and schedule, using simple and affordable ingredients.

What is the duration of the HealthyWeight programme?

The programmes are available on a 3 or 6-month subscription. Thereafter, you have the option to remain on the HealthyWeight programme on a month-to-month basis at the same monthly rate.

Why does Vitality include BMI to determine weight status?

Vitality and the HealthyWeight programme use waist-adjusted Body Mass Index (BMI) to determine your weight status. This means that in addition to your BMI (weight for height), we also take your waist measurement into account.

BMI is most widely used in clinical settings and is a well-known predictor of health and mortality outcomes. However, as BMI cannot distinguish between fat and muscle mass, those with an increased muscle mass may be incorrectly classified as overweight.

Vitality assesses weight status using BMI together with waist circumference to distinguish between fat and muscle mass more accurately since:

- Waist circumference is highly correlated to visceral fat (fat stored around the abdominal organs)
- An increased waist circumference is also associated with an increased disease risk.

Note: Should you not agree with your BMI results, please contact us on 0860 99 88 77 to have your results reviewed.

Can I pay in cash for the HealthyWeight Programme once I join?

No, the HealthyWeight Programme fees are debited on a monthly basis from the credit card details you have provided.

Can I pay for the programme with my Discovery Miles?

No, unfortunately the HealthyWeight programme is only payable via a credit card.

Once I have completed my 3-month/6-month HealthyWeight Programme, can I continue for a longer period?

Yes, absolutely! Maintaining a healthy weight and lifestyle is an ongoing process, and we are here to support you. You can continue the HealthyWeight programme on a month-to-month basis at the same monthly rate. This includes access to your coach as well as all the meal plans, recipes and shopping lists.

Can I earn Vitality points for HealthyWeight?

Vitality members earn 1,000 Vitality points a year after their first 4-week progress check-in with their HealthyWeight nutrition coach. This applies unless you've already earned Vitality points for a dietitian visit in the same year.

My coach has not been in contact with me?

If your coach has not responded to you for a period of 48 hours, chat with a live Vitality agent on Ask Discovery through [WhatsApp](#), the Discovery App, or [website](#). Simply open the chat function on Ask Discovery and type *chat to an agent*. Alternatively, call 0860 99 88 77 from Monday to Friday between 07:00 and 18:00.

We do allow a 48-hour period for any possible illness or unforeseen circumstances for coaches to respond.

What happens if I cancel my Vitality policy?

The Vitality HealthyWeight programme is exclusive to Vitality Health members. If you cancel your Vitality policy, unfortunately you will no longer have access to the Vitality HealthyWeight programme.

Will I be charged a cancellation fee if I cancel my HealthyWeight programme?

Yes, you will. Depending on when you choose to cancel, you will either be charged the full premium fee of your minimum contract period, or for the remainder of your minimum contract period as per the [terms and conditions](#). The full cancellation fee will be charged immediately upon cancellation.

For assistance, please call us on 0860 99 88 77 from Monday to Friday between 07:00 and 18:00.

I didn't get my 1000 Vitality points upon activating?

Vitality points are not awarded upon activation. Members on the Vitality HealthyWeight programme will be awarded 1000 Vitality points after their first 4-week progress check-in with their nutrition coach.

Why am I seeing a Best 10 reference for my Vitality HealthyWeight Programme transaction?

All your fees are paid to the administrator of the Vitality HealthyWeight Programme, Best10. This is done through Best10's appointed third-party payment gateway, PayFast (Pty) Ltd. PayFast uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no card details are stored on the website.
