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Your interactive handy guide to LifeReturns®



Momentum Myriad's LifeReturns® is a groundbreaking approach to Myriad's accurate pricing philosophy that offers you dynamic, annual discounts of up to 35% on your contractual life insurance premium.

The rest of this guide explains the features and rules of LifeReturns® and how you can benefit from it. LifeReturns® discount is enabled by initially completing a quick and easy in-app digital screening. Using the same technology, an annual reassessment screening ensures ongoing access to LifeReturns® discounts. To enjoy LifeReturns® discounts, the insured life needs to complete the digital screening (all references indicating that a digital screening needs to be done will therefore refer to the insured life).

### Initial digital screening to activate LifeReturns® discounts

Purpose-built and highly accurate in-app screening technology is used to determine the relevant initial LifeReturns® discount percentage. The technology uses a combination of state-of-the art biometric facial screening and a few mandatory questions. The process also includes identity verification and results are provided within a few minutes. Your LifeReturns discount is shown on the mobile device following the in-app screening and an SMS is also sent that includes your full set of results and resulting LifeReturns discount.

As part of your new business (or alteration) application process for a Myriad policy, you are required to complete an in-app digital screening with the assistance of your financial adviser, using the LifeReturns® screening technology. As it is the first screening, in other words, no previous digital screenings for LifeReturns® purposes have ever been completed before, your financial adviser has the option to perform the screening on his/her own mobile device. There is also an option to perform the initial screening on your own mobile device if your financial adviser has sent you the appropriate link.

Kimi Screening is the commercial name for Momentum's approved in-app digital screening technology currently used for Myriad LifeReturns® screenings.

The initial digital screening is free of charge. We also provide you with an additional free screening if you feel that you can improve on your initial screening results, provided you use this free screening before the first compulsory reassessment date. If you want to do another digital screening, you can request a voluntary screening via the Momentum App and a small fee will be charged.



### **Clients with existing screening results**

If we have valid screening results, you are not required to screen again if you want to change your cover or take up additional cover on a new or existing policy. If you want to improve your discounts, you can complete a voluntary reassessment using your own mobile device. You are charged a small fee for voluntary reassessments, and the fee can be reviewed on an annual basis.

There are small differences between the initial screening and any subsequent screenings for reassessment purposes. Reassessment screening is similar to the initial screening with two differences;

- 1. There are fewer validations and questions to answer, and
- 2. you complete a more accurate, active physical fitness test as opposed to the initial passive fitness assessment where you answer questions about your fitness.

### The screening results and the LifeReturns® offer

Following your LifeReturns® screening, your discount is displayed in-app and an SMS with your screening results is sent to you. When we have valid screening results, we also provide a LifeReturns® offer document to accompany your quotation. Quotations generated prior to the initial screening being completed do not contain a LifeReturns® offer yet, but it will become available soon after valid screening results have been provided. We guarantee the discount percentage displayed in the LifeReturns® offer until your next annual reassessment screening is due, unless new information becomes available that invalidates the data on which this LifeReturns® offer is based.

You can also access your screening results and the LifeReturns® Guide by registering and logging in on your profile on www.momentum.co.za if Myriad accepts your application for insurance.

If you are a policyholder, you can register on our website by following these easy steps:



Visit momentum.co.za



Click on the "Login" in the top right-hand corner.



Click on "Register".



Complete your details and finalise the registration process.



If you have already registered on our website, log in with your username and password.



Under the "Life insurance" heading, click on 'Myriad.



You can select "View details" on the Premium Savings/
Discount section.

### **Determining the LifeReturns® discount percentage**

Several factors are used to determine the level of LifeReturns® discount you qualify for on your Myriad policy.

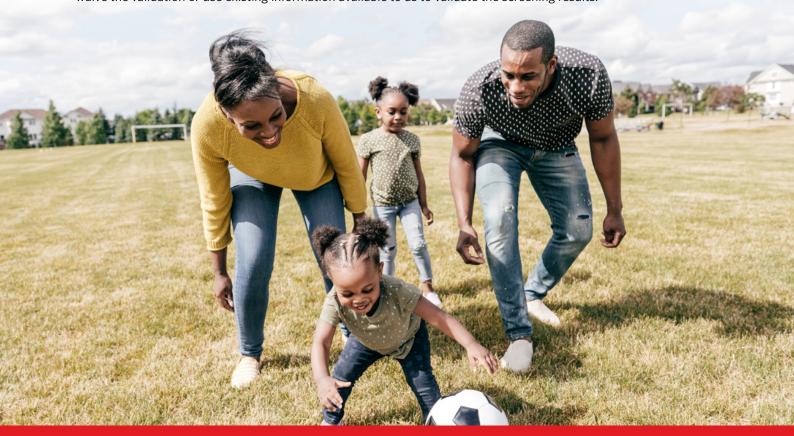
The in-app screening provides information on your Body Mass Index (BMI), blood pressure reading, applicable medical aid membership and physical fitness level. **All** these factors are required to calculate the LifeReturns<sup>®</sup> discount percentage applicable to you.

The combined set of screening results, per screening, are used to determine the total LifeReturns® discount percentage applicable.

The following maximum levels of discounts are available:

LifeReturns*		
LifeReturns® discount factors	Maximum discount percentage	
BMI (Body Mass Index)		
Blood pressure	15%	
Medical aid membership		
Fitness	15%	
Regular debit order	5%	
Total discount	35%	

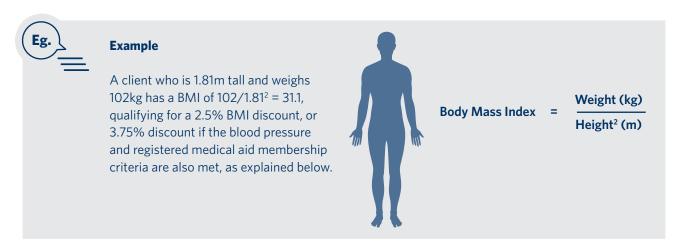
Momentum validates insured lives' BMI, as calculated from the digital screening, with a Fastlane medical practitioner. If the medical practitioner's BMI validation differs from the digital screening result, we use the medical practitioner's results as the verified results and adjust your LifeReturns® discount percentage accordingly. In such instances, a revised LifeReturns® offer is sent to you together with your policy contract. In some instances, we may waive the validation or use existing information available to us to validate the screening results.



#### Factors used to determine the LifeReturns® discount

#### Body mass index (BMI)

Body mass index calculates the insured life's weight relative to their height and indicates the estimated fat percentage in their body. The insured life's weight (in kilograms) divided by their height (in meters) squared is used to calculate their BMI. For this factor a maximum of 10% discount is applicable.



### Blood pressure and medical aid membership

**Both** these requirements **must** be met to qualify for an additional 50% of the discount earned for BMI. If either of these two criteria are not met, no additional BMI LifeReturns® discount is allocated.

#### **Blood pressure**

The insured life's blood pressure (systolic and diastolic), as measured during the digital screening, must be normal and within Myriad's acceptable range. For the purposes of LifeReturns® discount the acceptable blood pressure range is defined as: Systolic blood pressure <= 130 **and** Diastolic blood pressure <= 85

#### Medical aid membership

Membership of a medical aid is determined via answers provided during the digital screening and verified later using available data sources. If this verification indicates that you are not a medical aid member; you lose the blood pressure and medical aid membership discount percentage when the annual reassessment screening is due.

The discounts that can be earned based on the insured life's BMI, blood pressure and medical aid membership are as follows:

Body Mass Index (BMI)	BMI description	BMI only discount percentage	BMI, blood pressure and medical aid combination discount
≤20.0	Poor	0%	0%
<u>&lt;</u> 21.0	Very good	7.50%	11.25%
≤25.0	Excellent	10%	15%
≤28.0	Very good	7.50%	11.25%
≤30.0	Good	5%	7.5%
≤32.0	Fair	2.50%	3.75%
>32.0	Poor	0%	0%

<sup>\*</sup> The discount percentages shown in the last column refer to the discount available for BMI if you have both optimal blood pressure and you are a member of a medical aid.

### **Physical fitness**

Your physical fitness level is also determined through the digital in-app screening process. The screening's aim is to measure cardiovascular fitness and the exact nature of the test differs depending on whether it is your very first time completing a screening, or whether it is a subsequent screening. VO2 max is used as a proxy for cardiovascular fitness and is initially estimated using the answers you provide to the fitness questions. On any subsequent digital screenings, we measure the VO2 max through an active physical fitness activity screening.

We allocate a LifeReturns® discount percentage based on the fitness level you achieve. You need to score a Level 3 or higher to qualify for a LifeReturns® physical fitness discount.

Physical fitness level	Description	LifeReturns® discount percentage
Level 1	Poor	0%
Level 2	Fair	0%
Level 3	Good	5%
Level 4	Very good	10%
Level 5	Excellent	15%

#### Initial assessment: Fitness estimate based on self-declared physical activity

A fitness level is estimated initially based on fitness activity related questions that you are required to answer during the first screening, as well as using some of the measures collected during the screening. If you do not agree with this fitness level estimate, you can do a reassessment screening, as explained below.

## Reassessment: VO<sub>2</sub> max result based on digital LifeReturns® screening

Physical fitness reassessments are required annually, before the end of February each year, to earn the fitness component of the LifeReturns® discount. This entails completing an active, activity based, physical fitness assessment, using the in-app screening that forms part of the LifeReturns® annual reassessment. The VO2 max table published at the end of this document details how the VO2 max as determined by the physical fitness reassessment translates into a fitness level for LifeReturns® discount purposes.



### **Regular debit order discount**

We reward you upfront with a monthly discount of 5% on your premium if you pay your premium regularly via a debit order.

When you take out a Myriad policy, this discount is applied immediately after activating discounts with the in-app digital screening, and will remain on the policy if you pay your premiums via regular debit order (monthly or annually).

If you miss a premium on the policy (i.e., if you miss a debit order payment), the regular debit order discount falls away. We will cancel the discount from the first day of the month following the date we received the unpaid debit order notification from your bank.

We only reinstate the regular debit order discount after 24 consecutive months with no missed debit order premium payments.

If you take out a new policy, we apply the regular debit order discount to the new policy until we receive the first unpaid premium notification from your bank for the new policy.

The regular debit order discount is only available for payments made via debit order, our required method of payment.

5% monthly discount reward



### **Example of discount calculation**

The following table shows an example of how LifeReturns® discounts are calculated based on initial screening results:

LifeReturns <sup>®</sup> : Mr ABC (1981/01/12)			
Discount factors	Screening results	Discount percentage	Reassessment frequency
BMI (Body Mass Index)	Excellent (BMI: 24)		Annual
Blood pressure	Optimal (BP: 125/80)	15%	
Medical aid membership	Yes Momentum Health		
Fitness	Excellent	15%	
Regular debit order	Yes	5%	Monthly
Total monthly LifeReturns® discount		35%	

### **Applying the LifeReturns® discount percentage**

We add all the discount percentages from the component discount factors together to determine a total LifeReturns® discount percentage.

The LifeReturns® discount will apply to the total contractual premium (excluding policy fee) for each benefit, except for the Modified Death Benefit. The same approach is followed irrespective of whether you pay via annual or monthly regular debit order.

If you qualify for a premium discount at the start of the policy, you will always pay less than the contractual benefit premium if you pay your premiums regularly via debit order and the insured lives complete their reassessments on time.

#### Benefits with more than one insured life

The following approach is followed to determine the discounts applicable to benefits with more than one insured life:

#### Last Survivor Death Benefit

Both insured lives need to complete a digital screening to qualify for LifeReturns® discounts on this benefit. The results leading to the lowest discount between the lives are used to determine the LifeReturns® discount applicable to the contractual premium of the Last Survivor Death Benefit.

#### **Funeral benefits**

- The main insured life (principal member) needs to complete the digital screening and then receives their corresponding discount on their funeral benefit.
- If the spouse of an insured life is added to a funeral benefit, the spouse is required to complete the screening and receives their corresponding discount.
- Extended family members or children added to a funeral benefit don't have the option to complete a digital screening. The applicable LifeReturns® discount is the lowest discount for which the main insured life or spouse qualifies.



**Please note** that each insured life needs to do a screening to get their own discount. We will apply the screening results to each insured life separately. In short, if one person does not screen, it won't affect the other insured life's discount, except for the Last Survivor Death Benefit and the funeral benefits for extended family members or children, as explained above.





# **Compulsory annual reassessment screening**

The insured life/lives must complete a quick-and-easy in-app digital screening reassessment every year, between 1 January and the end of February, to continue earning the best possible LifeReturns® discount that they qualify for. If your cover starts between 1 October and the end of February, your first compulsory reassessment will only be during the reassessment period of the following year.



#### **Example**

If your cover started on 1 November 2022, your first compulsory reassessment will only be between, 1 January 2024 and the end of February 2024.

Conversely, if your cover started on 1 July 2024, your first compulsory reassessment will be between 1 January 2025 and the end of February 2025.

The level of the LifeReturns® discount percentage remains valid until the end of the next reassessment period (end of February the following calendar year).

The reassessment is like the initial digital screening, but the fitness questions are replaced by an active, activity based, physical fitness assessment which will require a few minutes of physical exertion, but all possible in the comfort of your own home.

You are sent a reminder annually to remind you of the reassessment.

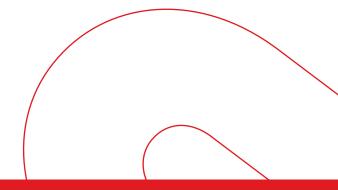
We require a complete set of results with each screening (e.g., the insured life cannot update only BMI, or only blood pressure, or only the fitness test) to qualify for the best possible discount. We reserve the right to validate any of the digital screening results provided through any of our available sources.

We determine a new LifeReturns® discount percentage based on the latest results available to us once the insured life has completed the reassessment.

If you miss your reassessment date, you can still complete a reassessment later in the year, but your discounts will be reduced subject to the LifeReturns® Reassessment Protector covered in the section "The effect on LifeReturns® discounts if a reassessment is not completed" and are not retrospectively adjusted when you do your assessment. If you complete the reassessment after the expiry of the reassessment date, the new screening results are used to determine your discount until the next reassessment date. Each insured life will get access to one free compulsory reassessment during an annual cycle. If you would like to do more screenings, this is possible by requesting a voluntary reassessment using the Momentum App, at a small fee. We only change your discounts following a voluntary reassessment if it results in a higher discount percentage.

We carry the cost for one reinstatement reassessment if your policy lapsed before the end of the reassessment period (end February each year) and you reinstated it following the expiry of the reassessment period.

If you miss your reassessment date, you can still complete a reassessment later in the year, but your discounts will be reduced from when you missed the reassessment date until whenever you do the reassessment. Each insured life gets access to one free compulsory reassessment during an annual cycle.



### The effect on discounts if the results are better following a reassessment

We use the set of valid results in each reassessment cycle, which leads to the highest LifeReturns® discount percentage.

If you complete a reassessment by the due date and the resultant LifeReturns® discount percentage is higher than before; we apply the new discount percentage to the next debit order and until the next voluntary or compulsory reassessment that produces a better result. Note though that discount reductions due to a missed debit order are applied to the next debit order and the regular debit order discount is forfeited for two years.

### The effect on LifeReturns® discounts if the results are worse following a reassessment

To protect you from decreases in your discount from one assessment interval to the next, we offer a LifeReturns® Reassessment Protector for the duration of an assessment interval. This distinguishes between two reasons why discounts may vary from one interval to the next.

- You complete your annual reassessment screening by the due date and the results lead to a lower discount percentage from what you previously enjoyed.
- You do not complete your annual reassessment screening by the due date and your previous screening results expire.

If you complete a reassessment screening by the due date and the LifeReturns® discount percentage is lower due to poorer results; you can lose a maximum of five percentage points of the combined LifeReturns® discount percentage value for BMI and fitness level for the year. Note that the LifeReturns® Reassessment Protector excludes the regular debit order discount.



### **Example**

A client who currently enjoys a 20% discount completes the reassessment and as a result only qualifies for a 10% discount due to worse BMI and blood pressure results. Instead of the discount reducing to 10%, the LifeReturns® Reassessment Protector ensures the discount only reduces to 15% until the next reassessment is due. If this client also missed a regular debit order, the discount would have reduced to 10%.



**Please note** that the lowest discount percentage possible is 0% (i.e., a discount percentage cannot be negative), in which case you would be paying the contractual premium. The premium will not be higher than the contractual premium, even if you lose all your discounts.

### The effect on LifeReturns® discounts if a reassessment is not completed

To protect you from decreases in your discount from one assessment interval to the next, even when you do not complete a compulsory reassessment, we offer a LifeReturns® Reassessment Protector for the duration of an assessment interval.

If you don't complete a reassessment by the due date, you can lose a maximum of 10 percentage points of the combined LifeReturns® discount percentage value for BMI and fitness level for the year. Note that the LifeReturns® Reassessment Protector excludes the regular debit order discount.



#### **Example**

A client who currently enjoys 20% discount does not complete the reassessment by the expiry date. Instead of the discount reducing to 0%, the LifeReturns® Reassessment Protector ensures the discount only reduces to 10% until the next reassessment date (The client can complete the reassessment at a later stage and if this results in a discount of more than 10%, we will apply the higher discount from that point onwards, but not retrospectively). If this client also missed a regular debit order, the discount would have reduced to 5%.



**Please note** that the lowest discount percentage possible is 0% (i.e., a discount percentage cannot be negative), in which case you would be paying the contractual premium. The premium will not be higher than the contractual premium, even if you lose all your discounts.

The insured life is still able to do their compulsory reassessment if they missed the annual reassessment deadline. The discount is updated from the next debit order date to reflect the impact of these new results. The next compulsory reassessment is still due within the next reassessment period (1 January to end of February) of the following calendar year.





If you want to improve your LifeReturns® discount percentage, before the next compulsory reassessment is due, you can do a voluntary LifeReturns® reassessment screening at any time following your initial screening. For a voluntary reassessment you have to request a voluntary screening using the Momentum App, at a small cost which is determined on an annual basis. However, the cost of your first voluntary reassessment is waived if it is done before the first compulsory reassessment date.

### **Protecting your LifeReturns® discounts**

#### LifeReturns® Reassessment Protector

To protect you from decreases in your discount from one assessment period to the next, we offer a LifeReturns® Reassessment Protector for the duration of an assessment interval. This guarantee distinguishes between two reasons why discounts may vary from one interval to the next.

- You complete your annual reassessment screening by the due date and the results lead to a lower discount percentage than you previously enjoyed.
- You do not complete your annual reassessment screening by the due date and your previous screening results expire.

If you complete a reassessment screening by the due date and the LifeReturns® discount percentage is lower due to poorer results; you can lose a maximum of five percentage points of the combined LifeReturns® discount percentage value for BMI and fitness level for the year. Note that the LifeReturns® Reassessment Protector excludes the regular debit order discount.

If you do not complete a reassessment screening by the due date, you can lose a maximum of 10 percentage points of the combined LifeReturns® discount percentage value for BMI and fitness level for the year. Note that the LifeReturns® Reassessment Protector excludes the regular debit order discount.

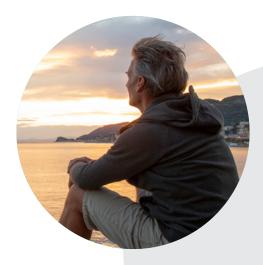
### **Discount Factor Certainty**

In addition to the LifeReturns® Reassessment Protector explained above, the factors included in, and levels required for LifeReturns® discount percentages will not be changed before 31 December 2027.

The factors referred to are:

- Body Mass Index
- Blood pressure and medical aid membership
- Physical fitness
- Regular debit order discount

The discount percentages referred to above are as set out under each "factor" category.





# **General participation rules**

The terms and conditions are important, so please read them carefully. The terms and conditions published in the latest version of the LifeReturns® Guide replace any previous terms and conditions. It supersedes any published marketing material about the benefits offered on Momentum LifeReturns®.

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

Momentum reserves the right to change these rules at any time apart from the section above outlining Discount Factor Certainty. Any changes are communicated at least twelve months before the changes are to become effective. Momentum reserves the right to introduce new requirements, or a variation thereof, to give or obtain LifeReturns®, or to cancel LifeReturns®.

If you wish to opt out of the LifeReturns® discount, you can affect this by simply not doing any reassessments screenings. Your discount will then reduce annually, according to the limits imposed by the LifeReturns® Reassessment Protector, until such time as all relevant discount has been forfeited. If you want to benefit from a LifeReturns® discount again in future, you merely need to start submitting screening results again.



Only the results from the LifeReturns® screening are accepted for the purposes of determining LifeReturns® discounts unless Momentum requests a validation of the screening through any of our available sources.

As part of the completion of the LifeReturns® screening, as well as completing your insurance application, we obtain the relevant consent for the gathering and usage of personal information. We use all information gathered only within the ambit of the consent given during the screening and the application process.

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

You are not 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 for LifeReturns®. Neither party is bound by any undertakings, representations or warranties not given in this document.

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

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



As part of the annual reassessment screening, you need to complete a digital physical fitness assessment as part of the process. Based on the fitness assessment, your VO2 max is determined and used to determine your fitness level. The tables below stipulate the minimum criteria for each gender and per age for each of the fitness levels which qualifies for a discount (Level 3 – 5):

Male	Minimum VO₂ max criteria for specified fitness level:		
Age	Level 3	Level 4	Level 5
20	47.21	52.45	57.91
21	46.90	52.12	57.54
22	46.59	51.78	57.18
23	46.28	51.45	56.81
24	45.97	51.12	56.44
25	45.66	50.78	56.07
26	45.36	50.45	55.70
27	45.05	50.12	55.33
28	44.74	49.79	54.96
29	44.43	49.45	54.59
30	44.12	49.12	54.22
31	43.81	48.79	53.86
32	43.51	48.45	53.49
33	43.20	48.12	53.12
34	42.89	47.79	52.75
35	42.58	47.46	52.38
36	42.27	47.12	52.01
37	41.96	46.79	51.64
38	41.66	46.46	51.27
39	41.35	46.12	50.91
40	41.04	45.79	50.54
41	40.73	45.46	50.17
42	40.42	45.12	49.80
43	40.12	44.79	49.43
44	39.81	44.46	49.06
45	39.50	44.13	48.69
46	39.19	43.79	48.32
47	38.88	43.46	47.96
48	38.57	43.13	47.59
49	38.27	42.79	47.22
50	37.96	42.46	46.85
51	37.65	42.13	46.48
52	37.34	41.80	46.11
53	37.03	41.46	45.74
54	36.72	41.13	45.37
55	36.42	40.80	45.01
56	36.11	40.46	44.64
57	35.80	40.13	44.27
58	35.49	39.80	43.90
59	35.18	39.47	43.53
60	34.87	39.13	43.16
61	34.57	38.80	42.79
62	34.26	38.47	42.42
63	33.95	38.13	42.06
64	33.64	37.80	41.69
65	33.33	37.47	41.32
66	33.02	37.13	40.95
67	32.72	36.80	40.58
68	32.41	36.47	40.21
69	32.10	36.14	39.84
70 - 79	30.25	34.14	37.63
80 - 89	27.17	30.81	33.94
90 - 99	24.09	27.48	30.26



Female	Minimum VO₂ m	nax criteria for speci	fied fitness level:
Age	Level 3	Level 4	Level 5
20	42.31	47.21	52.18
21	42.01	46.88	51.81
22	41.70	46.55	51.44
23	41.39	46.21	51.07
24	41.08	45.88	50.70
25	40.77	45.55	50.34
26	40.46	45.22	49.97
27	40.16	44.88	49.60
28	39.85	44.55	49.23
29	39.54	44.22	48.86
30	39.23	43.88	48.49
31	38.92	43.55	48.12
32	38.61	43.22	47.75
33	38.31	42.89	47.39
34	38.00	42.55	47.02
35	37.69	42.22	46.65
36	37.38	41.89	46.28
37	37.07	41.55	45.91
38	36.76	41.22	45.54
39	36.46	40.89	45.17
40	36.15	40.56	44.80
41	35.84	40.22	44.44
42	35.53	39.89	44.07
43	35.22	39.56	43.70
44	34.92	39.22	43.33
45	34.61	38.89	42.96
46	34.30	38.56	42.59
47	33.99	38.22	42.22
48	33.68	37.89	41.85
49	33.37	37.56	41.49
50	33.07	37.23	41.12
51	32.76	36.89	40.75
52	32.45	36.56	40.38
53	32.14	36.23	40.01
54	31.83	35.89	39.64
55	31.52	35.56	39.27
56	31.22	35.23	38.90
57	30.91	34.90	38.54
58	30.60	34.56	38.17
59	30.29	34.23	37.80
60	29.98	33.90	37.43
61	29.67	33.56	37.06
62	29.37	33.23	36.69
63	29.06	32.90	36.32
64	28.75	32.57	35.95
65	28.44	32.23	35.59
66	28.13	31.90	35.22
67	27.83	31.57	34.85
68	27.52	31.23	34.48
69	27.21	30.90	34.11
70 - 79	25.36	28.90	31.90
80 - 89	22.28	25.57	28.21
90 - 99	19.19	22.24	24.52



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