
Store your important documents securely in the Online Vault

When you claim, you may be required to provide proof of ownership and the value of your assets or other documents, for example your driver's licence. Discovery Insure gives you the ability to store your important documents in an easy and secure way with the Online Vault. Uploading your documents before a claim will help speed up the process.

What is the Online Vault?

With the Online Vault, you can store important documents such as valuation certificates, proof of ownership, and personal documents, safely and securely.

While you can access your important documents as and when you need them in the Online Vault, it's important to remember that you still need to keep the original documents in a safe place, if they are needed for a claim.

No excess benefit

You'll pay no basic excess* for specified portable possessions if you have the correct documents stored in the Online Vault. This is conditional on the following:

- The claim needs to be a valid, authorised claim.
- All items that are being claimed for as part of a specific claim will need their proof of ownership and valuation documents (where relevant), saved on the Online Vault before the claim.
- All uploaded documents have been verified.
- The claim event is a total loss claim event.

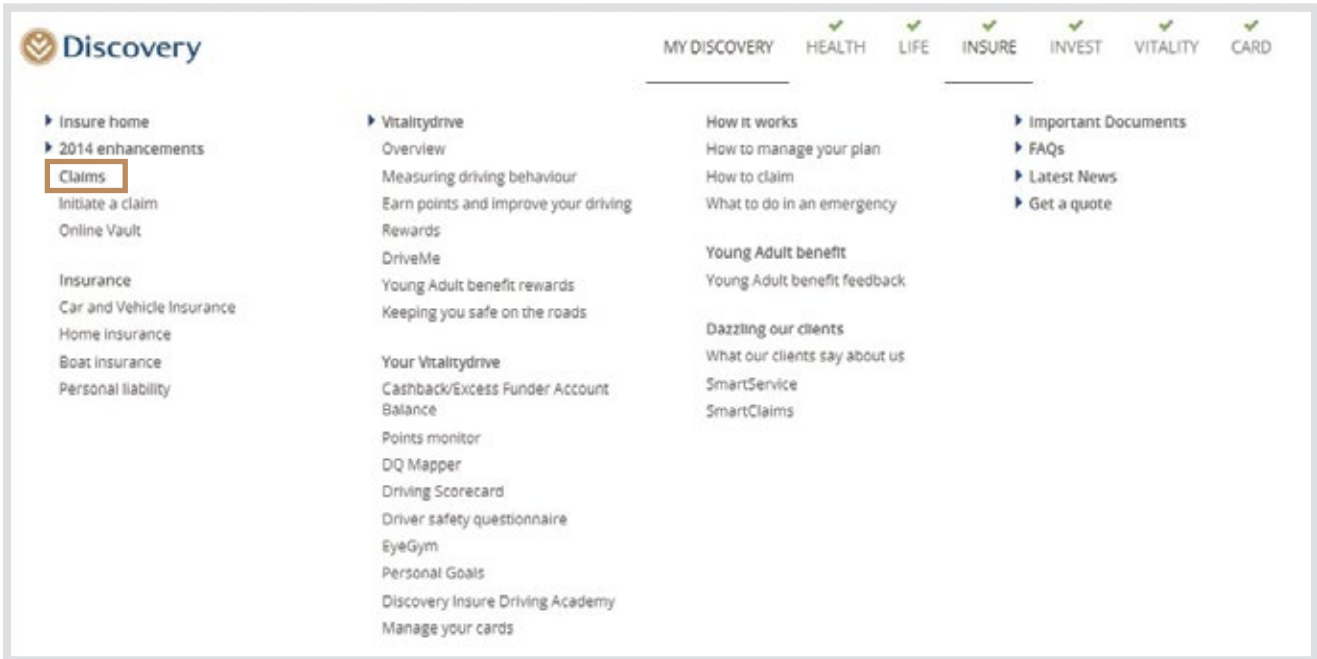
Clients on the Executive Plan are covered under the General clothing and personal effects section of cover under portable possessions and are therefore not required to specify items.

*The voluntary excess or any other additional excesses will not be waived. Specified portable possessions are items not covered under General clothing and personal effects.

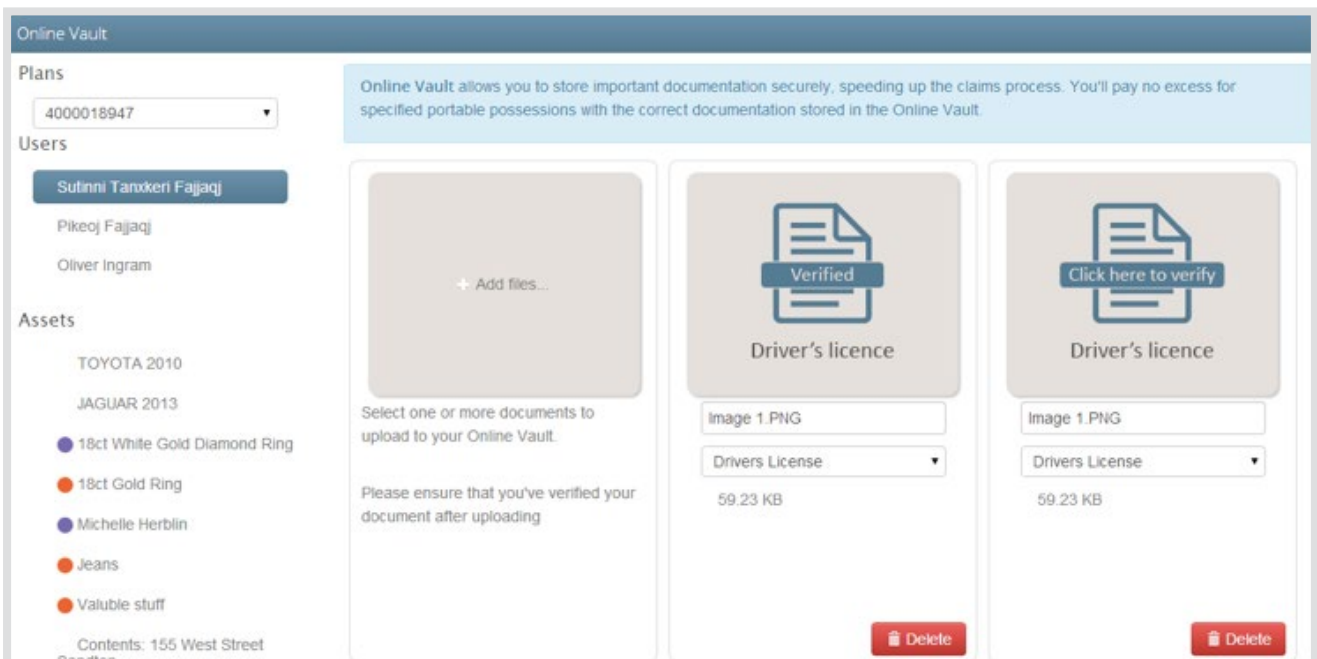
How to add a document to the Online Vault

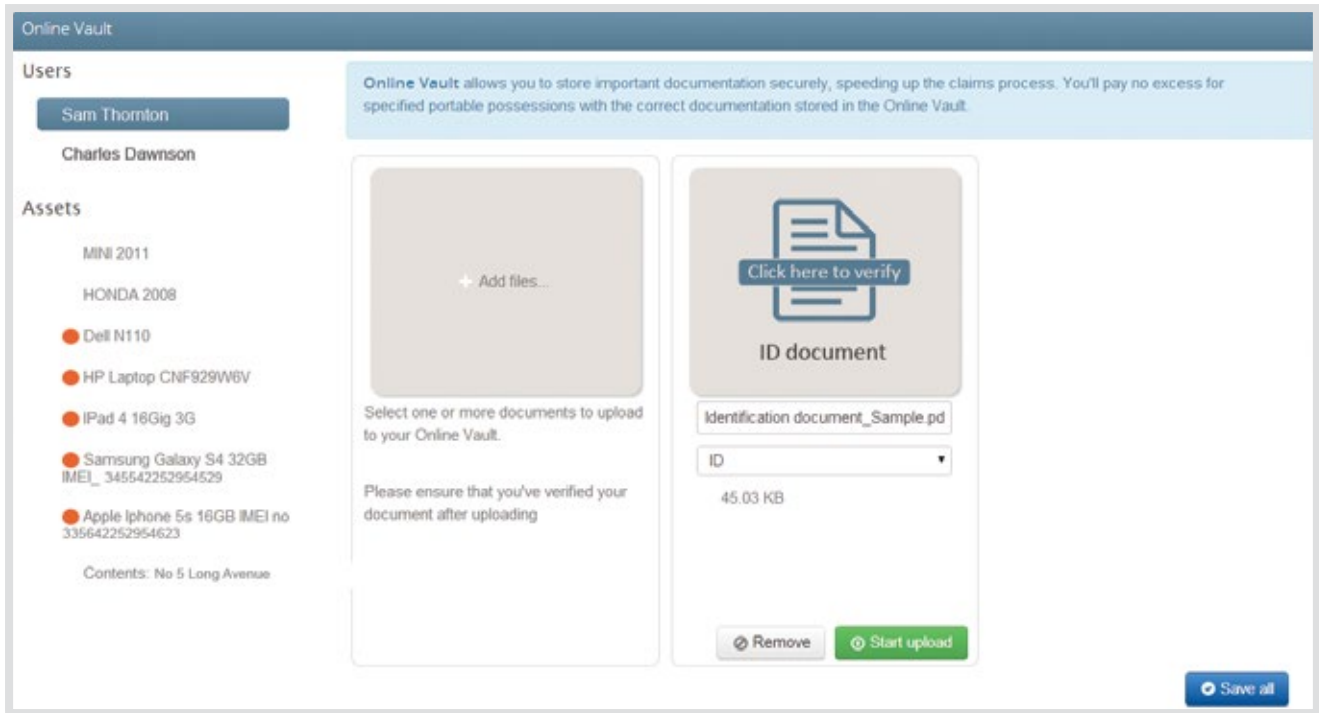
You or your financial adviser can store the documents in the Online Vault in just a few easy steps:

STEP 01 | Log in to www.discovery.co.za and enter your Discovery username and password. Then click on 'Insure' in the top menu and finally, click on 'Online Vault', under 'Claims'.



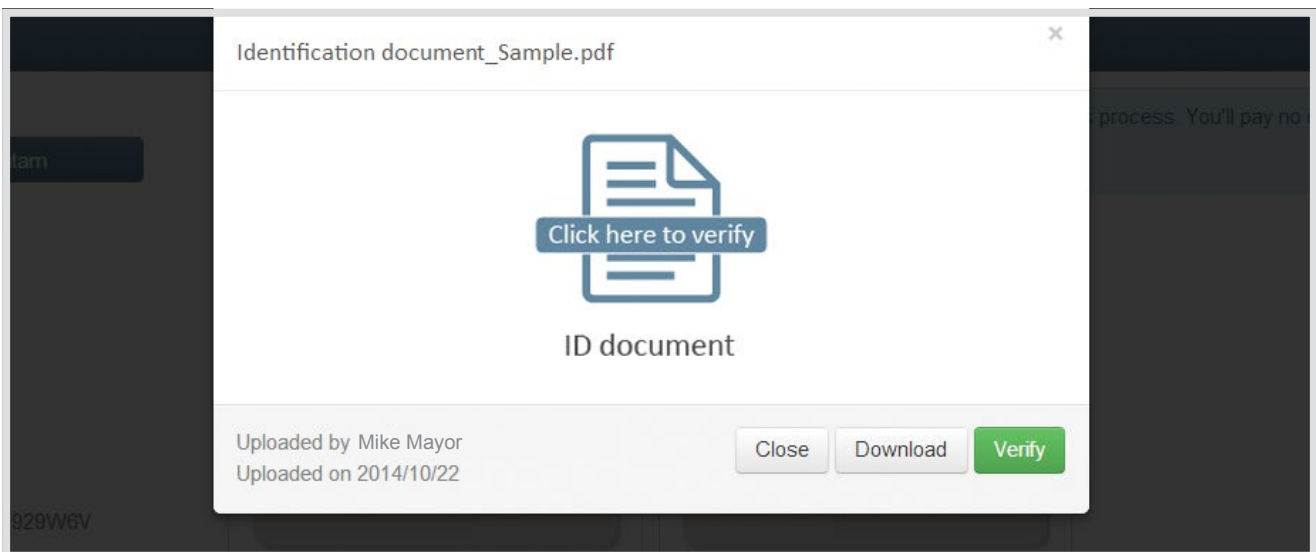
STEP 02 | To add your document, click on 'Add files', find the document you would like to upload, then click on 'Start upload'.





STEP 03

Your document will upload. You'll then need to verify that the correct document has been uploaded.



We ask you to verify that the correct document has been uploaded, is linked to the correct person or asset and that the document is of acceptable quality. If your documents are not verified when you have a portable possessions claim, you may not be eligible for the No-excess benefit.

Look out for more details at the bottom of the screen that will explain the status of each of your uploaded documents.

Remember to always keep your original documents safe.