



Clientèle REWARDS



Your gateway to **big** savings

Two affordable options to choose from

COUPONS

SHOPRITE

Checkers

**Dis-Chem
PHARMACIES**

DINING



RESTAURANTS

EDUCATION



COUNSELLING

MOBILE



Clientèle
MOBILE

DISCOUNTED OFFERS

justGO

EDGARS

NuMetro

SK GREAT POWER IS THE GREATEST

SHOPRITE

Checkers

**Dis-Chem
PHARMACIES**

W

WOOLWORTHS

TFG is made up of the following retail brands:

@home

@homelivingspace

AMERICAN SWISS

ARCHIVE

colette

donna

ESCAPES

EXACT

FABIANI

FILIX

FOSCHINI

G-STAR RAW

hi

MARKHAM

MAT & MAY

RELAY JEANS

SODA

BIFF

sportscene

STERNS

TOTALSPORTS

Download our App



Clientèle Blue Rewards

only
R45
per month for loyal
policyholders

Enjoy the following benefits:



Save over R500 with 50 monthly **Grocery Coupons**

on selected products redeemable at **SHOPRITE** **Checkers**

The coupons are available via the Clientèle App.



Save over R500 with 50 monthly **Health & Beauty Coupons**

on selected health and beauty products redeemable at



The coupons are available via the Clientèle App.



Discounted **Bus Tickets**

Book any bus via justGO and claim your R50 justGO bus ticket voucher today. Visit any popular South African city like Cape Town, Durban or Victoria Falls in Zimbabwe a lot cheaper courtesy of Clientèle Rewards.



Save up to 10% on **Gift Vouchers**

at stores such as

EDGARS



SHOPRITE

Checkers

You can purchase your gift voucher on the Clientèle App or call our Rewards Contact Centre (087 825 1150) to book and your reference number will be sent to you via SMS or email.



Get up to 25% discount on **Airtime and Data**

You can purchase your SIM card on the Clientèle App and visit a Clientèle kiosk at a shopping centre near you to collect and RICA.



FREE access to **Grief and Trauma Counselling Line**

This counselling service is available to you 24/7. Call 0860 102 890 or dial *130*3272*38#.

Clientèle Silver Rewards

Offering you every benefit on Clientèle Blue Rewards PLUS even more savings every month.

Enjoy the following extra benefits:



Save on **Dining**

Get up to R100 cash back on the second most expensive meal every time you dine at over 2,000 selected restaurants. Visit the Clientèle App to view the restaurant list.



Save on **Movie Tickets**

Enjoy up to 50% off movie tickets at selected Nu Metro and Ster-Kinekor Cinemas when buying your movie tickets via the Clientèle App.



Get up to 30% discount on **Airtime and Data**

You can purchase your SIM card on the Clientèle App and visit a Clientèle kiosk at a shopping centre near you to collect and RICA.





Time to get rewarded!

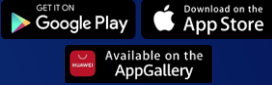
Here's how to do it.

Choose your plan:

Clientèle Blue Rewards **R45**
per month
available to loyal policyholders

Clientèle Silver Rewards **R79**
per month
available to loyal policyholders

Download the App

- 1 Download the Clientèle App on your smartphone. 
- 2 Click on Rewards and follow the prompts.
- 3 The App has all the information you need. You can also lodge a claim 24/7, buy online and save! The App is free to use on all major SA networks once downloaded. This means that Clientèle will pay for the data that the App uses.
- 4 See the infographic below for an easy step-by-step guide on how to use Clientèle Rewards.

Follow these easy steps to redeem your Rewards

How to redeem your Grocery Coupons



- Log in on the Clientèle App
- Click on 'Rewards'
- Select the store from which you would like to redeem your grocery coupons
- Select all the products you would like
- Click 'Redeem'
- Click 'Confirm'

Redeeming your grocery coupons is now even easier, you only need a single code for each coupon value making your checkout at the till much quicker and convenient, i.e. The same R10 off coupon code will be applicable for all R10 off items.

Once you have your product coupon code, you are ready to go shopping. When you are in the store at Shoprite, Checkers or Checkers Hyper and ready to use your coupons, click on 'My Wallet' then select 'Coupons' and give the cashier the coupon code for each coupon value. You will need to show the discount coupon code to the cashier as they are scanning your selected items. If for some reason the cashiers are unaware of how to process these discount code please ask them to call a manager who will be able to assist. **You can redeem each coupon up to 5 times per month.**

How to redeem your Health and Beauty Coupons

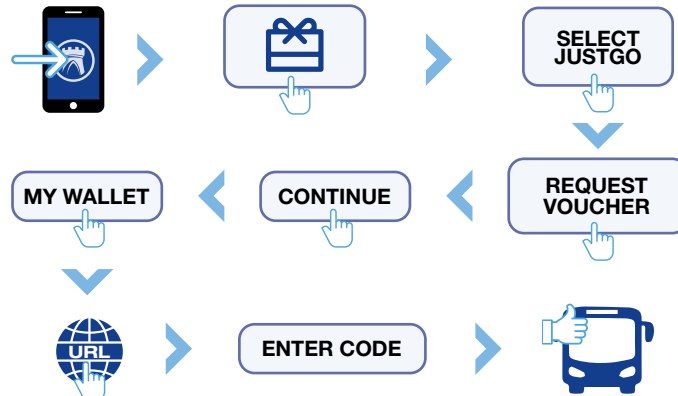


- Log in on the Clientèle App
- Click on 'Rewards'
- Select 'Dis-Chem' from the list
- Select all products you would like
- Click 'Redeem'
- Click 'Confirm'

Redeeming your Health and Beauty coupons is easy you only need a single wiCode for your basket.

Once you have your coupon code (please note that you will receive a single code for all selected items), you will be ready to go shopping. WiCode will be generated - valid for 24hrs only. When you are in the store and ready to use your coupon, click on 'My Wallet' then select 'Coupons' and give the cashier the coupon code for each coupon value. You will need to show the discount coupon code to the cashier as they are scanning your selected items. If for some reason the cashiers are unaware of how to process the discount code please ask them to call a manager who will be able to assist.

How to buy your discounted Bus Tickets



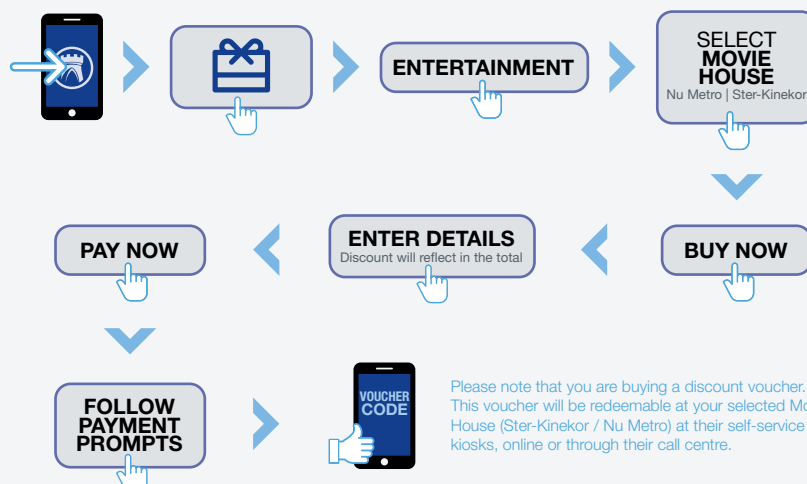
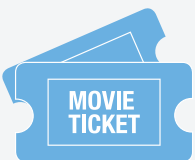
- Log in on the Clientèle App
- Click on 'Rewards'
- Click on 'justGO' under the menu tab
- Click on "Request voucher"
- Click on "Continue"
- Click on "My Wallet" to get the voucher code
- Click on the justGO website URL on the voucher code
- Enter the voucher code in the "Discount Code" tab before entering the booking information

Access your voucher

Once the voucher is requested, you can access the voucher in 'My Wallet'.

Click on the link www.justgo.co.za to make a booking. You will need to enter the voucher code in the "Discount Code" button and select the dates, destination and number of travellers on the online booking form. Once payment is successful you will receive your booking code via email or SMS. Ensure you have your booking code when you travel.

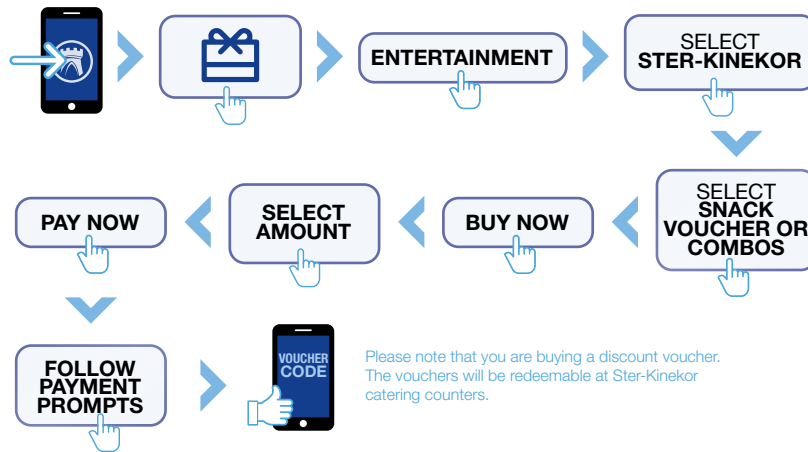
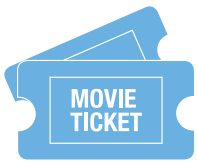
How to get up to 50% off Movie Tickets



- Log in on the Clientèle App
- Click on 'Rewards'
- Click on 'Entertainment'
- Select your preferred movie house
- Click 'Buy Now'
- Select the number of tickets, the discounted amount will reflect in the total
- Select the payment method (debit/credit card or EFT)
- Select 'Pay Now'
- Follow the payment prompts
- Once the payment is successful, you will receive your movie ticket voucher number

Please note that you are buying a discount voucher. This voucher will be redeemable at your selected Movie House (Ster-Kinekor / Nu Metro) at their self-service kiosks, online or through their call centre.

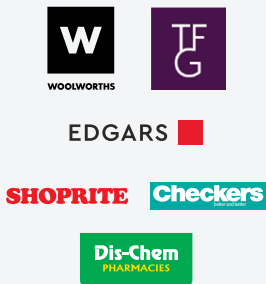
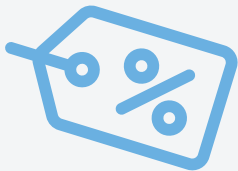
How to get up to 10% off combos or snack vouchers



Please note that you are buying a discount voucher. The vouchers will be redeemable at Ster-Kinekor catering counters.

- Log in on the Clientèle App
- Click on 'Rewards'
- Click on 'Entertainment'
- Select 'Ster-Kinekor'
- Select 'Snack Voucher or Combos'
- Click 'Buy Now'
- Select the number of vouchers
- Select the payment method (debit/credit card or EFT)
- Select 'Pay Now'
- Follow the payment prompts
- Once the payment is successful, you will receive your voucher number.

How to buy your discounted Gift Vouchers



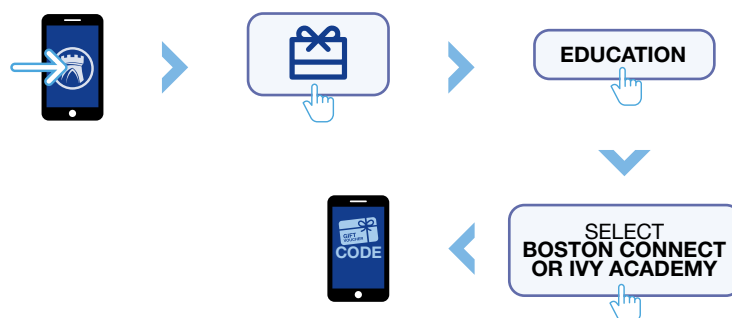
Buy gift vouchers online



Access your gift voucher
You can find your gift vouchers codes in 'My Wallet' under Vouchers in the Clientèle App. When you go to pay at the store, provide the cashier with your voucher code.
*Woolworths – Remember to provide the cashier with your proof of ID. Your gift voucher code will be transferred to a physical gift card.

- Log in on the Clientèle App
- Click on 'Rewards'
- Select the store for which you would like a gift voucher
- Click on 'Buy Now'
- Select the required amount
- Select the payment method (debit/credit card or EFT)
- Select 'Pay Now'
- Follow the payment prompts
- Receive gift voucher number in 'My Wallet'
- Enjoy your shopping

How to redeem a Boston Connect / Ivy Academy Voucher



Access your voucher
Once the voucher is requested, you can access the voucher in 'My Wallet' where you will be given a unique voucher code with information and a link to the relevant platform in order to proceed to register for the learning programme.

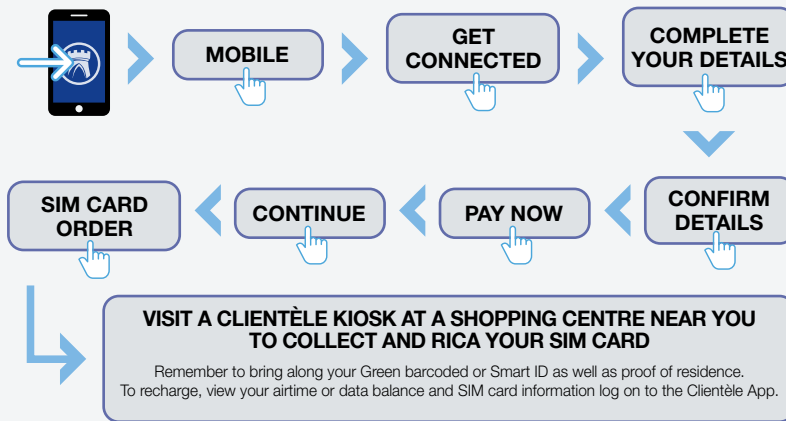
Every month you can access three Boston Connect (short online learning programmes) and three Ivy Academy (high school learner support) vouchers.

- Log in on the Clientèle App
- Click 'Rewards'
- Click 'Education'
- Select either 'Boston Connect' or 'Ivy Academy' to request a voucher
- Receive gift voucher code in 'My Wallet'

How to purchase and activate your Clientèle Mobile SIM card

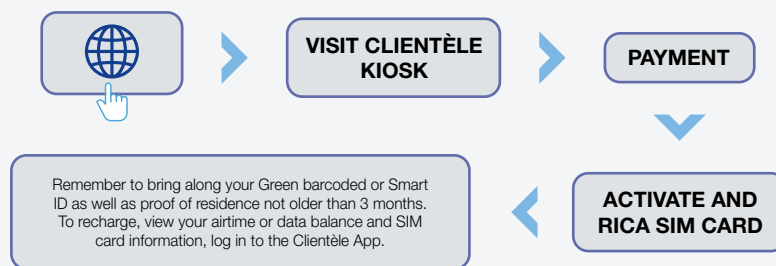


1 Via the Clientèle App



- Log in on the Clientèle App
- Click on 'Clientèle Mobile' to purchase your SIM card
- Click 'Get Connected'
- Complete your details in the required fields
- Confirm your details
- Pay for your SIM card by selecting the payment method you prefer: debit/credit card or EFT and select 'Pay Now'
- Click 'Continue' to confirm your SIM card purchase/order
- Click on the 'SIM card order' to view your order number
- Visit a Clientèle kiosk at a shopping centre near you to collect and RICA your SIM card

2 At a Clientèle Kiosk



- Find your nearest Kiosk at www.clientele.co.za or clientelemobi.co.za. Visit a Clientèle Kiosk at a shopping centre near you
- Payment
- Activate & RICA your SIM Card with the agent at the kiosk.

Important information after SIM card activation: CLIENT SERVICES & APP ASSISTANCE

For free assistance from any Clientèle Mobile number: Dial 135

From any other network: Dial 087 825 1155

WhatsApp: 061 131 8004

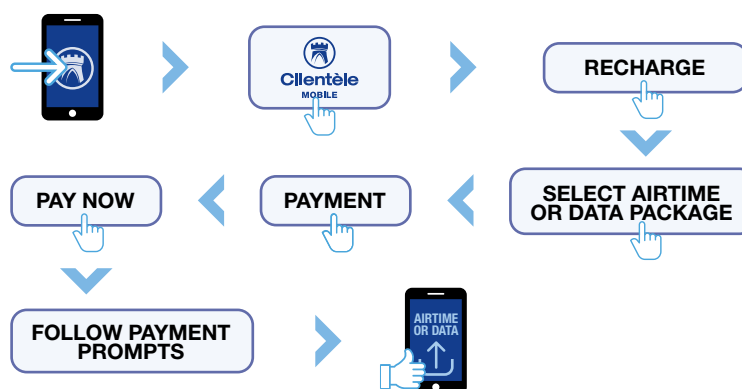
Emergency Services (Free from any phone): Dial 112

To check your balance: Dial *140# or via the Clientèle

To set up voicemail: Dial 132

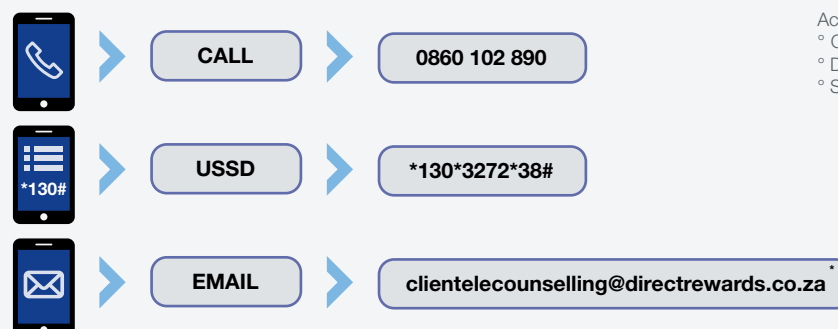
Lost your SIM card? Call Clientèle Mobile on 087 825 1155

How to recharge your Clientèle SIM card with airtime & data



- Log in on the Clientèle App
- Click on 'Clientèle Mobile'
- Click 'Recharge'
- Select the airtime or data package you would like
- Select the payment method (debit/credit card or EFT)
- Select 'Pay Now'
- Follow the payment prompts
- The purchased airtime/ data will be loaded on your SIM card

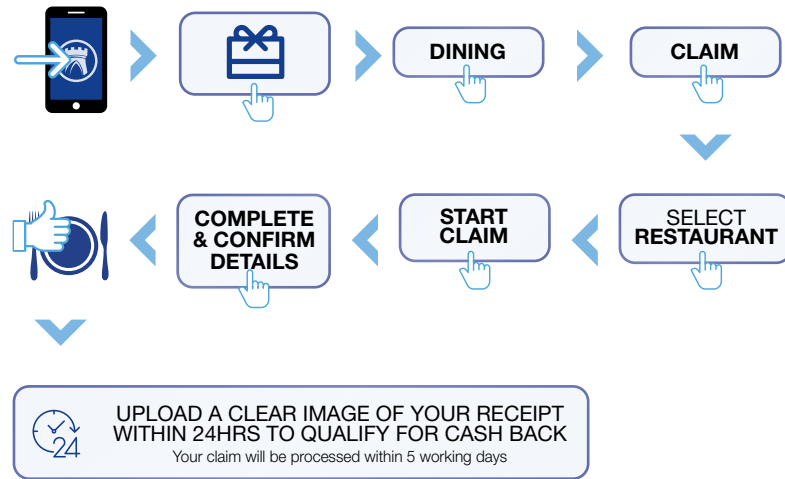
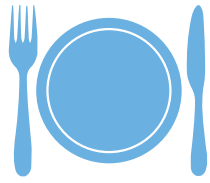
How to access the Clientèle Grief and Trauma Counselling Line



- Accessing this benefit is easy:
- Call 0860 102 890 or
 - Dial *130*3272*38# or
 - Send an email

This counselling service is available to you 24/7.

How to get up to R100 cash back on Dining



- Log in on the Clientèle App
- Click on 'Rewards'
- Click 'Dining'
- Click 'Claim'
- Select restaurant
- Click 'Start Claim'
- Complete details and upload receipt
- Your claim will be processed within 5 working days
- For any queries, please call the Rewards Contact Centre on 087 825 1150

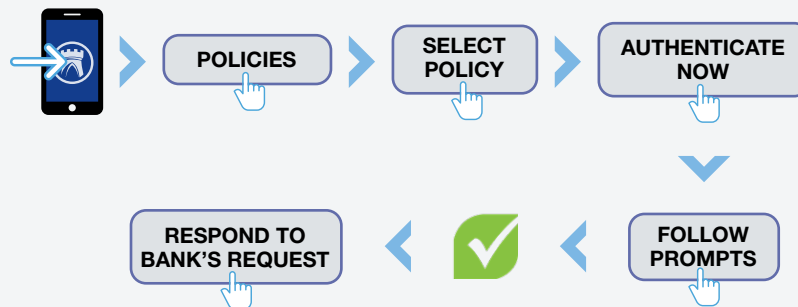
How to DebiCheck your Debit order



1 Existing Clients - Clientèle Call Centre



2 Existing Clients - Using the Clientèle App



- Log in on the Clientèle App
- Click on 'Policies'
- Select the policy you wish to DebiCheck
- Click on the "Authenticate Now" button
- Follow the easy steps that follow
- You are required to respond to your bank's request.

It is important to remember that the DebiCheck process starts by engaging with Clientèle first, this can be done through the Clientèle App or the Clientèle Call Centre. Clientèle will then send a request to your bank.

It is very important to follow your bank's instruction to complete the DebiCheck process.

You can access and respond to your bank's DebiCheck request by accessing your preferred banking channel.

3 New Clients - When taking a new policy

WHEN TAKING OUT A NEW POLICY WITH CLIENTÈLE THE DEBICHECK PROCESS WILL BE COMPLETED AS PART OF THE NORMAL SALES PROCESS.

Your friendly Sales Agent or Broker will guide you through the process which can be done either using your cellphone or on a Point of Sale Device.

The Rewards programmes are provided by CBC Rewards (Pty) Ltd, which provides non-insurance services and products relating to lifestyle and loyalty benefits. The Rewards programmes are offered either as stand-alone products, or as optional loyalty benefits to policyholders in conjunction with insurance policies offered by either Clientèle Life Assurance Company Limited, or Clientèle General Insurance Limited.

For policy or The Rewards programme terms and conditions visit www.clientele.co.za or contact us on 011 320 3000.

Clientèle Rewards Contact Centre

Tel: 087 825 1150

Operating Hours:
Mon-Fri: 08h00 – 17h00