



**ACTIVATOR
HEALTHY ME PROGRAMME**

**FREQUENTLY
ASKED
QUESTIONS**

ABOUT THE GENETIC TESTING

Q: Is a genetic test required for everyone?

A: Yes, all participants in the Healthy Me Programme will undergo a simple and painless genetic test. It involves a quick cheek swab using a cotton swab to collect the necessary information.

Q: What does a genetic test do?

A: A genetic test assesses your body's deficiencies rather than just looking for inherited diseases. It identifies which vitamins or nutrients your body may need to stay healthy and strong.

Q: Is the test painful?

A: No, the genetic test is completely painless. It involves a brief cheek swab.

Q: What happens after I take the test?

A: After your test, you will receive results indicating your body's needs. Based on this, you'll get a personalised health plan and vitamins tailored to you, helping to prevent health issues.

HEALTH MONITORING AND SAM (WEARABLE HEALTH DEVICE)

Q: What if my health changes suddenly?

A: SAM will send you alerts if it detects any irregularities, such as abnormal heart rate or oxygen levels, allowing you to take quick action.

Q: How will I receive my personalised vitamins?

A: Once your genetic test results are available, Umvuzo Health will send you tailored supplements designed for your specific needs—all based on your genetic test results.

Q: Will I have to pay for the genetic test or supplements?

A: No, both the genetic test and your personalised supplements are fully covered by Umvuzo Health as part of the Activator Option benefits.

Q: What is the “personalised roadmap” in the Healthy Me Programme?

A: Your personalised roadmap is a detailed plan for improving your health, created based on your genetic test results. It includes recommendations for supplements, lifestyle changes, and health focus areas.

Q: How does SAM assist with my health journey?

A: SAM acts as your personal health guide, monitoring key metrics like heart rate and stress levels. If it detects any issues, it will alert you immediately.

Q: Can SAM help me manage daily health habits?

A: Yes, SAM tracks your vital signs, reminds you to stay active, and includes features like monthly period tracking (for women) and smart notifications, making it easy to integrate into your daily life.

Q: What happens if SAM detects a health issue?

A: SAM will send you an alert if it notices any irregularities, such as a high heart rate or low oxygen levels, allowing you to seek help promptly.

Q: Can people with chronic conditions use SAM?

A: Yes, SAM is designed for individuals with chronic conditions like diabetes or high blood pressure, providing continuous monitoring of vital health stats.

Q: Will SAM help me stay on track with my vitamins and supplements?

A: Absolutely! SAM will remind you to take your supplements on time and track your health improvements over time.

Q: How do I use SAM for health monitoring?

A: Simply wear SAM on your wrist, and it will automatically track metrics like heart rate and stress. You can view your health data on your smartphone at any time.

Q: How long does SAM's battery last?

A: SAM has an impressive battery life of up to 10 days on a single charge, so you won't need to charge it daily.

COST OF MEDICAL DEVICE AND SETUP

Q: Do I need to pay for the medical device?

A: No, there is no additional cost for the device; it is included in the Healthy Me Programme package.

Q: Is the device under warranty?

A: Yes, the device comes with a one-year limited warranty. This warranty excludes cosmetic damage, consumable parts (like batteries), and damage from misuse or external factors.

Q: Do I need data to use the device?

A: The app linked to the device is data-free after the initial download from your app store.

Q: Who can I contact for help with device setup?

A: After receiving your completed application form, our programme coordinators will contact you to arrange genetic testing and device setup. For ongoing technical support, you can reach our helpline via the usual call centre number.

SAMPLE COLLECTION

Q: Where will the gene samples be taken?

A: Our programme coordinators will contact you to schedule an appointment for the genetic testing swab and handover of the device once we receive your application.

Q: How long after submitting my application will I be able to take my samples?

A: The genetic test swab and device handover will occur within the first 90 days of receiving your application.

Q: How can I view my results?

A: You can view your personal information, genetic test results, and actionable recommendations through the App that will be linked to your wearable health device.

Q: Who will have access to my results?

A: Only you, Umvuzo Health, and the programme coordinators will have access to your results.

INTERVENTIONS

Q: Who facilitates interventions like delivering vitamins?

A: Our programme coordinators will handle all interactions and necessary interventions for your health needs.

Q: Will I receive updates on health and dietary guidelines?

A: Yes, the App accompanying your wearable device will provide updates and actionable recommendations based on your health data.

Q: Why SAM is Your Perfect Health Companion

- 1. Continuous Monitoring:** SAM keeps an eye on your vital signs 24/7, acting like a personal health assistant.
- 2. Real-Time Alerts:** SAM notifies you immediately if something is off with your health, allowing for prompt action.
- 3. Non-Invasive and Comfortable:** SAM uses non-invasive technology, so it's comfortable to wear without needles or blood tests.
- 4. Lifestyle Integration:** SAM is waterproof, lightweight, and stylish, making it suitable for any occasion.
- 5. Motivational Tracking:** It helps you stay on track with your health goals by monitoring progress and providing reminders.
- 6. Smart Notifications:** SAM also offers notifications, making it a versatile daily companion.

Q: How can SAM improve my long-term health?

A: By following your personalised roadmap with SAM, you can:

1. Catch early warning signs to prevent health issues.
2. Receive custom advice to enhance your lifestyle.
3. Maintain consistency in health habits with SAM's tracking and reminders.

FOLLOWING YOUR PERSONALISED HEALTH ROADMAP

Q: How can I follow my personalised health roadmap?

A: Here's how to use your roadmap effectively:

- 1. Review Your Genetic Test Results:** Your report will outline your body's needs.
- 2. Receive Personalised Advice:** Umvuzo Health will provide tailored recommendations based on your results.
- 3. Use SAM for Daily Tracking:** Track your health metrics daily to stay aligned with your roadmap.
- 4. Get Reminders:** SAM will remind you when to take your vitamins and check your vital signs.
- 5. Monitor Changes:** Use SAM to observe your health improvements and ensure your roadmap is effective.
- 6. Stay Updated:** As your health needs change, SAM will help you adapt your roadmap accordingly.

REGISTERING FOR THE HEALTHY ME PROGRAMME

Q: What is the application process?

A: Complete a standard Umvuzo Health application form to express interest in the Activator Option. You'll then receive an additional form for the Healthy Me Programme, which should be submitted to your Umvuzo Health consultant for direct processing.

Q: How long does it take to process my application?

A: Processing will follow the usual membership timelines. The activation of the Healthy Me Programme will occur within the first 90 days of membership.

Q: When will I have access to the programme?

A: Applications submitted before December 15 will be activated on January 1, 2025, with a 90-day phased approach to the Healthy Me Programme implementation.


CHANGES TO MEMBERSHIP

Q: What happens if I need to downgrade or resign from the Scheme?

A: If you exit the programme before 24 months, you will need to return the device.



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