



**ACTIVATOR
HEALTHY ME PROGRAMME**

FREQUENTLY ASKED QUESTIONS

Umvuzo Health is proudly launching the **Healthy Me Programme in 2025**, exclusively available on the **Activator Option**.

At Umvuzo Health, we prioritise your health because we care about you.

We have designed this programme to keep you healthy and prevent medical problems before they happen!

As with most new things, you might have some questions. This document aims to answer them. If you, however, have more questions, please feel free to contact us directly at **0861 083 084** and select the Healthy Me Programme option.

REGISTERING FOR THE HEALTHY ME PROGRAMME

Q: How does the application process work?

Complete the normal Umvuzo Health application form and select the Activator option. You will then receive an additional enrolment form for the Healthy Me Programme, which should be submitted to your Umvuzo Health consultant for direct processing or email info@keepmehealthy.me.

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

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?

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

ABOUT THE GENETIC TEST

Q: Is a genetic test required for everyone?

Yes, all participants in the Healthy Me Programme will undergo a simple and painless genetic test. The test involves a quick cheek swab.

Q: What does a genetic test do?

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

SAMPLE COLLECTION

Q: Where will the gene samples be collected?

After receiving your completed application form, our programme coordinators will notify you of the date when our activation team will be coming to your place of employment to do the genetic test, complete the health questionnaire and activate your wearable health device.

Q: How long after submitting my application will my gene sample be collected?

The activation process includes the genetic test swab and device handover, which will occur within the first 90 days of receiving your application.

Q: How can I view my results?

You can view your personal information and actionable recommendations through the Umvuzo Health mobile app.

Q: Who will have access to my results?

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

Q: What happens after I take the test?

After collecting the sample from you, your test will be sent to a laboratory for testing. After the analysis of your test, you will receive personalised and actionable recommendations based on the results of the genetic test. We will also recommend supplements tailored to your body's needs to maintain your health and address any detected issues.

HEALTH MONITORING AND SAM (WEARABLE HEALTH DEVICE)



Q: How does SAM assist with my health journey?

SAM acts as your personal health guide, monitoring key metrics like heart rate and stress levels, allowing you to take appropriate action when necessary.

Q: How do I use SAM for health monitoring?

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

Q: Can SAM help me manage daily health habits?

Yes, SAM tracks your vital signs, reminds you to stay active, tracks your sleep patterns and heart rate, making it easy to integrate into your daily life.

Q: How long does SAM's battery last?

SAM has a battery life of up to 10 days depending on feature usage, so you won't need to charge it daily.

WARRANTY OF WEARABLE HEALTH DEVICE AND SET-UP

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

No, there is no additional cost for you for the device; it is part of the Healthy Me Programme benefits.

Q: Is the device under warranty?

Yes, the device comes with a one-year limited warranty. This warranty excludes cosmetic damage, the strap and damage from misuse or external factors. Please refer to the user manual for comprehensive instructions.

Q: Do I need data to use the device?

No, the device does not use data at all. The accompanying SAM app linked to the device is data-free to use after the initial download from your app store.

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

After receiving your completed application form, our programme coordinators will notify you of the date when our activation team will be coming to your place of employment to do the genetic testing and device setup. For ongoing technical support thereafter, you can reach our helpline via the Umvuzo Health call centre number.

Q: Why SAM is Your Perfect Health Companion

- 1. Continuous Monitoring:** If you consistently wear SAM, it continuously monitors your vital signs, functioning as a personal health assistant around the clock.
- 2. Non-Invasive and Comfortable:** SAM uses non-invasive monitoring technology, collecting health data without the need for blood tests or needles.
- 3. Lifestyle Integration:** SAM is water resistant, lightweight, and stylish, making it suitable for any occasion.
- 4. Motivational Tracking:** It helps you stay on track with your health goals by monitoring progress and providing reminders.
- 5. Smart Notifications:** SAM also offers a notification functionality, making it a versatile daily companion.

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

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.

HEALTH INTERVENTIONS

Q: Who facilitates interventions like delivering supplements?

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

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

Yes, depending on your health status and the level of intervention needed, you will either be prompted with notifications through the Umvuzo Health mobile app, SMS and/or WhatsApp messages, and voice calls from the programme coordinators.

Q: How will I receive my personalized supplements?

Once your genetic results have been received and your personalized recommendations have been made, the Healthy Me Programme counsellors will contact you to determine your preferred way of receiving your customized supplements and make any necessary arrangements.

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

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

FOLLOWING YOUR CUSTOMISED HEALTH ROADMAP

Q: How can I follow my personalised health roadmap?

Here's how to use your roadmap effectively:

- 1. Review your recommendations based on your genetic results:** Your personal health recommendations will be based on your genetic results and the health questionnaire responses, tailoring them to your unique needs.
- 2. Use SAM for Daily Tracking:** Track your health metrics daily to align with your roadmap.
- 3. Get Reminders:** SAM can be set up to remind you when to take your supplements, drink water or when to wake up.
- 4. Monitor Changes:** Use SAM to observe your health improvements and ensure your roadmap is effective.
- 5. Stay Updated:** As your health needs change, we will help you adapt your roadmap accordingly.

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

Your personalised roadmap is an actionable plan for improving your health, created based on your genetic test results and the health questionnaire you will be required to complete during activation. It includes recommendations for supplements, lifestyle changes, and health focus areas.

CHANGES TO MEMBERSHIP

Q: What happens if I need to change options or resign from the scheme?

If you exit the programme within the first 24 months, you will need to return the device to us or pay Umvuzo Health back.

Financial Liability	Period remaining in 24 month cycle
25% of cost is R562.50	< 6 months
50% of cost is R1 125	6-12 months
75% of cost is R1 687.50	12-18 months
100% of cost is R2 250	> 18 months

If you remain enrolled for 24 months, you will qualify for a device upgrade or replacement provided you return your current device.