

# kaelolifestyle

**Kaelo Lifestyle through our AskNelson programme** provides valuable support to employees and their immediate family members to best assist them in coping with life, work or school challenges that may be affecting their mental well-being.



## Digital Mental Health Support

Anonymous access to mental health support through live audio talks, mental health assessments and a library of self-guided mental health tools.

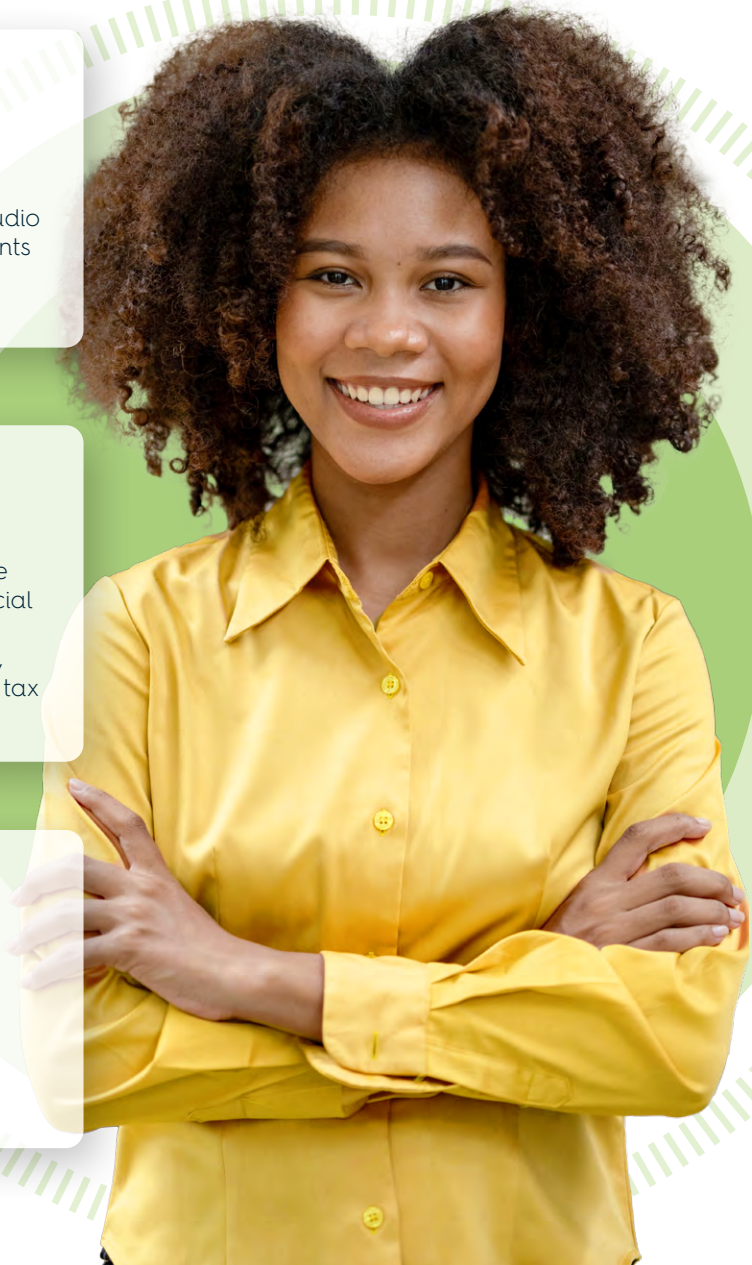


## Legal & Financial Advice

Get Legal and Financial Advice from qualified legal and financial advisers on a variety of issues including criminal law, civil law, family law, debt management, tax advice and estate planning.



20% off over 2500 products with **extra** by Dis-Chem



## Lifestyle Benefits | Brochure 2024

Kaelo Lifestyle is administered by Kaelo Simply Healthcare (Pty) Ltd, registration number 2004/009584/07. Please note that this is a summary of the products and highlights key benefits, features and limits. Please read in conjunction with all associated product documents. Lifestyle Benefits are Kaelo offerings. Service Providers are contracted to Kaelo, the Network Provider.




## LIFESTYLE BENEFITS

Benefit Name	Benefit
<b>Digital Mental Health Support</b>	Anonymous access to mental health support through live audio talks, mental health assessments and a library of self-guided mental health tools as part of the Panda Mental Health App.
<b>Text-Based Chat Support</b>	Access to live text-based chat support with an AskNelson counsellor in the Panda Mental Health App.
<b>Telephonic Counselling</b>	Unlimited telephonic access to Counselling, health information and education from registered health professionals.
<b>Virtual Counselling</b>	Unlimited access to virtual counselling support and guidance via video conferencing technology. Plan rules apply.
<b>Face-to-Face Counselling</b>	Upon a comprehensive clinical and risk assessment, there may be a referral for Face-to-Face Counselling with a Treatment Professional. Plan Rules apply.
<b>Children and Teenager Support</b>	Counselling support for Children and Teenagers on life challenges they may encounter. Plan Rules apply.
<b>Life Coaching</b>	Life Coaching helps Members and Dependants to identify goals and develop an actionable plan to achieve them. Plan Rules apply.
<b>Parent Coaching</b>	Confidential support to help parents navigate the challenges of successful parenting. Plan Rules apply.
<b>Career Guidance</b>	Guidance to individuals to help them acquire the knowledge, information, skills and experience necessary to identify career options, and narrow them down to make a career decision. Plan Rules apply.
<b>Leadership Coaching</b>	Developmental Coaching is personalised to help Leaders achieve their goals as effective Leaders. Plan Rules apply.
<b>Financial Advice</b>	Financial advice provides guidance on managing money, investing wisely and planning for the future. This benefit aims to help members and their immediate family members make informed decisions to achieve their financial goals. A qualified financial advisor will offer personalised strategies, risk assessments and ongoing support enhancing financial well-being. Plan rules apply.
<b>Legal Advice</b>	Legal advice offers individuals insights and guidance on navigating civil -, criminal and family law issues. It helps people understand their rights, responsibilities and potential course of action in various situations. Plan rules apply.
<b>Road Accident Fund Cover</b>	Assistance for members and their dependants with legitimate claims against the Road Accident Fund.
<b>Workman's Compensation Cover</b>	Assistance for members and their dependants with legitimate injury on duty claims.
<b>Health-on-Line</b>	Netcare 911's 24hr medical advice line - 082 911.
<b>extra by Dis-Chem rewards programme</b>	<b>extra</b> is a rewards programme available to Kaelo Health, Kaelo Gap and Western Gap policyholders who, through making healthy choices, have access to 20% discounts on a variety of healthy and essential products.

**Please note:**

We are continuously improving our communications and content. The latest version of this document is available on [www.kaelo.co.za/kaelo-lifestyle](http://www.kaelo.co.za/kaelo-lifestyle)

 Text-based chat via the **App**

 [asknelson@kaelo.co.za](mailto:asknelson@kaelo.co.za)

 [www.kaelo.co.za](http://www.kaelo.co.za)



**0861 635 766** or dial **\*134\*928#**

Send a **'please call me'** to **072 620 5699**

Standard call rates apply.



# Get rewarded for making healthy choices!



## Welcome to **extra** by Dis-Chem rewards programme.

### What is **extra** rewards

**extra** is a rewards programme available to Kaelo Health, Kaelo Gap, Western Gap and Suremed Shuttle policyholders who, by making healthy choices, have access to an immediate 20% discount on a variety of healthy and essential products including health, home care, personal care and baby products from leading brands.



Home Care

### How do I qualify for **extra** rewards?

Kaelo Health, Kaelo Gap, Western Gap and Suremed Shuttle policyholders get access to lifestyle benefits, and **extra** by including Value-Added Services with their policy.



Baby

### What are the benefits of **extra**?

**extra** rewards gives Kaelo Health, Kaelo Gap, Western Gap and Suremed Shuttle policyholders access to an immediate **20%** discount on a basket of 2500+ healthy and essential products, purchased from Dis-Chem stores and online. In the event that an **extra** qualifying product is already on promotion, the policyholder will receive both discounts (excluding Bonus Buy promotions, for example, 2 + 1 Cheapest free). Products available in the **extra** basket include healthy foods, vitamins and supplements in the health category and essentials such as nappies and baby toiletries in the baby category. Medical and personal care items range from unscheduled pain relief and cough and cold, to toothpaste, deodorant, shampoo, and women's sanitary products. Products such as washing powders, household cleaning and dishwashing products are included in the home care category, to help policyholders maintain a healthy home environment.



Health



Personal Care



Discount  
**20%**



### How do I access my **extra** rewards?

The **extra** discount is automatically applied when the main policyholder swipes their Dis-Chem Benefit Card at the tills in-store or when logged into their Dis-Chem benefits profile when shopping online. If you are not a Dis-Chem Benefits member, sign up on the Dis-Chem Website or In-Store and **extra** will be automatically activated within 24 hours.

### Can my dependants access **extra**?

Only the main policyholder has access to the **extra** discounts on behalf of dependants.

### Are there any waiting periods?

No, the **extra** reward is activated on the inception date of your Kaelo Health, Kaelo Gap, Western Gap and Suremed Shuttle policy, and remains active as long as your policy is in good standing.

### Do I have to pay an additional cost for **extra**?

**extra** is a benefit included in the Lifestyle Benefits with your Policy at an additional fee.

Visit [www.dischem.co.za/health-insurance/extra-by-dis-chem](http://www.dischem.co.za/health-insurance/extra-by-dis-chem) for all the details.

