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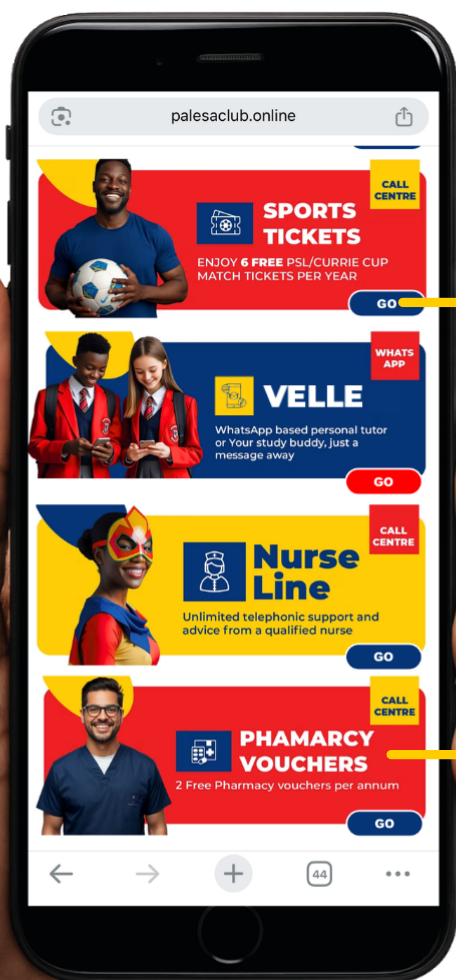
BENEFIT GUIDE

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PLATFORM

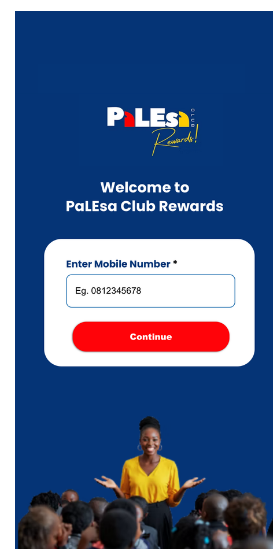


MOBI ACCESS



TAP GO TO ACCESS
THE VARIOUS PaLEsa
CLUB REWARDS
BENEFITS

Easy login with
your registered
mobile number



QUICK ACCESS TILES TAKE YOU STRAIGHT TO
THOSE BENEFITS, NO NEED FOR SCROLLING

Add mobisite to your Home Screen for quick access

ANDROID



On your browser,
click on the 3 dots
and select the option
'Add to Home Screen'

iOS



On your browser,
click on the 'Share'
icon and select
'Add to Home Screen'

This guide has been designed to help you make the most of your membership. Inside, you'll find everything you need to know about the benefits available to you - from grocery savings to legal assist and more.

Each benefit is explained in clear terms, with simple guidelines on how to access and enjoy your rewards. Whether you're saving on everyday essentials, getting professional support when you need it most, or enjoying added peace of mind, your membership is here to make life easier, more affordable, and more rewarding.

Keep this guide handy as your go-to reference.



PHARMACY VOUCHERS



TELEPHONIC NURSE LINE



VELLE WHATSAPP TUTOR



What you get

Prepaid vouchers for access to affordable pharmacy care, including a consultation as well as up to 2 acute medications to manage the condition.

National network of private pharmacies including select Medirite branches

When to use

When you need a consultation for a minor ailment, including over-the-counter medication.

Important to know

Only valid at approved network pharmacies accessible via the dedicated call-centre.

Vouchers cannot be exchanged for cash or transferred.

Additional costs beyond the voucher are for the member's account.

What you get

24/7 access to qualified nurses via phone.

Professional advice and guidance for everyday health concerns.

Assistance in understanding symptoms, treatment options, and when to seek further care.

When to use

If you need quick medical advice but not an emergency response.

Important to know

This is an advisory service only - nurses do not diagnose or prescribe.

Always follow up with a healthcare professional if your condition worsens or on the advice of the nurse.

What you get

24/7/365 access to a WhatsApp based tutor service

24/7 access to a WhatsApp-based tutor service.

Instant answers to schoolwork questions for Grades 1–12.

Support aligned with CAPS and IEB curricula.

Personalised study plans, quizzes, and gamified challenges.

Available in all 11 official South African languages.

When to use

If you need quick academic support, practice material, or clarification outside the

Important to know

VELLE is advisory — it does not replace teachers.

Always follow up with your school or educator for formal guidance.

LIFESTYLE



BENEFITS

FREE SPORTS TICKETS



What you get

4 Free tickets to attend either PSL or Currie Cup matches within the borders of South Africa.

Easy redemption through the dedicated call-centre.

When to use

You have access to this entertainment benefit whenever you like.

Up to 4 tickets per annum.

Important to know

Tickets are subject to availability and event capacity.

Tickets are not transferable or redeemable for cash.

Some events may have limited availability so booking 6 weeks in advance is recommended to avoid disappointment.

GROCERY SAVINGS



What you get

Discounts of R20, R10, R5, or R3 on seletec products at Shoprite and Checkers stores nationwide.

Access to everyday savings that work alongside in-store promotions.

Total savings add up to R980+ per month.

When to use

Use your benefit for essential household purchases anytime.

Important to know

Redeem your grocery savings up to 5 times per month in-store.

Codes are valid for 48 hours, thereafter a new code must be requested.

Only valid at Shoprite and Checkers stores nationwide.

Cannot be exchanged for cash or transferred.

PEACE OF MIND WITH YOUR MEMBERSHIP HUB



What you get

Access to a full suite of lifestyle, health, and learning benefits in one membership.

Convenient redemption through a single call centre or WhatsApp channel.

When to use

Whenever you need trusted assistance or everyday savings.

Important to know

Membership benefits are advisory and supportive — not a replacement for professional services.

Always check individual benefit rules for usage limits.

More about your GROCERY SAVINGS



Enjoy exclusive grocery savings on everyday essentials like maize meal, milk, and cooking oil. But that's not all, you have access to lifestyle discounts from leading South African brands giving you more spending power for the things that make life easier and more enjoyable...

Click button to request

1

DOWNLOAD FLYSHEET

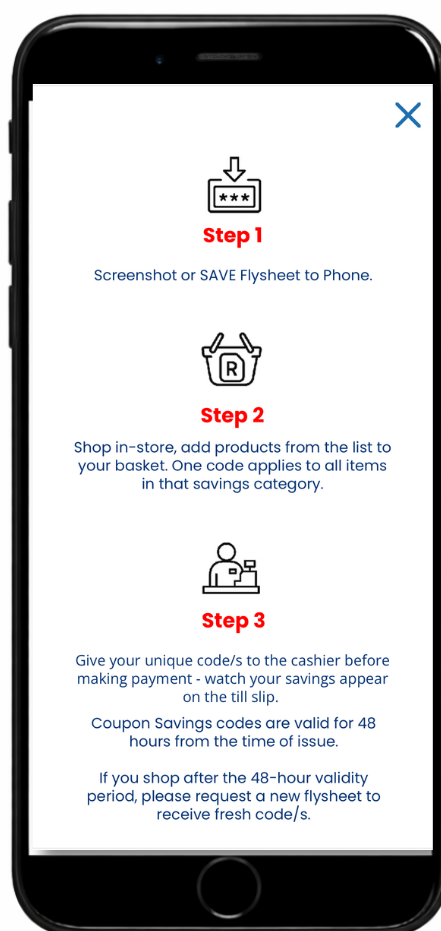
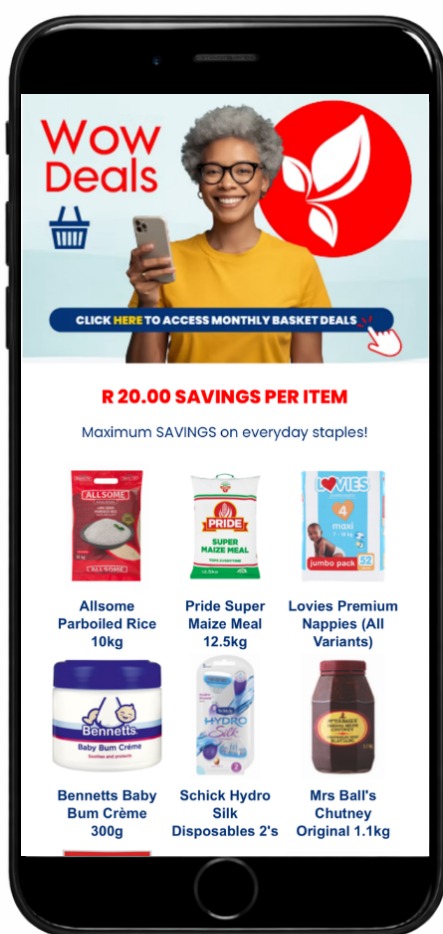
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SCREENSHOT

Shop by flysheet

*Pop-ups with redemption
instructions*



INSTANT IN-STORE SAVINGS!

Benefit NAVIGATION



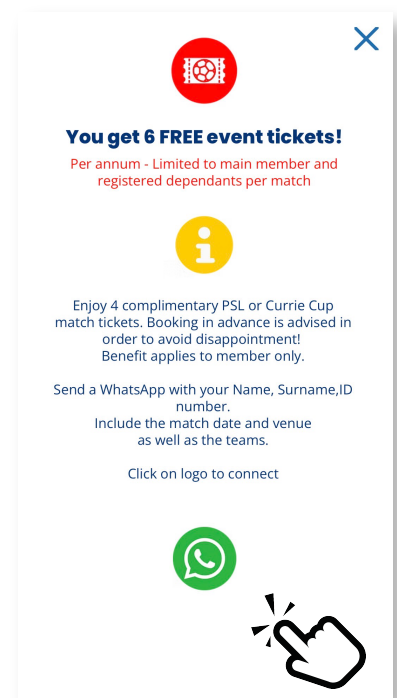
By tapping on a benefit, a pop-up will appear displaying general benefit information as well as the button to call out.



Standard call rates apply, you must have a positive airtime balance to dial-out.



When connected, you can request a call-back from the call-centre.



EASY INSTANT ACCESS TO CALL-CENTRE



LOGIN ON
YOUR MOBILE
DEVICE

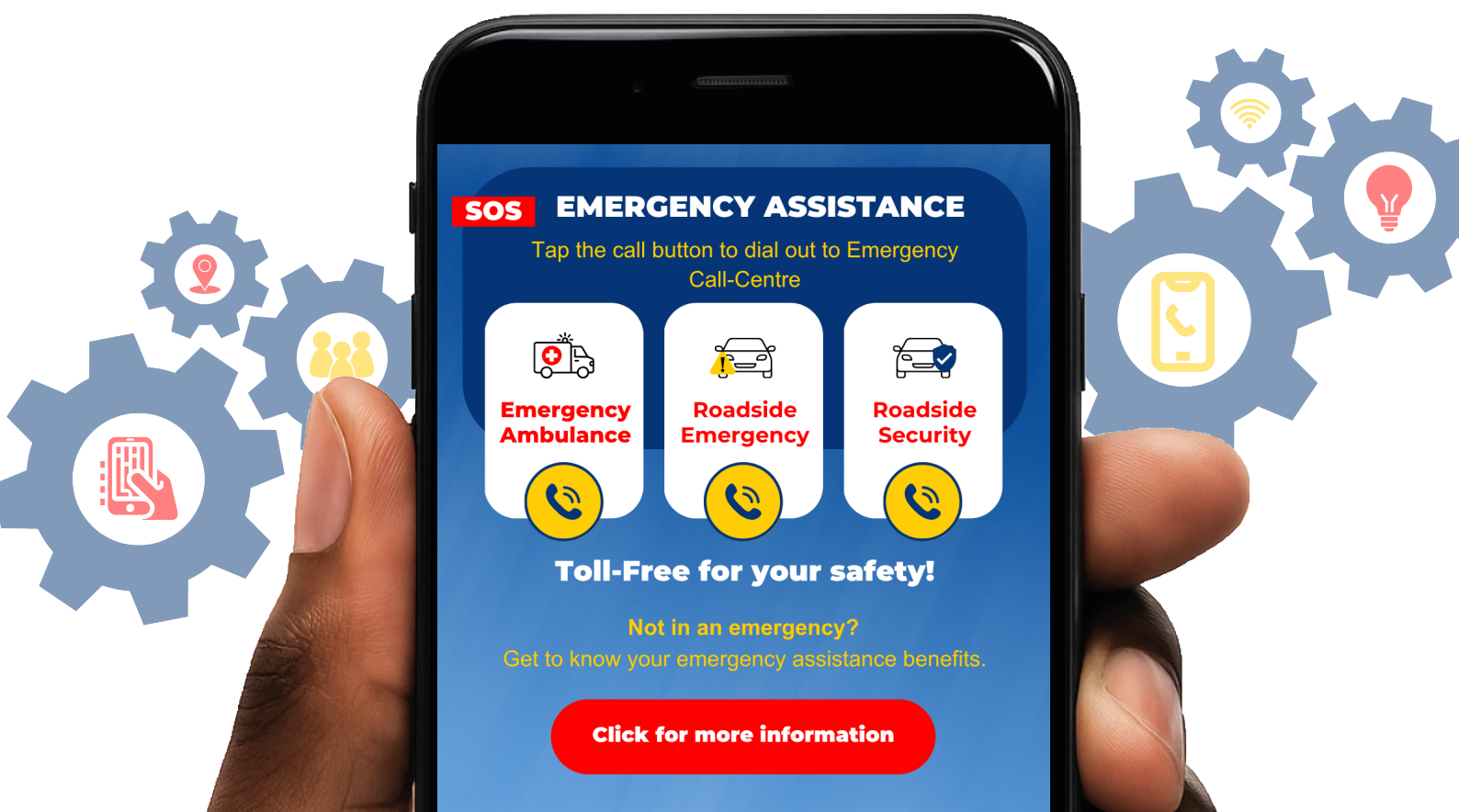


JUMP TO
EMERGENCY
SERVICES



CLICK GREEN
CALL BUTTON TO
DIAL OUT

DIALLER INSTANTLY DISPLAYS CALL CENTRE NUMBER WITH 'CALL OUT' FUNCTION



The following Terms & Conditions apply to all benefits offered under your membership. By making use of these benefits, you agree to the conditions outlined below. Please note that retailer and service provider terms may apply in addition to those listed here.

Pharmacy Vouchers

- Members must call the call centre to access the pharmacy benefit.
- A qualified telephonic nurse will assist and direct the member to the nearest participating pharmacy.
- Members will receive an SMS voucher with a unique code for use at the pharmacy.
- The voucher covers minor ailments only and includes up to two acute medications per approved visit.
- Additional visits beyond the allowed limit (4 per annum) are not covered.
- The SMS voucher must be presented at the pharmacy and used before expiry (48 hours).
- Only pharmacies within the available network will be eligible for voucher redemption.

Examples of Minor Ailments Covered:

- Abdominal cramps
- Earache
- Allergic skin rash (dermatitis)
- Fever
- Athlete's foot / fungal infection
- Hayfever (seasonal allergy)
- Backache
- Headache
- Blocked / runny nose
- Head lice
- Burns
- Insect bites and stings
- Cold and Flu
- Muscle sprain or strain
- Cold sores
- Nausea and vomiting
- Conjunctivitis
- Nosebleed

- Constipation
- Period pain
- Cough
- Red eye, Cuts and Grazes
- Ringworm
- Diarrhoea
- Scabies
- Dyspepsia (heartburn, indigestion)
- Sinusitis
- Sore Throat
- Toothache

Telephonic Nurses Line

Available 24/7 offering health advice, pharmacy referrals, and medication guidance as well functioning as a national poison database for emergencies related to exposure/consumption of a potential hazardous substance/chemical.

Grocery Savings (Coupons)

- Coupons are in the form of digital codes for use at participating retailers.
- One code applies to all items within a discount category (R20, R10, R5, R3).
- If you purchase items across multiple categories, you must use each category's unique code as shown on the flysheet.
- Each code is valid for 48 hours from the time of issue.
- Once a code expires, a new flysheet with a fresh code must be requested.
- Members may request up to five (5) coupon codes per month.
- Flysheets containing coupon codes can be saved to your phone or screenshot for ease of redemption.
- Coupons are non-transferable, may not be exchanged for cash
- Valid at all Shoprite/Checkers stores nationwide.
- Escalation Process (if a code does not apply): If your discount does not go through at the till:
 - Confirm that the code is still within the 48-hour validity window.
 - If valid but still rejected, email rewards@valnova.co.za with:

- A clear photo of your till slip.
- Pictures of the items purchased where the discount did not apply.
- The name and location of the store.
- The error message or information given at POS.
- Our team will investigate and provide feedback.

Sammo WhatsApp Tutor

Member Value Learning made simple, accessible, and engaging. SAMMO is your AI driven WhatsApp tutor, supporting learners from Grade 1–12 in all 11 official South African languages.

- Instant Q&A responses within 3 seconds
- Study plans and revision delivered within 30 seconds
- Fully aligned with CAPS & IEB curricula
- Gamified learning and interactive challenges
- Personalised feedback on written work
- Optimised for low bandwidth environments
- Member Value Learning made simple, accessible, and engaging. SAMMO is your AI driven WhatsApp tutor, supporting learners from Grade 1–12 in all 11 official South African languages.

Benefits

- Instant Q&A responses within 3 seconds
- Study plans and revision delivered within 30 seconds
- Fully aligned with CAPS & IEB curricula
- Gamified learning and interactive challenges
- Personalised feedback on written work
- Optimised for low bandwidth environments
- SAMMO is an educational support tool and does not replace formal teaching or professional tutoring. Learning outcomes depend on student engagement.
- Support is available via the in-app help functionality.

Technical Access

- Palesa Club Rewards is accessible via mobile only.
- Urban Agility does not guarantee uninterrupted access and is not liable for outages due to maintenance or third-party issues.

Data Protection and Privacy

- Palesa Club Rewards complies with the Protection of Personal Information Act (POPIA).
- Member data is encrypted and securely stored.
- Personal information will not be shared with third parties unless required for benefit delivery or by law.

Errors, Disputes, and Support

- Any issues with services must be reported within 7 days of the issue or attempted use.
- Palesa Club Reward will investigate and resolve valid queries promptly.
- Palesa Club Rewards is not responsible for incorrect use of benefits.
- All queries must be logged online by via the WhatsApp chat support.

Changes to the Program

- Palesa Club Rewards reserves the right to update or change benefits or terms at any time.
- Changes will be communicated via the member dashboard, SMS, or email where applicable.