



SERVICING AND ESCALATIONS GUIDE

PURPOSE OF THIS GUIDE

We're here to support you – every step of the way.

At Healthy Company, we know that when you reach out, you're often doing so on behalf of someone who needs care, clarity, or resolution. This guide is designed to help you navigate the right support channels quickly and confidently, ensuring your queries are handled with care and efficiency.

You'll also find steps to follow when an issue needs more urgent attention or hasn't been resolved as expected.

FINDING THE RIGHT SUPPORT CHANNEL

01

KEEP YOUR REFERENCE NUMBER

Each time you contact us, we'll send you a reference number. This number helps us track and resolve your request quickly, so please keep it safe for any follow-ups or escalations.

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FIRST TIME QUERIES – STARTING YOUR JOURNEY WITH US

**For general support, informal referrals,
or system-related queries:**

Email: healthycompany@discovery.co.za

Turnaround time: **Allow two business days**

For formal referrals:

Email: healthycompanyformal@discovery.co.za

Turnaround time: **Allow two business days**

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FIRST-LEVEL ESCALATIONS

If your request hasn't been processed, if the feedback you received is unclear, or if you're supporting a member or employer who is feeling overwhelmed, we're here to support you every step of the way.

Email: healthycompanyurgent@discovery.co.za

Turnaround time: **Allow four business hours**

This escalation channel should be used for valid, urgent cases. It's designed for moments that need faster support and should not replace standard processing.

This channel is best used when:

- The standard process did not resolve your query.
- A case needs additional investigation or remains unprocessed.
- There's a request for a group intervention session.
- Your query falls outside the standard turnaround times.
- The member or employer is irate or distressed and cannot wait.
- There are repeated examples of unresolved service issues.

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SUPPORT FROM YOUR WELLNESS ADVISER (WA)

Wellness Advisers are here to walk with you when more personal or complex support is needed, particularly when earlier escalation efforts haven't brought resolution.

Turnaround time: **Allow eight business hours**

You can contact your Wellness Adviser when:

- A member or employer is upset and the matter cannot wait any longer.
- Escalation channels have not resolved the issue within the communicated turnaround time.
- You've already escalated the matter and still need further help.

Please forward the full email trail, including the reference number, to your **Corporate Service Manager** if further assistance is needed beyond your Wellness Adviser.

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EMERGENCY TRAUMA AND COUNSELLING SUPPORT

For urgent or traumatic situations requiring immediate intervention, please contact our 24-hour support line:

24/7 Trauma and Counselling Support: 0800 320 420

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FREE ACCESS TO HEALTHY COMPANY ADVICE

You can also reach out to us for general support or advice through the Discovery website or app. We're always close by when you need to connect.

Visit www.discovery.co.za or use the Discovery app to access Healthy Company services.

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LEARNING AND DEVELOPMENT WORKSHOPS

If you'd like to book a workshop for your team or organisation, or if you need information about available sessions, we'd be happy to help.

Email: healthycompanybookings@discovery.co.za

Turnaround time: **To secure a booking for your preferred date, we require at least 10 working days' advance notice**

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DIGITAL AND WEB SUPPORT

If you need help using our platforms or navigating the Discovery website:

Email: webinfo@discovery.co.za

Turnaround time: **Allow two to three business days**

You can also visit www.discovery.co.za or call **0860 10 06 96**

