

## Frequently Asked Questions

### **What is NHB Rewards?**

As a SADTU member, NHB is providing you with the opportunity to save up to R1750 per month in discounts and coupons from various retailers and brands, like: Checkers, Shoprite, Usave, PnP, Dischem, Baby City and more.

NHB Rewards allows you to start benefiting from your first payment. No need to collect points / go up tiers to enjoy the benefits.

### **Who can take out NHB Rewards?**

Any SADTU member.

### **I am not a SADTU member, can I take out NHB Rewards?**

NHB Rewards has been designed exclusively for SADTU members. Join SADTU now, to be able to qualify.

### **I don't have a funeral policy, can I have NHB Rewards?**

Yes, NHB Rewards is available as a standalone product. You do not need to have any existing NHB products to get NHB Rewards.

### **I have a funeral policy with NHB, can I add NHB Rewards?**

Yes, NHB Rewards can be bundled with qualifying immediate plans as a loyalty benefit. This means one payment for both the funeral cover and NHB Rewards.

### **I am a new client to NHB, can I take funeral cover together with NHB Rewards?**

Yes, definitely. You have a choice. Take out NHB Rewards as a standalone product and your funeral products; or bundle it as a loyalty benefit with qualifying immediate plans.

### **Where do I see my benefits / how do I redeem vouchers and coupons?**

Log into ClientZone - your online portal - for all your rewards / coupons / discounts that are available.

ClientZone can be accessed by going to [clientzone.nhb.co.za](http://clientzone.nhb.co.za).

Browse which coupons and discounts you want, add these to your basket and then redeem. You will receive SMS codes to use at the retailers to get savings on hundreds of products at retailers and brands, like: Checkers, Shoprite, Usave, PnP, Dischem, Baby City and more.

### **Is ClientZone data free?**

Yes, using the [clientzone.nhb.co.za](http://clientzone.nhb.co.za) is data free! Start browsing and redeeming your rewards today!

### **How much does NHB Rewards cost? How can I pay for it?**

NHB Rewards as a standalone product costs R19 per month. This can only be deducted via bank debit order. NHB Rewards can be included for R13.50. As a loyalty

benefit to the premium of qualifying immediate plans, and will be deducted with its payment method (PERSAL or debit order).

### **What if I have an issue with redeeming a coupon or discount; or these don't work at the retailer?**

Just call into our call centre on 0861 001 788 or email [rewards@nhb.co.za](mailto:rewards@nhb.co.za), and our consultants will help you get sorted.

### **What if I miss a payment?**

You will be able to make use of NHB Rewards for 30 days from the last payment. If the next payment is missed, you will automatically lose access to the platform. Access will resume on receipt of the next payment.

We will stop attempting to collect payments after 2 consecutive, missed payments.

### **What if I cancel NHB Rewards?**

Once you cancel NHB Rewards, you will no longer be able to redeem coupons and discounts from the rewards platform.

If your NHB Rewards is bundled to a qualifying immediate product, the policy will downgrade to funeral cover only.

### **How do I cancel NHB Rewards?**

Call into the call centre, and cancel. Payments already submitted for collection will continue to take place. Cancellation will be effective 31 days from the last payment.

So, if you already paid for this month, you will continue to be able to use NHB Rewards for 31 days (from the date of last payment).

## Shoprite, Checkers & Usave

Get monthly in-store discounts on selected groceries and household products at Shoprite, Checkers and Usave stores nationwide. Discount coupons are grouped by value (e.g., R5, R10) and updated monthly on the NHB REWARDS site.

### **How do I claim my discount?**

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- Select "Checkers/Shoprite/Usave" and browse the available coupons.
- Add coupons to your basket then proceed to "View Cart".
- Click "Checkout".
- Receive your select coupon via SMS.

### How do I redeem my discount?

- Shop at any Shoprite, Checkers or Usave store. At checkout, give your coupon codes to the cashier before payment.
- Discounts will be applied automatically to any matching basket items.
- Pay the remaining balance.

### Are there limits on how often I can use the discount, and do coupons expire?

Limits apply per product and reset monthly. Coupons expire at the end of the month and do not carry over. If you don't use it in time, you can claim it again – your product limits won't be affected.

### Can I use more than one code on the same product?

Only one voucher is allowed per discounted item. Vouchers cannot be stacked on a single item.

### Can I use the discount online?

Coupons are valid in-store only.

### Can I use the code with other in-store specials?

Yes, discounts can be combined; however, discounts cannot be used with ExtraSave promotions. If both apply, the higher discount value will be applied.

## Dis-Chem

As a NHB REWARDS member, you can access 50 monthly coupons for discounts on selected products at any Dis-Chem store. Remember, discounts change every month, so check back regularly!

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- Select "Dis-Chem" and browse the available coupons.
- Add coupons to your cart then proceed to "View Cart".
- Receive your select coupon via SMS.

### How do I redeem my discount?

- Shop at any Dis-Chem store.
- At checkout, give your discount code to the cashier before payment.
- The discount will be automatically applied to any matching item in your basket.
- Pay the remaining balance for your basket.

### Are there limits on how often I can use the discount, and do coupons expire?

Limits apply per product and reset monthly. Your coupon code is valid for 24 hours from the moment you redeem it on the NHB REWARDS site. If you don't use it in time, you can claim it again – your product limits won't be affected.

### Can I use more than one code on the same product?

Only one voucher is allowed per discounted item. Vouchers cannot be stacked on a single item.

### Can I use the discount online?

No, the code can only be redeemed in-store at a physical Dis-Chem location.

### Can I use the code with other in-store specials?

Yes. Dis-Chem discounts can be combined with other in-store promotions.

## Intercape

NHB REWARDS members get 10% off Intercape bus tickets when booked through our partner travel service.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find "Intercape" and select "Add to cart" then proceed to "View Cart".
- Receive your select coupon via SMS.
- The SMS received will include a link to the Intercape WhatsApp line.

### How do I redeem my discount?

- Once you receive your voucher, click on the WhatsApp link in the SMS, and start a chat to redeem this benefit.
- A partner travel consultant will then contact you to assist with booking your ticket.
- Have your departure and destination, dates, and times ready.
- The travel consultant will share ticket options, either during the call or via a link in an email.
- Once you choose your preferred option, a payment link will be sent to you reflecting the discounted price.
- Make your payment. (Payments can take up to 48 hours to reflect, so book early!).
- Your tickets will be sent to you once payment is made.

### How many tickets can I get?

You can book up to 5 tickets per month for yourself, family, or friends. This includes one-way or return trips, subject to availability.

### Can I use it for same-day travel?

No, same-day bookings are not eligible for the discount. Be sure to plan ahead and book at least 48 hours prior to travel to avoid any problems.

## QuickBus

NHB REWARDS members get 5% off bus tickets booked through QuickBus when using our partnered travel service.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find QuickBus and select "Add to cart" then proceed to "View Cart".
- Receive your select coupon via SMS.
- The SMS received will include a link to the Quickbus WhatsApp line.

### How do I redeem my discount?

- Once you receive your voucher, click on the WhatsApp link in the SMS and start a chat to redeem this benefit.
- A partner travel consultant will then contact you to assist with booking your ticket.
- Have your departure and destination, dates, and times ready.
- The travel consultant will share ticket options, either during the call or via a link in an email.
- Once you choose your preferred option, a payment link will be sent to you reflecting the discounted price.
- Make your payment. (Payments can take up to 48 hours to reflect, so book early!).
- Your tickets will be sent to you once payment is made.

### How many tickets can I get?

You can book up to 5 tickets per month for yourself, family, or friends. This includes one-way or return trips, subject to availability.

### Can I use it for same-day travel?

No, same-day bookings are not eligible for the discount. Be sure to plan ahead and book at least 48 hours prior to travel to avoid any problems.

## Office Gear Stationery

NHB REWARDS members get 12% off all items in the stationery category when shopping online with Office Gear Stationery.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find "Office Gear" and select "Add to cart" then proceed to "View Cart".
- Receive your select coupon via SMS.
- You will receive a link to the Office Gear website via SMS.

### How do I redeem my discount?

- Click the link received to visit the Office Gear website.
- Browse and add your stationery items to your cart.
- Proceed to checkout, enter your email address and payment details, choose delivery or collection, and complete the purchase.
- Remember to apply the coupon code before checking out. Your 12% discount will be applied to your basket total (excluding delivery fees).

### How many times can I use the discount?

You can use the discount up to 5 times per month.

### Is there a minimum spend to qualify?

No, there is no minimum spend required to receive the discount. However, a minimum spend of R500 is required for free delivery.

## Run/Walk

Run/Walk for Life is a fitness programme designed for people of all fitness levels, offering guided walking and running sessions to help improve overall health and well-being.

- NHB REWARDS members receive 20% off a Run/Walk for Life membership.
- The membership does not have to be used by the member – it can be gifted or transferred to a family member or friend.
- The discount code is transferable.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find "Run/Walk" and select "Add to cart" then proceed to "View Cart".
- Receive coupon via SMS.
- The SMS received will include a link to the Run/Walk WhatsApp line.

### How do I redeem my discount?

- Click the link received to open the Run/Walk WhatsApp line and start a chat to redeem this benefit.
- A representative will contact you to confirm your nearest Run/Walk for Life branch.
- A coach from that branch will then get in touch to share more about the programme and provide the discounted pricing.
- You'll be invited to make an appointment for a walk or assessment session, where you can choose the programme that suits your fitness goals.

## OneDayOnly

OneDayOnly is a daily deals website offering massive discounts on a wide range of products - from electronics and gadgets to fashion, homeware, and more. Deals are only available for 24 hours, so it's best to check the site daily.

- NHB REWARDS members get R75 off any purchase of R350 or more, once per month.
- A maximum of 5 redemption per month are permitted, but each redemption must be used by a different person, on their own profile.
- The limit resets monthly and can be used again by new or existing users the following month.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find "OneDayOnly" and select "Add to cart" then proceed to "View Cart".
- You'll receive a voucher code via SMS.

### How do I redeem my discount?

- Go to [onedayonly.co.za](http://onedayonly.co.za) and add items to your cart.
- At checkout, select "I have a voucher" and enter the code you received.
- R75 will be deducted from your purchase (as long as your basket total is R350 or more).
- Complete your payment with the discounted total.

### How many times can I use the discount?

A maximum of 5 redemption per month are permitted, but each redemption must be used by a different person, on their own profile. The limit resets monthly and can be used again by new or existing users the following month.

## NetFlorist

NetFlorist is South Africa's largest online flower and gifting service. Whether it's a birthday, anniversary, or just because - send flowers, treats, or personalised gifts directly to your loved ones.

- NHB REWARDS members get 10% off one purchase from NetFlorist each month, with no minimum spend required.
- Delivery fees apply (please refer to [netflorist.co.za](http://netflorist.co.za) for the latest delivery fees).

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, select "Rewards Type" and select Voucher.
- Find "NetFlorist" and select "Add to cart".
- Receive your select coupon via SMS.

### How do I redeem my discount?

- Go to [netflorist.co.za](http://netflorist.co.za) and add items to your cart.
- Enter your and the recipient's delivery details.
- At checkout, select "Redeem voucher" and enter the code you received.
- The 10% discount will be applied automatically (excluding delivery fees).
- Proceed with payment to complete your order.

### How many times can I use the discount?

Discounts are valid for one purchase per month and apply to up to 5 different profiles, of different people, each month. The discount resets monthly and can be used again by new or returning members.

## 4aKid

4aKid is an online store offering baby and toddler essentials - from feeding accessories to educational toys and safety products - all delivered to your door.

- NHB REWARDS members receive 20% off one online basket purchase from 4aKid each month, with no minimum spend required.
- Delivery fees apply, unless free delivery thresholds are met (please refer to [4akid.co.za](http://4akid.co.za) for the latest delivery fees).

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find "4aKid" and select "Add to cart" then proceed to "View Cart".
- You'll receive a voucher code via SMS.

### How do I redeem my discount?

- Go to [4akid.co.za](http://4akid.co.za) and add items to your cart.
- At checkout, the 20% discount is applied automatically using the voucher code you received.
- Enter your contact, delivery, and payment details to complete the order.

### How many times can I use the discount?

Discounts are valid for one purchase per month and apply to up to 5 different profiles, of different people, each month. The discount resets monthly and can be used again by new or returning members.

## PG Glass

PG Glass is South Africa's leading glass repair and replacement brand, with over 100 years of trusted service. As a NHB REWARDS member, you get up to 50% off smash-and-grab window film/tint when you book with PG Glass.

- The discount amount depends on the make, model, and specifications of your vehicle and the film selected.
- You can request up to 5 unique discount codes per month.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find "PG Glass" and select "Add to cart" then proceed to "View Cart".
- You'll receive a voucher code via SMS.

### How do I redeem my discount?

- Click the link received to open the PG Glass WhatsApp line and start a chat to redeem this benefit.
- A representative will contact you to book a fitting at the nearest PG Glass branch and provide you with your unique voucher code.
- Your unique voucher code must be presented to the PG Glass representative when making your booking or enquiry.
- The final discounted price will be calculated based on your vehicle and the chosen product.

## Netstar

Save up to R360 on a STARtag device and service with Netstar.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find "Netstar" and select "Add to cart" then proceed to "View Cart".
- Receive your select coupon via SMS.
- The SMS received will include a link to the Netstar WhatsApp line.

### How do I redeem my discount?

- Click the link received to open the Netstar WhatsApp line and start a chat to redeem this benefit.
- A representative will contact you to book a fitting at the nearest Netstar branch and provide you with your unique voucher code.
- Your unique voucher code must be presented to the Netstar representative when making your booking or enquiry.
- The final discounted price will be calculated based on your vehicle and the chosen product.

## Planet Fitness

Save 20% and pay no joining fee on a full Planet Fitness membership.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find "Planet Fitness" and select "Add to cart" then proceed to "View Cart".
- Receive coupon via SMS.
- The SMS will include a link to the Planet Fitness WhatsApp line.

### How do I redeem my discount?

- Click the link received to open the Planet Fitness WhatsApp line and start a chat to redeem this benefit.
- A representative will contact you to book a consultation at the nearest Planet Fitness branch and provide you with your unique voucher code.
- Your unique voucher code must be presented to the Planet Fitness representative when joining or paying for your existing membership.

## Acrobranch

Acrobranch offers thrilling treetop aerial obstacle courses across South Africa, with adventures for both kids and adults. With NHB REWARDS, members enjoy an exclusive 2-for-1 deal on a selected course. Book 2 tickets for the price of 1 on the 'High Flying & 1 Big Zip (Red)' package, consisting of:

- Obstacles: 22
- Difficulty: Advanced
- Age group: 9 years and up
- Height requirement: 1.3m or taller

**Note:** Compulsory extras (like gloves) are not included in the discount and must be paid for by each participant. Visit [acrobranch.co.za](http://acrobranch.co.za) for more course details.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, "Rewards Type" select Voucher.
- Find "Acrobranch" and select "Add to cart" then proceed to "View Cart".
- Receive your select coupon via SMS.
- You'll receive a voucher code for booking online.

### How do I redeem my offer?

- Visit [acrobranch.co.za](http://acrobranch.co.za).
- Choose your preferred location, date, time, and number in the group.
- Select the 'High Flying & 1 Big Zip (Red)' package option.
- At Checkout, enter the voucher code in the "Promo Code" field.
- Complete payment.

### How do I claim my discount?

- Visit [clientzone.nhb.co.za](http://clientzone.nhb.co.za) and log in.
- By Filters, select "Rewards Type" and select Voucher.
- Find the desired brand "Salton", "Defy", "Pineware", or "Univa" and select "Claim Voucher".
- Receive your select coupon via SMS.
- You'll receive a discount code for use on the IRS Online store.

### How do I redeem my discount?

- Go to [www.irsonline.co.za](http://www.irsonline.co.za).
- Browse and add products to your basket.
- Enter your shipping and payment details.
- Applicable delivery fees are calculated at checkout. Before completing payment, enter the discount code in the "Apply Discount Code" field.
- The discount will be applied automatically to qualifying items.
- Complete payment, and your order will be delivered to the address provided.

### Are there limits on how often I can use the discount?

Multiple brands can be purchased in one order, but only one discount code can be applied per checkout. To receive discounts on multiple brands, make separate purchases per brand.

### Is there a minimum spend to qualify?

There is no minimum spend required to make use of the discount.

### Can I use the code with other in-store specials?

Discounts do not apply to promotional items.

## Homeware & Appliances

NHB REWARDS members get the following exclusive discounts on a wide range of Salton, Defy, Pineware, and Univa appliances and homeware when shopping at [www.irsonline.co.za](http://www.irsonline.co.za):

- 10% off all Salton products.
- 5% off all Defy products.
- 5% off all Pineware products.
- 5% off all Univa products.

Visit [nhb.co.za/rewards](http://nhb.co.za/rewards) to access all savings and offers.



Search  
& View



Select  
& Redeem



Shop In-Store  
& SAVE!

SAVE EVERY TIME you shop at leading national

Checkers SHOPRITE Usave  
babycity Dis-Chem + Pick n Pay



24/7 Available Anywhere, Anytime

DATA-FREE Access

Easy to Use, Fast, and Secure

For a complete list of retailers and discounts, as well as terms and conditions please refer to [nhb.co.za/rewards](http://nhb.co.za/rewards)

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