



2021

DISCOVERY HEALTH MEDICAL SCHEME

BANKING DETAILS FOR MANUAL PAYMENTS

This document gives you banking details to use when you need to make a manual payment to Discovery Health Medical Scheme (DHMS). Please use the following banking details to settle your account with us by cash deposit or Electronic Funds Transfer (EFT).

Medical scheme contributions

| | |
|------------------------|---|
| Account name: | Discovery Health Medical Scheme/Corporate Accounts Services |
| Bank name: | First National Bank |
| Branch number: | 255 005 |
| Account number: | 0058 861132950 |
| Account type: | Cheque |
| Reference: | <p>Your Discovery Health Medical Scheme membership number or your 18-digit payment reference number</p> <p>Please ask the teller to add it to your deposit's reference field, or add it yourself when using Internet banking. This way you can be sure that your payment is correctly allocated.</p> |

Medical Savings Account (MSA) transfers from previous schemes

If your previous medical scheme pays your Medical Savings Account (MSA) balance directly to you, you must pay it over to Discovery Health Medical Scheme. When you do this, please use your ID number and the words "MSA transfer" as reference.

We will also need a letter from your previous medical scheme, on the scheme letterhead, to confirm the amount they paid over to you and the reason for the payment. This is so we can allocate the MSA to your Discovery Health Medical Scheme membership.

Please [upload your proof of payment](#) on our website www.discovery.co.za under Medical Aid > Get Help so that we can process your payment without delay. Alternatively, call us on **0860 99 88 77**.

Contact us

Tel (members): 0860 99 88 77, Tel (health partners): 0860 44 55 66

Go to www.discovery.co.za to Get Help or ask a question on WhatsApp. Save this number 0860 756 756 on your phone and say "Hi" to start chatting with us 24/7.

PO Box 784262, Sandton, 2146. 1 Discovery Place, Sandton, 2196.

Complaints process

Discovery Health Medical Scheme is committed to providing you with the highest standard of service and your feedback is important to us. The following channels are available for your complaints and we encourage you to follow the process:

1 | STEP 1 – TO TAKE YOUR QUERY FURTHER:

If you have already contacted the Discovery Health Medical Scheme and feel that your query has still not been resolved, please complete our online complaints form on www.discovery.co.za. We would also love to hear from you if we have exceeded your expectations.

2 | STEP 2 – TO CONTACT THE PRINCIPAL OFFICER:

If you are still not satisfied with the resolution of your complaint after following the process in Step 1 you are able to escalate your complaint to the Principal Officer of the Discovery Health Medical Scheme. You may lodge a query or complaint with Discovery Health Medical Scheme by completing the online form on www.discovery.co.za or by emailing principalofficer@discovery.co.za.

3 | STEP 3 – TO LODGE A DISPUTE:

If you have received a final decision from Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on the website.

4 | STEP 4 – TO CONTACT THE COUNCIL FOR MEDICAL SCHEMES:

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council. Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157 | complaints@medicalschemes.co.za
0861 123 267 www.medicalschemes.co.za