

BANKING DETAILS FOR MONEY OWED TO DISCOVERY HEALTH MEDICAL SCHEME

DISCOVERY HEALTH MEDICAL SCHEME
2022





If you **owe any money to Discovery Health Medical Scheme**, please use the following banking details to pay your account. You can make a cash deposit at the bank or do an electronic funds transfer (EFT).

Accountholder:	Discovery Health Medical Scheme
Bank name:	First National Bank
Branch name:	First National Bank Corporate Account Services, Johannesburg
Branch number:	255 005
Account type:	Cheque
Account number:	58861132934
Reference:	Your Discovery Health Medical Scheme membership number If you make the payment at a bank branch, please ask the teller to add your membership number to your deposit's reference field, or add the number yourself when using internet banking. This way you can be sure that we correctly allocate your payment.

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



Contact us

Telephone number (members): 0860 99 88 77

Telephone number (health partners): 0860 44 55 66

PO Box 784262, Sandton, 2146.

1 Discovery Place, Sandton, 2196.

Go to www.discovery.co.za to Get Help or ask a question on WhatsApp. Save the number 0860 756 756 on your phone and type "Hi" to start chatting with us any time of day, seven days of the week..

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 Discovery Health Medical Scheme and you 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 may escalate your complaint to the Principal Officer of 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 you want to challenge the decision, 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