

UPDATING YOUR BANKING DETAILS

DISCOVERY HEALTH MEDICAL SCHEME

2022





Updating your banking details

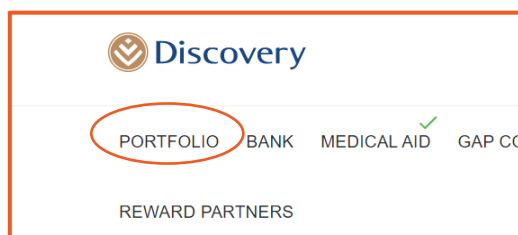
It is important that Discovery Health Medical Scheme has the correct banking details for all our members. This is so we can pay out any amounts that are due to you without any delay. You can make sure we have your correct banking details by visiting our website and updating them online if necessary.

Benefits of updating your banking details online

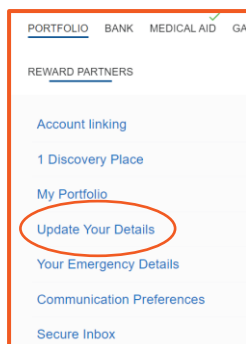
- The update is done safely and immediately.
- You receive a notification on your cellphone to confirm that you have updated your details.
- You can do an update at anytime from anywhere by simply logging in to the Discovery website.

How to update your banking details on our website

- Register or log in to your profile at www.discovery.co.za
- Select the **Portfolio** tab at the top of the screen



- Select **Update Your Details**



- We will ask you to enter a one-time password (OTP). We will send this one-time password to your email address or in an SMS to your cellphone, depending on the preferred method of communication you chose

One Time Password (OTP)

Please note that your OTP details have been sent to email address *****@discovery.co.za at 2022-05-31 09:08 .

If this is incorrect please contact Digital Support on 0860 100 696.

OTP:

SUBMIT

Still haven't received your OTP?

RESEND OTP



- Scroll down, under the heading **Your banking details**, select **Manage banking details**.

Your banking details

Banking details

Here you may update and view all your banking details (Cash backs).

- **Manage banking details**

- We will ask you to enter a one-time password (OTP). We will send this one-time password to your email address or in an SMS to your cellphone, depending on the preferred method of communication you chose
- Click on **Update bank details** to start the process to update your banking details on the website

View your payment details

This will provide you with the debit order details and payments linked to all of your Discovery products.

VIEW MY BANK DETAILS

UPDATE BANK DETAILS

Update the bank accounts you would like to use for your payments to Discovery and payments that Discovery makes to you.

UPDATE BANK DETAILS

STATUS OF BANK UPDATES

If you have requested an update to your bank details, you can **view the status** in this section and you can **cancel an update** that is already in progress.

VIEW STATUS

DOCUMENTS

To process the update of your bank details, we may need certain documents, which you can **download** or **send (upload)** in this section.

MANAGE DOCUMENTS

- Below is the capture screen, where you will have to complete then bank details of the account owner. Ensure that correct bank details are captures. We will not be able to process any incorrect bank account details

Account owner

Please see below for your details that we have on record.

First name * Surname *

☒ Identification number ☐ Passport number

Date of birth

Gender



- Review the bank account details captured
- Should you receive errors on the capture screens, please contact our website team on 0860 100 696 to assist with navigation on the website
- Click **Submit** to complete the update process
- We will contact you using the email address you have provided, should we need supporting documentation to process your bank account details update
- The screen below indicates the documentation size allowed

Bank details

✓

✓

✓

✓

✗

Step 1

Step 2

Step 3

Step 4

Step 5

Thank you for submitting your bank account updates.

Your reference number is 7318446638.

We need additional documents

1. We have created a customized third party authorisation document (mandate) which only includes the update details you have requested. Therefore, this document can only be used for this update request. Please download the document, have it signed and then return it to us by uploading it via the upload document function below.

[DOWNLOAD MANDATE](#)

2. You can send your documents by uploading them here.

Monitoring your updates

In order to monitor the status of your updates, go to the "Status of Bank Updates" section of the "Update Bank Details" page on the website.

Please note

If we do not receive any documents within 10 days of the process being registered, we will cancel or end the process.

Once the documents have been received and verified, we will continue to process the changes requested.

Documents required

Certain limits apply when you attach documents:

- Documents cannot be larger than 15 MB (megabytes).
- Documents must be in one of these file formats: DOC, DOCX, JPEG or PDF.



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 giving you the highest standard of service and your feedback is important to us. You have the following channels 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 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 can escalate your complaint to the Principal Officer of Discovery Health Medical Scheme. You can 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 can lodge a formal dispute. You can find more information of the Scheme's dispute process on our website.

4

STEP 4 – TO CONTACT THE COUNCIL FOR MEDICAL SCHEMES:

The Council for Medical Schemes regulates Discovery Health Medical Scheme. You can 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 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157
- complaints@medicalschemes.co.za
- 0861 123 267
- www.medicalschemes.co.za