

# UPDATING YOUR BANKING DETAILS ONLINE

DISCOVERY HEALTH MEDICAL SCHEME  
2024





## 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 cell phone 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](http://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 cell phone, depending on the preferred method of communication you chose.
- Scroll down, under the heading **Your banking details**, select **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 cell phone, depending on the preferred method of communication you chose.
- Enter the OTP on the webpage and click **'Submit'**
- You can now update your banking details on the website.
- Make sure you select **Submit** to save your changes.



## Working to care for and protect you

Our goal is to provide support for you in the times when you need it most.

### How to contact us

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

Go to [www.discovery.co.za](http://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.

### What to do if you have a complaint

#### 01 | 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](http://www.discovery.co.za). We would also love to hear from you if we have exceeded your expectations.

#### 02 | 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](http://www.discovery.co.za) or by emailing [principalofficer@discovery.co.za](mailto:principalofficer@discovery.co.za).

#### 03 | 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](#).

#### 04 | 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](mailto:complaints@medicalschemes.co.za) | 0861 123 267 | [www.medicalschemes.co.za](http://www.medicalschemes.co.za).

### Your privacy is important to us

We hold your privacy in the highest regard. Our unwavering commitment to protecting your personal information and ensuring the security and confidentiality of your data is clearly outlined in our Privacy Statement. You can view our latest version on [www.discovery.co.za](http://www.discovery.co.za) > Medical aid > About Discovery Health Medical Scheme.