



## If a principal member passes away

### What dependants need to do to continue membership

Active dependants of a deceased member are entitled to remain members of Platinum Health. It is important to note that dependants need to apply with Platinum Health to continue membership within 30 days of the deceased member's death.

### What dependants need to do to continue membership:

Dependants need to complete a Membership Application form which is accessible from the Platinum Health website ([www.platinumhealth.co.za](http://www.platinumhealth.co.za)) or Client Liaison offices.

### The following documentation needs to be submitted with the completed Membership Application form:

- Copy of applicant's ID document
- Copy of dependant's birth certificate or identity document (ID)
- ITA34 form - can be obtained from any South African Revenue Service (SARS)
- Copy of deceased member's death certificate
- Copy of marriage certificate (if applicable)
- Documentation that the Scheme may require in order to finalise the application



## Submit the documentation to Platinum Health via any of the following channels:

- Hand in at your closest Client Liaison office OR
- Email to the Membership Department  
([zzengagementofficemembership@platinumhealth.co.za](mailto:zzengagementofficemembership@platinumhealth.co.za)) or  
ClientLiaison ([phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za))

### **Important to note:**

The dependant who becomes the principal member, or the beneficiaries of the deceased member, will be responsible to pay the monthly Medical Scheme contributions.

Should you have any questions or need assistance, kindly contact the Client Liaison Call Centre on 014 590 1700 or 080 000 6942,  
email: [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)