



# Make sure we have your updated contact details

## Why is it important to update your contact details?

We regularly communicate with you via SMS or e-mail so it's very important that you keep your personal details updated. This includes your cellphone number, e-mail address, physical address, banking details, marital status and/or number of dependants.

## I am a dependant; can I update my contact details?

Previously, only principal members were allowed to change contact details themselves or for their dependants. But, we have changed the rule to allow dependants to change their own contact details too.



## What are the benefits of changing your contact details?

If we have your correct cellphone number, you will receive the following via SMS:

- Your authorisation numbers.
- Payments made by the Scheme to suppliers, which keeps you updated of your medical expenses and of possible fraudulent activities.
- Confirmation of your dependants.
- Termination of your dependants.
- Requests for you to send us outstanding documents to finalise your application.
- Reminders of outstanding and/or arrears in contributions.

**If we have your correct cellphone number, you will be able to use our WhatsApp functionality!**

Your correct residential address will ensure that there is no delay in assigning a designated service provider (DSP) to you if you need to consult with a

specialist, be hospitalised or utilise any other health services. This is applicable to PlatComprehensive and PlatCap members.

## If we have your correct email address, you will receive:

- Your membership claims advice or statements, which keeps you updated of your medical expenses.
- Your tax certificates.
- Any Scheme documents or communication that we may share with you from time-to-time.



## If we have your correct banking details, it will ensure that:

- Your refund request is paid into your bank account.



# HOW TO CHANGE YOUR CONTACT DETAILS



Changing your contact details is quick and easy if you follow these steps:

## STEP 01



### Complete the form

- If you are the principal member, complete the form named "**Change form for principal members**", and complete your changes. [Click here](#) to access the form.
- If you are a dependant, complete the form named "**Change form for dependants**", and complete your changes. [Click here](#) to access the form.
- You can access these forms via any of the following channels:
  - Download the form from our **website** ([www.platinumhealth.co.za](http://www.platinumhealth.co.za))
  - Email a request to **Client Liaison** ([phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za))
  - Call the **Client Liaison Call Centre** on **014 590 1700** or **080 000 6942**
  - Collect the form from any Client Liaison office in your area.

## STEP 02



### Submit the documents to us

- Once you've completed the form, sign it and send it to us, together with a copy of your identity document (ID) or passport.
- You can send it to us in any of the following ways:
  - Email:** [zzgengagementofficemembership@platinumhealth.co.za](mailto:zzgengagementofficemembership@platinumhealth.co.za) or [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)
  - OR**
  - Submit at a **Client Liaison Office** closest to you

## STEP 03



### We will process your request

- Once we have received the documents from you, we'll process the changes and your new contact details will reflect on our system. You will receive an SMS confirming that your contact details have been updated.

If you have any questions, or need help, don't hesitate to call our **Client Liaison Call Centre** on **014 590 1700** or **080 000 6942**, **email:** [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)

