

REMEMBER TO UPDATE YOUR PERSONAL DETAILS



Please inform Platinum Health immediately if your contact details change (for example, your telephone number, email, address, banking details, marital status or number of dependants). Platinum Health continuously communicates with members via SMS and email and therefore it is imperative for members to keep their details updated.

Correct cellphone numbers will ensure that:

- You receive authorisation numbers per SMS.
- You receive SMS's regarding payments by the Scheme to suppliers, keeping you updated of medical expenses.
- You receive important communication SMS's regarding:
 - Adding of dependants or termination of dependants.
 - Outstanding documentation which could lead to membership suspension.
 - Reminders of outstanding contributions.
- You can detect any possible fraudulent claims submitted by suppliers to Platinum Health.

Correct email address will ensure that:

- You receive membership claims advices/statements.
- You receive tax certificates.
- You receive other Scheme documentation that you may have requested or which Platinum Health may distribute from time-to-time.

Correct residential address will ensure that:

- There is no delay in DSP allocation of specialist consultations and hospital admissions. (applicable to PlatComprehensive and PlatCap).

Incorrect banking details may lead to:

- Refunds being paid into incorrect bank account as reflected on the Platinum Health system.

HOW TO UPDATE PERSONAL DETAILS

The relevant form named "Request to change membership details, Scheme Option or Card request" can be obtained from Platinum Health via any of the following channels:

1. Download the form from the Platinum Health website (www.platinumhealth.co.za)
2. Email a request to Client Liaison email address (phclientliaison@platinumhealth.co.za)
3. Phone the Client Liaison Call Centre on 014 590 1700 or 080 000 6942
4. Collect the form from Client Liaison offices in your area

Complete the form stipulating the necessary changes you wish to amend.

The principal member needs to sign the form together with a copy of his/her ID document, passport or driver's license and submit back to Platinum Health either by:

Email:

zzgengagementofficemembership@platinumhealth.co.za or
phclientliaison@platinumhealth.co.za

OR

Hand in the form at your closest Client Liaison office



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