

# **BANKING DETAILS FOR MONEY OWED TO DHMS**

DISCOVERY HEALTH MEDICAL SCHEME  
2024



## Banking details for money owed to Discovery Health Medical Scheme

If you **owe any money to Discovery Health Medical Scheme**, please use the following banking details to pay your account. You can make a cash deposit at the bank or do an electronic funds transfer (EFT).

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<b>Account holder:</b>	Discovery Health Medical Scheme
<b>Bank name:</b>	First National Bank
<b>Branch name:</b>	First National Bank Corporate Account Services, Johannesburg
<b>Branch number:</b>	255 005
<b>Account type:</b>	Cheque
<b>Account number:</b>	58861132934
<b>Reference:</b>	<b>Your Discovery Health Medical Scheme membership number</b> If you make the payment at a bank branch, please ask the teller to add your membership number to your deposit's reference field or add the number yourself when using internet banking. This way you can be sure that we correctly allocate your payment.

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Please [upload your proof of payment](#) on our website at [www.discovery.co.za](http://www.discovery.co.za) under **Medical aid > Get Help**. This will help us to process your payment without delay. You can also call us on **0860 99 88 77**.



## 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.