

Bank details for manual payments

Who we are

Retail Medical Scheme (referred to as "the Scheme"), registration number 1176, is a not-for-profit organisation, registered with the Council for Medical Schemes.

Discovery Health (Pty) Ltd (referred to as "the Administrator"), is a separate company who is registered as an authorised financial services provider (registration number 1997/013480/07), administers the Retail Medical Scheme.

Contact us

You can call us on **0860 101 252** or visit www.discovery.co.za for more information.

This document provides you with banking details to use when you need to make a manual payment for Retail Medical Scheme contributions and money owing to the Scheme.

Medical Scheme contributions

Account holder	: Retail Medical Scheme
Scheme Bank name	: First National Bank
Branch Name	: Global Transactional Services Johannesburg
Branch number	: 255005
Account type	: Cheque
Account number	: 6202 – 8655 – 910
Reference	: Your Retail Medical Scheme membership number

Money owing to the Scheme

Account holder	: Retail Medical Scheme
Scheme Bank name	: First National Bank
Branch Name	: Global Transactional Services Johannesburg
Branch number	: 255005
Account type	: Cheque
Account number	: 6205 – 0332 – 601
Reference	: Your Retail Medical Scheme membership number

Please make sure you use your 9-digit membership number as a reference when making the payment. This way you can be sure that we know about your payment.

Complaints process

You may lodge a complaint or query with Retail Medical Scheme directly on **0860 101 252** or address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the Retail Medical Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes for assistance. Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / **0861 123 267** / complaints@medicalschemes.co.za / www.medicalschemes.co.za.