

Updating your banking details online

It is important that Retail Medical Scheme has your correct banking details. This is so we can pay out any amounts due to you without any delay.

When necessary, you can update your banking details on www.retailmedicalscheme.co.za to make sure we have your correct details.

Benefits of updating your banking details online

- The update is done safely and immediately.
- You receive a notification on your cellphone to confirm that you have updated your details.
- You can do an update at **anytime, from anywhere, on the website**

How to update your banking details

- Register or log in to your profile on www.retailmedicalscheme.co.za
- Click on My details tab at the top of the screen.
- Click on Managing banking details.
- We will ask you to enter a one-time password (OTP). We will send this one-time password to your email address or in an SMS to your cellphone, depending on your preferred method of delivery
- Enter the OTP that is received via email or SMS in the OTP field on your Retail Medical Scheme website profile
- Click 'Submit' to proceed to the next step
- You can now update your banking details on the website.
- Make sure you click Submit to save your changes.

Contact us

Tel: 0860 101 252 • PO Box 652509 Benmore 2010 • www.retailmedicalscheme.co.za

Complaints process

You may lodge a complaint or query with Retail Medical Scheme directly on 0860 101 252 or send an email to service@retailmedicalscheme.co.za

If your query or complaint is not resolved to your satisfaction, address a complaint in writing to the Principal Officer at the Scheme's registered address. Please be sure to include the reference number obtained through your direct contact with the Scheme

Should your complaint still remain unresolved, you may lodge a formal dispute by following the Retail Medical Scheme internal disputes process, which is explained on the website at www.retailmedicalscheme.co.za. 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