

What to do if you need someone to speak to the Fund for you

In South Africa, we have laws to protect your personal information. Your personal information includes things like your name, ID number, contact details and, importantly, your medical details. By law, we can only discuss your membership information with you, unless you give your permission in writing.

If you want to give someone else permission talk to Engen Medical Benefit Fund for you, you have to fill in the *Permission to make certain information available to a third party form* and send it to us.

Who a third party is

By being a member, you and the Fund have an agreement to share information so you can send the Fund claims, and the Fund can provide benefits. You and the Fund are the two 'parties' to the agreement. A 'third party' is anyone who is not you or the Fund.

When to use the form

Use the form if you want your financial adviser, adult child, spouse or someone else you trust to do admin for you. It's also useful to fill in the form if you need to go to hospital so someone can speak to us while you're having surgery, or are too ill to talk to us.

Where to find the form

You can download *Permission to make certain information available to a third party form* from our website: www.engenmed.co.za > **FIND A DOCUMENT > APPLICATION FORMS**. On the Discovery app, log in and choose **Medial aid > Documents > Application forms**. Otherwise, you can call us on 0800 00 16 15.