

## Netcare Medical Scheme bank details for manual payments

### Who we are

Netcare Medical Scheme registration number 1584, is registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as “the administrator”) is a separate company and an authorised financial services provider (registration number 1997/013480/07), which takes care of the administration of your membership of Netcare Medical Scheme.

### About this document

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

### Contact us

You can call us on 0861 638 633 or visit [www.netcaremedicalscheme.co.za](http://www.netcaremedicalscheme.co.za) for more information.

### Banking details for contributions to Netcare Medical Scheme

Account holder: Netcare Medical Scheme  
Bank name: First National Bank  
Branch name: RMB Corporate banking Johannesburg  
Branch number: 255005  
Account type: Cheque  
Account number: 6265 – 8187 – 515  
Reference: Your Netcare Medical Scheme 18-digit employer or member number

### Banking details for money owed to the Scheme

Account holder: Netcare Medical Scheme  
Bank name: First National Bank  
Branch name: RMB Corporate Banking Johannesburg  
Branch number: 255005  
Account type: Cheque  
Account number: 6265 – 8190 – 203  
Reference: Your Netcare Medical Scheme member number

## Complaints process

You may lodge a complaint or query with Netcare Medical Scheme directly on 0861 638 633.

You may also send a complaint in writing to the Principal Officer at the Scheme's registered address. You will find the address on the Scheme's website at [www.netcaremedicalscheme.co.za](http://www.netcaremedicalscheme.co.za).

If your complaint remains unresolved, you may lodge a formal dispute by following Netcare Medical Scheme's Internal Resolution Process.

You may, as a last resort, approach the Council for Medical Schemes for assistance. The Council's contact details are as follows:

**Physical address:** Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157  
**Telephone:** 0861 123 267  
**Email:** [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za)  
**Website:** [www.medicalschemes.co.za](http://www.medicalschemes.co.za)