

Stay **CONNECTED.**
Stay **PROTECTED.**

Your medical scheme works best when we can reach you.

If your contact details, address or banking information are outdated, you could:



Miss important benefit updates



Not receive authorisation feedback in time



Experience delays in claim payments



Not receive important health reminders

Keeping your details updated helps us protect your benefits and serve you efficiently.

What details should you check?

Please make sure the following information is correct:



Mobile number and alternative ones (if applicable)



Email address



Address



Banking details (especially if you receive claim refunds)

Even small changes like a new cellphone number or bank account, must be updated with the Scheme.

Your correct personal details are used to:

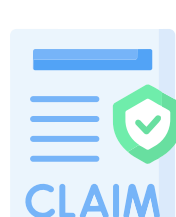
- ✓ Send authorisation outcomes
- ✓ Communicate about benefits and rule changes
- ✓ Notify you about wellness and screening benefits
- ✓ Allow our nurses to reach you for health support or chronic condition management
- ✓ Process refunds directly into your bank account

If we cannot reach you, your access to information and your access to information and payments may be delayed.



Protect Yourself from Fraud

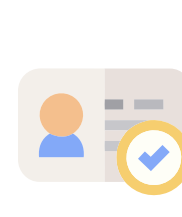
Incorrect or outdated banking details can create unnecessary risk. Keeping your information up to date helps ensure:



Claims are paid to the correct account



Sensitive information is sent to the right person



You remain in control of your membership

How to Update Your Details

You can update your information by:
Calling Client Services: 0860 002 101
Emailing: service@alliancemidmed.co.za

Our team will guide you through the process securely.

Main members can also do updates directly on the Mobile App!

IMPORTANT: Please also update the details of your dependants older than 21.

A Small **UPDATE.**
A Big **DIFFERENCE.**

Take 5 minutes today to confirm your details are correct. It ensures smooth claims, faster service and uninterrupted communication.

Warm regards,
The Alliance-Midmed Team