



## Importance of updating contact details with Platinum Health

Please inform Platinum Health immediately if your personal details change (for example, your address, telephone number, banking details, marital status or number of dependants). Platinum Health continuously communicates with members via SMS, email or postal mail and therefore it is imperative for members to keep their details updated.

### Correct cellphone numbers will ensure that:

- Members receive authorisation numbers per SMS.
- Members receive SMS's regarding payments by the Scheme to suppliers, keeping you updated of medical expenses.
- Members receive important communication SMS's regarding:
  - Adding of dependants or termination of dependants.
  - Outstanding documentation which could lead to membership suspension.
  - Reminders of outstanding contributions.
- Members can detect any possible fraudulent claims submitted by suppliers to Platinum Health.

### Correct residential and postal addresses will ensure that:

- There is no delay in DSP allocation of specialist consultations and hospital admissions. (applicable to PlatComprehensive and PlatCap)
- Members receive Scheme documentation.

### Correct email address will ensure that:

- Members receive membership claims advices/statements.
- Members receive tax certificates.
- Members receive other Scheme documentation that they may have requested or which Platinum Health may distribute from time-to-time.

### Incorrect banking details may lead to:

- Refunds being paid into incorrect bank account as reflected on the system.

### How to update personal details

The relevant form named "Request to change membership details, Scheme Option or Card request" can be obtained from Platinum Health via any of the following channels:

1. Download the form from the Platinum Health website([www.platinumhealth.co.za](http://www.platinumhealth.co.za))
2. Email a request to Client Liaison email address([phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za))
3. Phone the Client Liaison Call Centre on 014 590 1700 or 080 000 6942
4. Collect the form from Client Liaison offices in your area

Complete the form stipulating the necessary changes you wish to amend. It is important to note that the principal member needs to sign the form together with a copy of the principal member's ID document, passport or driver's license and submit back to Platinum Health either by:

Email: [ZZGEngagementOfficeMembership@platinumhealth.co.za](mailto:ZZGEngagementOfficeMembership@platinumhealth.co.za) or  
[phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)

OR

hand in the form at your nearest Client Liaison office