

How to request a Tax Certificate via Whatsapp



Here's what you need to do

Step 1



Make sure you are using the correct number

First make sure that the number you're using to chat to us on WhatsApp, is the same number you supplied to the Scheme.

If in doubt, call Client Liaison on **014 590 1700** to confirm.

Step 2



Save our Number

Save our WhatsApp number **080 000 6942** on your phone and start chatting!



Step 3



Confirm your membership

- Text hello to **080 000 6942**
- Select the Confirm Membership button.
- Enter your medical scheme number when prompted, e.g., "721128 0172"
- Once confirmed, you will be taken to the Main Menu.

Step 4



Main Menu

- Select Tax Certificate from the main menu.
- Select the tax year for which you need a certificate (e.g., 2024/2025).
- We will generate the Tax Certificate.
- You can download and view the requested certificate.
- Enter your medical scheme number when asked for a password

You will receive an option to request another Tax Certificate or go Back Home!



Help and Support



For any issues, you can contact Platinum Health Client Liaison:

Toll-free: 080 000 6942

Client Liaison: (014) 590 1700

Email: phclientliason@platinumhealth.co.za

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