

LA Health Change of Banking Details

LA Health Medical Scheme must have the correct banking details so we can pay out any amounts due to you without any delay and, if you are paying your contributions, for us to maintain your membership of the Scheme.

You can make sure we have your correct banking details by updating your details on the Scheme's website, if necessary.

Benefits of updating your banking details online

- The update is done safely and immediately.
- You receive a notification on your cellphone to confirm that you have updated your details.
- You can do an update at anytime from anywhere on www.lahealth.co.za.

How to update your banking details on www.lahealth.co.za

- Register or log in to your profile on the Scheme's website at www.lahealth.co.za.
- Click on your details/profile information tab at the top of the screen.
- Click on Banking Details.
- We will ask you to enter a one-time password (OTP). We will send this one-time password to your email address or in an SMS to your cellphone, depending on the preferred method of delivery you chose.
- Enter the OTP that is received via email or SMS in the OTP field on your LA Health website profile
- Click *Submit* to proceed to the next step
- Scroll down on your website profile, under the heading Your banking details, click on *Manage banking details*.
- A Secure message will appear on your LA Health website profile. Click on *Send* message.
- A window will appear on your cellphone home screen, asking you to Accept or Reject the request.
- In the text field, select or type 1 to accept the request.
- You can now update your banking details on the website.
- Make sure you click *Submit* to save your changes.

Contact us

For further information, call us on 0860 103 933 or visit us at www.lahealth.co.za

Complaints process

You can lodge a complaint or query with LA Health Medical Scheme directly on 0860 103 933 or address a complaint in writing to the Principal Officer. If your complaint remains unresolved, you can lodge a formal dispute by following LA Health Medical Scheme's internal disputes process.

Once the Scheme's internal processes are exhausted, and the issues remains unresolved, you may approach the Council for Medical Schemes for assistance: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157/ complaints@medicalschemes.co.za/ 0861 123 267/ www.medicalschemes.co.za