

MEDSHIELD MEDICAL SCHEME

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Contact Centre Number 086 000 2120

www.medshield.co.za

An Authorised Financial Services Provider (FSP 51381)

**MEDSHIELD**
medical scheme

11 February 2025

Dear Medshield Members,

Bloemfontein Regional Office and Walk-in Centre closure, effective 17 February 2025

We would like to inform you that the Medshield Bloemfontein regional office and walk-in centre will close on 17 February 2025. The introduction of regional member interactions – and the availability of our alternative remote assistance and information channels – has resulted in a significant decline of visitors to the physical office, which has made the cost of maintaining the location unsustainable.

As always, Medshield will remain committed to serving you. We encourage members to continue using the various available communication channels to reach us. We are here to assist you with any membership information and queries.

- **Virtual Meeting Requests** – Members can send a request to letsmeet@medshield.co.za with their preferred date and time for an appointment. Our team will contact the member to confirm the appointment.
- **Medshield App** – Our new App is available for download on iOS (Apple) and Android stores.
- **WhatsApp Channel** – Members can enjoy fast and convenient access to our team and membership specific information on WhatsApp. Please use +27 60 042 7274 to engage with us on WhatsApp.
- **Website Login Zone** – Members can register on the Website Login Zone via the Medshield website at www.medshield.co.za. Click 'log in' on the home page and follow the prompts.
- **The Medshield Short Code SMS check:** SMS the word BENEFIT to 43131.
- **Medshield Contact Centre:** Our agents are available to assist with any queries or questions on 086 000 2120.

Should you require any help, or need further clarification, please do not hesitate to contact our customer support team at 086 000 2120.

We remain fully dedicated to providing high-quality service to our members. We appreciate your understanding and continued trust in Medshield.

Kind regards,

Medshield Medical Scheme