

MEDSHIELD MEDICAL SCHEME

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www.medshield.co.za

An Authorised Financial Services Provider (FSP 51381)



MEDSHIELD
medical scheme

3 June 2025

Dear Medshield Member,

Member statements are going paperless from 30 June 2025

At Medshield, we're committed to improving our service to you while also caring for our environment. That's why we're excited to share that we are transitioning to fully **digital member statements**.

From 30 June 2025, printed and posted statements will no longer be available.

In addition to the normal monthly email distribution of member statements, all statements will now be available electronically on our secure online and digital channels via the member zone on the website, the Medshield Mobile App, and our WhatsApp channel, available at +27 60 042 7274.

Why we're making the change:

- **Faster access** to your information
- **Greener and more sustainable** approach
- **Secure, 24/7 access** to your statements online

We encourage you to **register or log into your secure Medshield member portal, download our Medshield Member App, or use our Medshield WhatsApp channel** to access your statements and manage your details at your convenience.

- To access your **Medshield member portal through our website or to download and use the Medshield Member App, please** refer to the [attached How To Guide](#).
- The **Medshield WhatsApp channel** provides fast and convenient access to our team and member-specific information. To use the channel, send a message containing **"Hi" to +27 60 042 7274** and follow the prompts.

We're here to help. If you need any help or clarification, please do not hesitate to contact our member support team at 086 000 2120.

Thank you for supporting this positive step toward a more digital and sustainable future.

Kind regards,

Medshield Medical Scheme
