

Change Your Bank Account Details for Contributions and Claim Refunds

Your Easy Four-Step Guide

If you need to **UPDATE YOUR BANK ACCOUNT DETAILS** for contributions and/or claim refunds, follow the steps below:

STEP 01



COMPLETE THE REQUIRED FORM

- Download and complete the MEM04 – Change of Banking Details form, available on the Medshield website at www.medshield.co.za/members/scheme-forms-for-members

You can choose between:

1. **Editable PDF version** – Fill in the form electronically and sign it digitally
2. **Printable version** – Print the form, complete it manually, and sign it

STEP 02



GATHER YOUR SUPPORTING DOCUMENTS

The required supporting documents depend on who the bank account belongs to

If the bank account is in your name and you are the Principal Member:

- A copy of your ID (or passport for non-SA citizens)
- A stamped bank statement or bank account confirmation letter (not older than 3 months)

If the account is in someone else's name (e.g. spouse, parent):

- A copy of the Principal Member's ID
- A copy of the Account Holder's ID
- A letter of authority signed by the Account Holder, detailing the member(s) for whom the authorisation is granted
- Stamped bank statement or bank confirmation letter (not older than 3 months)

If the account is in the name of a company:

- A copy of the Principal Member's ID
- ID copies (or passport copies for non-SA citizens) of each signatory authorised to sign on behalf of the company
- A stamped bank statement or a bank account confirmation letter in the company's name, not older than 3 months
- A signed letter of authority on the company's letterhead, stating the member's full name and surname for whom authorisation is granted. If the update is for refunds only, a separate letter of authorisation is required from the Principal Member

If the account is in the name of a Trust:

- A copy of the Principal Member's ID (or passport for non-SA Citizens)
- A copy of each Trustee's ID
- A copy of the Trust Resolution showing the appointed trustees
- A stamped bank statement or a bank account confirmation letter (not older than 3 months) in the name of the Trust
- A signed letter of authority that includes the details of the member(s) authorised

STEP 03



SUBMIT THE COMPLETED FORM AND DOCUMENTS

- Email the completed form and all supporting documents to membership@medshield.co.za

Important to note:

- We will update your bank account details after receiving all documents and successfully verifying them
- You will receive confirmation once the update is complete
- Incomplete or incorrect submissions will be returned with a reason
- Medshield does not accept changes to bank account details submitted via telephone, fax, or postal mail
- To ensure a smooth processing of your request, please submit it from the email address linked to your account. Using a different email address will prevent Medshield from completing the request due to security reasons