

MEDSHIELD MEDICAL SCHEME

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An Authorised Financial Services Provider (FSP 51381)



MEDSHIELD
medical scheme

5 February 2026

Dear Broker,

One-Time Password (OTP) Security for New User Profile Registrations and Password Reset Requests

At Medshield, your security and peace of mind matters. As your Partner for Life, we are committed to delivering secure, accessible services that protect your personal information at every step. In February 2026, Medshield members and brokers will experience enhanced security when accessing the Medshield website interactive login zone.

We are introducing a One-Time Password (OTP) process for all new website login zone registrations and password resets.

Key details of the OTP process:

- When a **new website registration or a password reset request is initiated**, an OTP will be sent to the broker's linked email address.
- The OTP process adds an extra layer of security, ensuring only authorised users can complete the verification process to access their profile.
- **Each OTP is unique, can only be used once, and is valid for 5 minutes.** After this period, the OTP expires, and a new one must be requested.

What you need to know:

- This enhancement affects new registrations on the Medshield login zone via the website.
- Existing brokers who reset their login zone password will receive an OTP sent to the email address linked to their profile.
- If you experience any difficulty with receiving an OTP, or if you are unsure of what email address you used to register, please contact us on Medshield's WhatsApp Channel (060 042 7274); call the Medshield Contact Centre (086 000 2120); or send an email to web@medshield.co.za

The OTP process is being implemented for all Medshield website interactive login zones, and the Scheme has informed members and all affected parties.

Thank you for trusting us to be your lifelong healthcare partner. Together, we are building a safer, healthier future.

Kind regards,

Medshield Medical Scheme
