

**MEDSHIELD MEDICAL SCHEME**

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[www.medshield.co.za](http://www.medshield.co.za)

An Authorised Financial Services Provider (FSP 51381)

**MEDSHIELD**  
medical scheme

5 February 2026

Dear Member,

**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 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 reset requests.

**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 registered email address of the principal member of the Scheme.
- The OTP process adds an extra layer of security, ensuring only authorised users can complete the verification process to access their member 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 member registrations on the Medshield member interactive login zone via the website.
- Existing members who reset their login zone password will receive an OTP sent to the email address linked to their member 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](mailto:web@medshield.co.za)

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

Kind regards,

**Medshield Medical Scheme**

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