



Update your contact details

Bankmed uses your contact details to keep you up to date with your benefit use and to inform you of important changes that affect you and your Bankmed membership. Your health is important, so it's important for us to have the correct information so we can send you important documents like pre-authorisation if you need to be admitted to hospital or notify you when you can change your Plan at the end of the year. We will not use your e-mail address to spam you and we do not share e-mail addresses with third parties.

The first step is to check your information. Digital is the way to go to make sure we have all your information.



Use the Bankmed App

The Bankmed App is simple and convenient. All you need to check your information is your smart device, the App and a few spare minutes. It uses the same log-in details as the Bankmed website, so you're set once you have the App on your smart device.

How to check your details:

1. Open the Bankmed App and log in. This takes you to the main page.
2. Touch the drop-down menu on the right and scroll down to My Profile.

3. Choose **Contact details**. This shows information like your telephone numbers, e-mail addresses and physical addresses.
4. If your information is correct, you're done! Otherwise scroll down to the bottom of the screen for instructions on how to update your information.



Visit the Bankmed website

Sometimes it's just more comfortable to use a larger screen or do admin during your lunch break at work. You have to register to use the website; once that's done you have access to your membership information on a computer and through our App.

How to check your details:

1. Log in to www.bankmed.co.za
2. In the top right corner, click on **YOUR DETAILS**. This opens a menu item.
3. Choose **Update your details**. This opens a new page that asks you to enter your One Time Password (OTP).
4. Enter the password the system sends to either your cellphone or your e-mail address.
5. Click on **Contact details** to see what information we have on file.
6. If your information is correct, you're done! Otherwise update the information where it is displayed.



Call 0800 BANKMED (0800 226 5633)

Our call centre is not available all the time like the Bankmed App and the website, but they are available during extended business hours (Monday to Friday 08:00 to 20:00, Saturday from 08:00 to 13:00). Our friendly call centre agents can tell you what information we have on file and manually update any information that has changed.