



## Complaints Escalation Process

### Your guide to complaint resolution

At Bankmed, we continuously strive to ensure that our service and communication to you, our valued members is of the highest standard.

Occasionally errors do occur and there could be times when you are not satisfied with the service you receive. Please feel free to lodge any queries or complaints and we will attempt to resolve these as quickly and effectively as possible.

#### Step 1

##### Call or e-mail us with your enquiry or complaint

Contact Bankmed Customer Services on 0800 BANKMED\* (0800 226 5633) to discuss your enquiry or complaint. Our skilled agents will be happy to assist.

OR

E-mail your enquiry or complaint to [enquiries@bankmed.co.za](mailto:enquiries@bankmed.co.za). When submitting a complaint, please include the word "Complaint" in the subject heading of your e-mail.

E-mailed enquiries and complaints will generally be responded to within an average of one to two business days for simple enquiries and approximately five business days for complex cases.

*\* Toll free from a Telkom landline*

#### Step 2

##### Request an escalation

If you have followed step 1 and feel that your enquiry or complaint was not dealt with to your satisfaction, or that the Scheme Rules were not correctly applied, we encourage you to let us know where you feel we could improve.

Explain the situation to a Bankmed Customer Services agent on 0800 BANKMED (0800 226 5633). Our agents are equipped to resolve any errors that may have occurred or to provide additional clarity and guidance which may be needed to put your mind at ease.

If you are not satisfied with the service or outcome provided by the agent, you may ask to be transferred to a supervisor or manager. Should a supervisor or manager not be immediately available to take your call (for example, they are on another call), the agent will confirm your contact details and ensure that you are called back as a matter of urgency.



### Step 3

#### Complaints escalation

In the unlikely event that you have followed steps 1 and 2 and still feel that your problem was not resolved to your satisfaction or that you have been treated unfairly in any way, please inform us via:

E-mail: [Tellus@bankmed.co.za](mailto:Tellus@bankmed.co.za)

OR

- Post: Complaints, Bankmed, Private Bag X2, Rivonia 2128

Although legislation provides that all complaints submitted in writing must be responded to within 30 days, we will always endeavour to respond to complaints within a much shorter timeframe.

### Step 4

#### Further options

If you remain unsatisfied and feel that you have been treated unfairly by us in any way, you may lodge a formal complaint with the Council for Medical Schemes (CMS). The CMS is a regulatory board that governs and provides regulatory supervision of private health financing through medical schemes and also deals with complaints that members have not been able to resolve with their respective medical schemes. The CMS should be referred to, after exhausting all possible avenues directly with the Scheme.

The CMS may be contacted via the following channels:

Call: 0861 123 267 (Sharecall from a Telkom landline) or 012 431 0500

Fax: 012 430 7644

E-mail: [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com)

Physical address:

Council for Medical

Schemes Block A

Eco Glades 2 Office Park

420 Witch-Hazel Avenue Eco Park,

Centurion 0157

Postal

address:

Private Bag

X34 Hatfield

0028

**Contact us**

Call: 0800 BANKMED (0800 226 5633)

E-mail: [enquiries@bankmed.co.za](mailto:enquiries@bankmed.co.za)

Website: [www.bankmed.co.za](http://www.bankmed.co.za)

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