



Member Guide for online applications

Who we are

Bankmed (referred to as 'the Scheme'), registration number 1279, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07) which takes care of the administration of your membership for the Scheme.

Online Process

You will have to log in to www.bankmed.co.za to accept the rules of membership and to complete your Bankmed application online.

A unique username and password will be sent to your cellphone by SMS.

An example of the SMS is below:

Bankmed: Your username is xxxxxxxx and your password is w64g8hp8. Log in to www.bankmed.co.za and complete your application online.

Ensure that this username and password is entered.



2020 Benefit and Contribution Schedule

Read more
about your benefits

2020 Plan Videos



Knowledge Centre

- Annual General Meeting
- Bounce
- eBounce
- Emergency Services
- Knowledge Library
- Procedure Information Library

Did you know?

- Tax FAQs
- AGM FAQs
- General FAQs
- Essential Plan FAQs
- Basic Plan FAQs

Once this has been done, you will have access to the below, click **Next** to continue

[Home](#) / [Medical Aid](#) / Apply online

You are acting on behalf of: EXXARO

Application to join Bankmed

To apply on behalf of the applicant to become a Bankmed member, all you need to do is complete this online health application. Kindly complete all the required information and enter the unique PIN issued to the applicant before you click on submit. We will keep you up-to-date on how far this Bankmed application is.

Have this personal information about the applicant ready:

In this application you'll need to answer personal and health related questions about the applicant and their family members. Be sure to have the following information with you before you continue:

- Identity or passport numbers for all applicants
- Date of birth of all applicants
- The applicant's contact details, including telephone numbers, postal and residential addresses
- All the details of the applicant's previous medical scheme
- The applicant's banking details

Please send all supporting documents for this application to application@bankmed.co.za or fax to 011 539 3000. Kindly quote the reference number.

Next

Once you have clicked on **next**, you will be required to complete details under 'Application to join Bankmed':

- Applicant information
- Plan and benefit information
- Previous medical scheme Details
- Capturing banking details
- Select a General Practitioner (GP)
- Answer health questions
- Add a dependant

Employers and Group Admin

Welcome Cebmkdjdmfc

LOG OUT

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HOME

PORTFOLIO

MEDICAL AID

[Home](#) / [Medical Aid](#) / Apply online

You are acting on behalf of: EXXARO

Application to join Bankmed

Please ensure that all the required information below is completed. Click on the headings to complete and review the information.

Add dependant

Health plan information

Incomplete

Plan & Benefit Information

Applicant information - Mr Joe Soap

Partial

Application information

Incomplete

Cancel application

The reference number for this application is 5724066480.



Always take notice of the reference number at the bottom of the application which is used to track your application until it has been fully and completely registered.

When the tabs have been completed, the **complete application** tab will become available. Once you click on this tab, the application is finalised.

Tracking your Application

SMS *120*345678#. You will be prompted to insert your reference number which is also known as your process ID.

The USSD will return the status of the application at that point in time.

Complaints process

You may lodge a complaint or query with Bankmed Medical Scheme directly on 0800 BANKMED (0800 226 5633) or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Bankmed Medical Scheme's internal disputes process.

Members, who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or via e-mail at complaints@medicalschemes.com. Customer Care Centre: 0861 123 267/website www.medicalschemes.com

