

Exclusions

The following are examples of items typically not covered by Bankmed:

- Operations, treatment, and procedures for cosmetic purposes.
- Sunscreens and tanning agents.
- Travel expenses.
- Accommodation in retirement homes or similar institutions.
- Sunglasses.
- Accommodation and/or treatment in headache or stress-relief clinics.
- The cost of holidays for recuperative purposes (for example spas and health resorts).
- Costs associated with vocational guidance, child guidance, marriage guidance or counselling, sex therapy, school readiness, school therapy or attendance at remedial education schools or clinics.
- Tonics and stimulants, including weight loss remedies.

View the complete list of the [Scheme Exclusions](#) in accordance with Bankmed's Rules.

Bankmed Privacy Statement

HOW WE WILL PROCESS AND DISCLOSE YOUR PERSONAL INFORMATION AND COMMUNICATE WITH YOU

The security of your personal information is extremely important to us. The Privacy Statement explains how we obtain, use, disclose and process your information in a manner that is compliant, ethical, adheres to industry best practice and the Protection of Personal Information legislation.

Access the [full Statement](#).

Complaints Process

If you have a complaint about your membership, please let us know in writing:

- E-mail for members: enquiries@bankmed.co.za
- E-mail for pensioners: pensioners@bankmed.co.za
- Post: Complaints Bankmed, Private Bag X2, Rivonia, 2128

By law, we must respond to written complaints within 30 days, but we always try to respond much sooner.

LODGE A FORMAL COMPLAINT

If you have given us a reasonable chance to address your concerns and you are still not satisfied with the outcome of the process, you can lodge a formal complaint with the Council for Medical Schemes:

- Customer Care Line: 0861 123 267
- ShareCall from a Telkom landline
- Reception: 012 431 0500
- E-mail: complaints@medicalschemes.co.za
- Post: Council for Medical Schemes, Block A, Eco Glades 2 Office Park, 420 Witch Hazel Avenue, Eco Park, Centurion, 0157 or Council for Medical Schemes, Private Bag X34, Hatfield, 0028