

## Banking details for manual payments

### Who we are

Remedi Medical Aid Scheme (referred to as 'the Scheme'), registration number 1430, is a not-for-profit organisation, registered with the Council for Medical Schemes.

Discovery Health (Pty) Ltd (referred to as "the Administrator"), is a separate company who is registered as an authorised financial services provider (registration number 1997/013480/07), administers Remedi Medical Aid Scheme.

### Contact us

You can call us on **0860 116 116** or visit **[www.yourremedi.co.za](http://www.yourremedi.co.za)** for more information.

### Medical Scheme contributions

|                 |                                                                 |
|-----------------|-----------------------------------------------------------------|
| Account holder: | Remedi Medical Aid Scheme                                       |
| Bank name:      | First National Bank                                             |
| Branch name:    | First National Bank Corporate Account<br>Services, Johannesburg |
| Branch number:  | 255005                                                          |
| Account type:   | Cheque                                                          |
| Account number: | 6225 – 5751-515                                                 |
| Reference:      | Your Remedi membership number                                   |

### Personal Medical Savings Account or claims debt

|                 |                                                                 |
|-----------------|-----------------------------------------------------------------|
| Account holder: | Remedi Medical Aid Scheme                                       |
| Bank name:      | First National Bank                                             |
| Branch name:    | First National Bank Corporate Account<br>Services, Johannesburg |
| Branch number:  | 255005                                                          |
| Account type:   | Cheque                                                          |
| Account number: | 6225 - 5735 – 808                                               |
| Reference:      | Your Remedi membership number                                   |

Please ask the teller to add it to your deposit's reference field or add it yourself when using internet banking. This way you can be sure that we know about your payment.

## Complaints process

You may lodge a complaint or query with Remedi Medical Aid Scheme directly on 0860 116 116 or address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the Remedi Medical Aid Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes for assistance.

Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / 0861 123 267 / [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) / [www.medicalschemes.co.za](http://www.medicalschemes.co.za).