

## Updating your banking details online

### Who we are

Engen Medical Benefit Fund (referred to as 'the Fund'), registration number 1572, is a not-for-profit organisation, registered with the Council for Medical Schemes.

Discovery Health (Pty) Ltd, registration number 1997/013480/07, (referred to as 'the administrator') is a separate company, an authorised financial services provider, and is responsible for the administration of your membership on behalf of the Fund.

### Overview

It is important for Engen Medical Benefit Fund to have your correct banking details. This is so we can pay out any amounts due to you without any delay.

You can make sure we have your correct banking details by updating your details on [www.engenmed.co.za](http://www.engenmed.co.za), if necessary.

### Benefits of updating your banking details online

- The update is done safely and immediately.
- You receive a notification on your cellphone to confirm that you have updated your details.
- You can do an update at any time from anywhere at [www.engenmed.co.za](http://www.engenmed.co.za).

### How to update your banking details on [www.engenmed.co.za](http://www.engenmed.co.za)

- Log in to your profile on [www.engenmed.co.za](http://www.engenmed.co.za) or create your profile if you are a first time user
- Go to your details/profile information tab at the top of the screen
- Click on banking details
- You will be asked to enter a one-time password (OTP). This will be sent to your email address or in an SMS to your cellphone, depending on the preferred method of delivery you chose
- Enter the OTP on the webpage and click *Submit*

### Contact us

You can contact us on 0800 001 615 or visit our website at [www.engenmed.co.za](http://www.engenmed.co.za) for more information.

## Queries or complaints

You may lodge a query or complaint with the Fund directly on 0800 001 615, or address a complaint in writing to the Principal Officer at the Fund's registered address. If your complaint remains unresolved, you may lodge a formal dispute by following the Fund's internal disputes process. You can find more information about the disputes process on [www.engenmed.co.za](http://www.engenmed.co.za)

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)