

## Updating your banking details online

### Who we are

The Anglovaal Group Medical Scheme (referred to as 'the Scheme'), registration number 1571, is the medical scheme that you are a member of. This 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). We take care of the administration of your membership for the Scheme.

### Overview

It is important that Anglovaal Group Medical Scheme has the correct banking details for all our members. 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 visiting our website and updating them there 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 by simply logging in to the website.

### How to update your banking details on our website

- Register or log in to your profile on [www.avgms.co.za](http://www.avgms.co.za)
- Click on 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 call us on 0860 100 693 or visit [www.avgms.co.za](http://www.avgms.co.za) for more information.

### Complaints process

You may lodge a complaint or query with Anglovaal Group Medical Scheme directly on 0860 100 693 or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Anglovaal Group 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 email [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za). Customer Care Centre: 0861 123 267/website [www.medicalschemes.co.za](http://www.medicalschemes.co.za)