




**5. choice of benefit option (choose only one benefit option by marking with an "X" at 5.1)**
**5.1 benefit options**

**Note: If you choose any of the network options, you may use only hospitals in the specific network for planned hospital admissions.**

Dimension Prime 1	<input type="checkbox"/>	Dimension Prime 1 (Network)	<input type="checkbox"/>	Dimension Prime 2	<input type="checkbox"/>	Dimension Prime 2 (Network)	<input type="checkbox"/>
Dimension Prime 3	<input type="checkbox"/>	Dimension Prime 3 (Network)	<input type="checkbox"/>	Dimension Elite	<input type="checkbox"/>	Medihelp Plus	<input type="checkbox"/>
Necesse	<input type="checkbox"/>	Unify	<input type="checkbox"/>				

**5.2 gross monthly income – only necesse**

Gross monthly income of applicant	<input type="text"/>	Occupation of applicant	<input type="text"/>
Gross monthly income of spouse/partner	<input type="text"/>	Occupation of spouse/partner	<input type="text"/>

For the purpose of the Necesse option, "monthly income" means the gross monthly income before any deductions.

**Proof of income must only be provided if the monthly income of both the applicant and the registered spouse/partner is less than the highest income category, since Medihelp will use the highest of the incomes declared to determine the subscription category.**

**Acceptable proof of income**
**Income from investments:**

This income must be declared by all individuals, if applicable, and includes interest, dividends and rental income.

- Letter from an auditor/accountant/income tax adviser
- Latest tax assessment – ITA34
- IT3(a) and the past **three** months' bank statements
- Rental income – the rental agreement and past **three** months' bank statements

**Income from full-time employment:**

Gross monthly income includes all forms of remuneration, such as basic salary, overtime, commission, bonuses, allowances, fringe benefits and one-off payments.

- Past **three** months' official payslips
- Latest tax assessment – ITA34
- IRP5 of the previous tax year
- Past **three** months' commission and bank statements

**Pensioners: (Pension, annuity)**

- Latest tax assessment – ITA34
- Past **three** months' pension payment advices and additional proof

**Own business: (Income from vocation/profession, total income from business, irregular income)**

- Latest tax assessment – ITA34
- Letter from an auditor/accountant/income tax adviser

**Unemployed:**

Individuals who receive no income from a vocation/profession/business, who are unemployed or receive an allowance.

- UIF payments

**Employer groups:**

- Any proof of income applicable to individuals as indicated above

**Full-time students:**

- A notice or letter on an official letterhead from the tertiary institution where you are registered as a full-time student
- Proof of income applicable to individuals

**Important:**

- If you cannot provide acceptable proof of income, your subscription will be calculated according to the highest income category
- Medihelp may require additional proof other than the above
- Only official bank statements on which the account holder's initials and surname are indicated, are acceptable. Please indicate clearly on the bank statements which payment(s) refer to your income



**6. details of dependants you wish to register**

The following dependants of an applicant may be registered:

- Spouse/partner.
- Father/mother/brothers/sisters/grandchildren of the applicant and whose financial care is entrusted to the applicant (**PLEASE NOTE:** these dependants of the spouse/partner cannot be registered as dependants of the applicant, and grandchildren of the applicant pay the same subscription as that of an adult dependant, unless legally adopted).
- Dependent natural children (of the applicant and spouse/partner).
- Dependent stepchildren (of the applicant and spouse/partner).
- Adopted children/foster children/children in temporary safe care/children born in terms of a surrogate motherhood agreement (of the applicant and spouse/partner). Official proof of the Court/clerk of the Court/appointed social worker must be provided in terms of the set criteria determined by Medihelp – foster children and children in temporary safe care may be registered as dependants only up to the age of 21 years in terms of legislation.
- In the case of dependants who are not South African citizens, a copy of their passport must be submitted with the completed application form.

**Dependant (spouse/partner)**

Surname

First names in full

Nickname

ID/passport number  Gender

Date of birth  Cell number

Email address

Relationship to applicant

**Dependant**

Surname

First names in full

Nickname

ID/passport number  Gender

Date of birth  Cell number

Email address

Relationship to applicant

**Dependant**

Surname

First names in full

Nickname

ID/passport number  Gender

Date of birth  Cell number

Email address

Relationship to applicant

**Dependant**

Surname

First names in full

Nickname

ID/passport number  Gender

Date of birth  Cell number

Email address

Relationship to applicant



6. details of dependants you wish to register (continued)

Dependant

Surname

First names in full

Nickname

ID/passport number  Gender

Date of birth  Cell number

Email address

Relationship to applicant

Dependant

Surname

First names in full

Nickname

ID/passport number  Gender

Date of birth  Cell number

Email address

Relationship to applicant

Dependant

Surname

First names in full

Nickname

ID/passport number  Gender

Date of birth  Cell number

Email address

Relationship to applicant

Dependant

Surname

First names in full

Nickname

ID/passport number  Gender

Date of birth  Cell number

Email address

Relationship to applicant

Dependant

Surname

First names in full

Nickname

ID/passport number  Gender

Date of birth  Cell number

Email address

Relationship to applicant



## 7. banking details

### 7.1 individual who pays own subscriptions (choose only one option by marking an "X")

I hereby authorise Medihelp to recover the applicable subscriptions payable by me to Medihelp by debit order from my bank account, monthly on the date indicated below. I further authorise Medihelp to increase or decrease the subscriptions, should it be necessary, and recover the amended amount, or any subscriptions in arrears, from my bank account.

Please deduct my monthly subscriptions by debit order from my bank account on the following date:

<input type="checkbox"/>	On the first workday of the month in which I requested enrolment and thereafter on the first workday of every subsequent month.
<input type="checkbox"/>	On the 25th day of the month prior to my enrolment and thereafter on the 25th day of the subsequent months of my membership.
<input type="checkbox"/>	On the last workday of the month prior to my enrolment and thereafter on the last workday of the subsequent months of my membership.

**Note:**

- Your subscriptions are payable in advance, and if your membership cannot be finalised in time for the deduction date chosen above, Medihelp will make two separate debit order deductions in your first month of membership, namely on the first available workday following the activation of your membership AND on the actual date you have chosen in the same month. Medihelp will thereafter collect your subscriptions monthly on the date you have chosen above.
- If the debit order deduction date falls on a weekend or a public holiday, your subscriptions will be deducted on the first workday after the selected deduction date.
- If no debit order deduction date is selected, Medihelp will make the deduction on the first workday of the month.

### 7.2 individual whose employer pays subscriptions

My employer as my authorised agent hereby authorises Medihelp to recover the applicable subscriptions payable by my employer as my authorised agent to Medihelp by debit order from my employer as my authorised agent's bank account monthly on the last workday of each month as from the date of enrolment. I authorise Medihelp to increase or decrease the subscriptions, should it be necessary, and recover the amended amount, or any subscriptions in arrears, from my employer as my authorised agent's bank account.

### 7.3 banking details for debit order deductions and claims refunds (must be completed by all applicants)

<input type="checkbox"/>	1. Use this account for all transactions
<input type="checkbox"/>	2. Use this account only for the recovery of subscriptions
	NB: If you select this option, please complete your banking details for refunding claims in the table on the right.
Bank	<input type="text"/>
Branch	<input type="text"/>
Branch code	<input type="text"/>
Type of account	<input type="checkbox"/> Savings <input type="checkbox"/> Cheque
Name of account holder	<input type="text"/>
Account number	<input type="text"/>

<input type="checkbox"/>	Use this account for claims refunds only NB: If you selected option 2 on the left, please complete your banking details below.
Bank	<input type="text"/>
Branch	<input type="text"/>
Branch code	<input type="text"/>
Type of account	<input type="checkbox"/> Savings <input type="checkbox"/> Cheque
Name of account holder	<input type="text"/>
Account number	<input type="text"/>

If only one bank account number is provided, this account will be used both for the recovery of subscriptions and for refunding credits.

Signature of account holder/authorised signatory for recovery of subscriptions

Signature of account holder for claims refunds




**9. medical questionnaire**

- All questions must be answered with a "Yes" or "No". If "Yes", please provide full details. Incomplete, inaccurate information or information which is withheld may result in the termination of your membership.
- If the space provided is insufficient, please provide additional information on a separate page.

**NB:** Please complete the following questionnaire to indicate whether you and/or your dependant(s) mentioned on this application form have a history of any of the following medical conditions, illnesses or disorders. (Disorder includes affection or condition of illness.) Be advised that any request for hospital admission or chronic medicine authorisation during the first 12 months of membership will be subject to a non-declaration of information investigation before the hospital admission or chronic medication will be authorised.

Mark with an "X"

1. Muscle and skeletal/bone system, brain, nerve and skin conditions (e.g. back and neck problems, including injuries, arthritis, gout, multiple sclerosis, hip and knee problems, osteoporosis, dermatitis, stroke, epilepsy, paralysis, tremors)?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months

2. Gastrointestinal system (e.g. gastro-oesophageal reflux, heartburn, ulcer, Crohn's disease, ulcerative colitis, diverticulitis, spastic colon, liver conditions, hernias, piles)?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months

3. Urinary tract system and/or genital disorders (e.g. kidney stones, renal failure, dialysis, prostate disorders, endometriosis, ovarian cysts, menstrual disorders, pelvic inflammatory conditions, miscarriages)?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months

4. Chronic illness (e.g. elevated cholesterol, chest pain, heart diseases, pacemaker, diabetes, high blood pressure, asthma, bronchitis, obstructive lung disease, emphysema, systemic lupus erythematosus, thyroid, porphyria)?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months

5. Is any female beneficiary indicated in this application currently pregnant or is pregnancy suspected?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months



9. medical questionnaire (continued)

- All questions must be answered with a "Yes" or "No". If "Yes", please provide full details. Incomplete, inaccurate information or information which is withheld may result in the termination of your membership.
- If the space provided is insufficient, please provide additional information on a separate page.

**NB:** Please complete the following questionnaire to indicate whether you and/or your dependant(s) mentioned on this application form have a history of any of the following medical conditions, illnesses or disorders. (Disorder includes affection or condition of illness.) Be advised that any request for hospital admission or chronic medicine authorisation during the first 12 months of membership will be subject to a non-declaration of information investigation before the hospital admission or chronic medication will be authorised.

Mark with an "X"

6. Blood conditions/disorders and/or any type of cancer (e.g. haemophilia, leukaemia, lymphoma, tissue-specific cancers)?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months

7. Psychiatric conditions and/or any substance dependency (e.g. depression, bipolar mood disorder, stress, panic attacks, alcohol and/or drug abuse)?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months

8. Any disorder of the ears, nose, throat, eyes and/or teeth (e.g. glaucoma, cataracts, glasses or contact lenses, deafness, retinal conditions, orthodontics, crowns and bridges, maxillofacial and oral surgery)?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months

9. If you or any of your dependants are **HIV positive** or **have Aids**, you must phone Medihelp on **086 014 3258** within 21 days from your enrolment date to register on Medihelp's HIV/Aids programme. Should you fail to adhere to this condition, it will be considered as the non-disclosure of information, which may result in the termination of your membership. On receipt of this request, Medihelp will determine whether underwriting conditions will be applied, and if this is the case, you will receive an amended Proof of membership document.

10. Has any person indicated in this application received any surgery in the past, or are you planning to have a surgical procedure done in the next 12 months?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months





## 9. medical questionnaire (continued)

- All questions must be answered with a "Yes" or "No". If "Yes", please provide full details. Incomplete, inaccurate information or information which is withheld may result in the termination of your membership.
- If the space provided is insufficient, please provide additional information on a separate page.

**NB:** Please complete the following questionnaire to indicate whether you and/or your dependant(s) mentioned on this application form have a history of any of the following medical conditions, illnesses or disorders. (Disorder includes affection or condition of illness.) Be advised that any request for hospital admission or chronic medicine authorisation during the first 12 months of membership will be subject to a non-declaration of information investigation before the hospital admission or chronic medication will be authorised.

Mark with an "X"

11. Has any person indicated in this application ever been examined (medical tests, X-rays, scans), diagnosed with and/or treated for any condition or disorder **not** mentioned in the medical questionnaire (including medicine bought without prescription) that could potentially result in a medical claim in the next 12 months?

Yes	No
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Name(s) of patient(s)	Specify illness/condition/ disorder in full	Date of diagnosis	Last date of follow-up consultation, tests or treatment	Indicate treatment, therapy and/or medicine used during the past 12 months

Please note that this medical questionnaire does not constitute an application to register or authorise chronic medicine/PMB services/ planned procedures/treatment for benefits. Should you need to obtain authorisation for chronic medicine, please phone Medihelp on 086 0100 678 once your membership of Medihelp has been finalised, to obtain an application form for chronic medicine benefits. Alternatively, you can download an application form from the Medihelp website at [www.medihelp.co.za](http://www.medihelp.co.za) by registering on the secured website for members.

## 10. conditions of membership, declaration by applicant and consent for Medihelp to process personal information

### Medihelp confirms that –

1. you and your registered dependant's(s') personal and medical information will be treated confidentially and will not be sold to a third party or used for commercial or related purposes;
2. security measures have been implemented to protect your data and that Medihelp staff and contracted parties have access to your data to process and pay claims, among other things, and that they have signed a confidentiality agreement in terms of which they undertake not to disclose your personal information to any unauthorised parties;
3. your personal information will only be used for purposes such as processing your application for membership, paying your medical claims, determining whether you are entitled to benefits, managing risks, and for any communication purposes;
4. the Scheme will accept liability for any breach of confidence and will manage such occurrences in accordance with its internal policy; and
5. should you make use of a Medihelp contracted brokerage's services then relevant membership information will be made available to the appointed brokerage in order to render a service to you, and any authorised person at the brokerage may instruct Medihelp to change any of your personal information except for your banking details, unless you instruct Medihelp otherwise.

### Your responsibilities as a member of Medihelp:

6. I will ensure that I know all the provisions of Medihelp's Rules and will read all the correspondence from Medihelp, such as newsletters and statements, and I will study my benefit guide and familiarise myself with the coverage offered by the benefit option that I have chosen.
7. I undertake to abide by the Rules, as amended from time to time and available at [www.medihelp.co.za](http://www.medihelp.co.za) on the secured website for members, and to not submit any fraudulent claims or commit any fraudulent acts.
8. I declare that the information provided in this application for membership is accurate and complete. I understand that any false declaration or omission of information may result in the termination of my membership and that of my registered dependant(s) or any other measures which Medihelp, in its sole discretion, may decide to take, subject to appeal procedures. I understand that it is my responsibility to ensure that the details provided in this application are true and complete for myself and my dependant(s), even if this application was completed by my financial adviser, or any other third party on my behalf. **I undertake to notify Medihelp in writing should there be any changes in my health status or that of my dependants after my application for membership has been submitted but prior to my membership commencement date.**  
I confirm that the residential address stated on page 1 is the address that I choose for the purpose of serving any legal documentation. I undertake to notify Medihelp in writing should there be any future changes in my personal details and/or banking details and understand that any non-adherence hereto, may result in my membership being terminated in accordance with provisions of the Medical Schemes Act and Medihelp's registered Rules.



<b>10. conditions of membership, declaration by applicant and consent for Medihelp to process personal information (continued)</b>
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9. I understand that this application form is valid for a period of 30 days from the date of signature. The period may be extended, subject to Medihelp's discretion, up to a maximum of 90 days, whereafter the application form will be cancelled and I will be required to submit a new application form.
10. I confirm that neither my dependant(s) nor I will be registered as beneficiaries of another registered medical scheme on the date on which I requested membership of Medihelp.
11. I take note that the monthly subscription fees will be due on the date selected by me at Section 7 of this application form or on the first workday after this date, and thereafter on the same day of every subsequent calendar month. Should my employer, as my authorised agent, undertake to pay my subscriptions to Medihelp, I give permission to my employer to deduct the amount payable to Medihelp from my salary and pay such amount over to Medihelp. I furthermore give permission that Medihelp may provide the following information to my employer in order to pay subscriptions: my identity number, my tax certificate information, as well as my dependant's(s') dates of birth, ages and relationship. I am also responsible for repaying any debt outstanding on my medical savings account should I terminate my membership of Medihelp.
12. I confirm that I am responsible to give advance notice of termination of membership, and that neither my dependant(s) nor I will be registered as beneficiaries of another registered medical scheme while still members of Medihelp.

**Medihelp's rights as a medical scheme:**

13. I am aware that a three-month general and/or a 12-month condition-specific waiting period and a late-joiner penalty may be imposed on my membership and that of my registered dependant(s) in terms of the Medical Schemes Act, 1998 (Act No 131 of 1998). Medihelp may finalise my membership without issuing a document containing the conditions of my membership in the event that no waiting period and/or late-joiner penalty is imposed.
14. I am also aware that Medihelp may restrict benefits to be granted and limit amounts/tariffs to be paid in respect of particular services, for example by enforcing co-payments and exclusions.
15. Medihelp's Rules may provide for various interventions designed to promote cost-effectiveness and appropriateness of services, such as pre-authorisation and designated service providers.
16. Medihelp may also restrict interchanges between benefit options to the beginning of a year, and require a notice period as set out in the Rules.
17. Medihelp may refuse to pay a claim that is submitted after the period as prescribed in the Rules.
18. I am further aware that my membership may be suspended should I not fully pay my contributions or debt for a period of a month, and that my membership may be terminated should I be in arrears for a period of two months, and that my account will be handed over for collection.
19. I am aware that Medihelp may increase its subscriptions annually at the beginning of the year.

**Protection of information:**

20. By signing this form, I give permission for Medihelp to share personal information, as defined in the Protection of Personal Information Act, 2013 (Act No 4 of 2013), with any third party as nominated by Medihelp.
21. I hereby give permission, and declare that I have obtained the consent of all my dependant(s), that –
  - 21.1 Medihelp may enquire about my health status or that of my dependant(s) at any medical doctor or any person who is in possession of such information, and give permission for the doctor or person concerned to make such information available to Medihelp and its contracted third parties;
  - 21.2 my dependant(s) may enquire about my personal and medical information and that of any of my dependant(s) at Medihelp's disposal;
  - 21.3 an adviser in the service of a Medihelp contracted brokerage, should I make such an appointment and use their services, may have access to my personal and medical information and that of any of my registered dependant(s) at Medihelp's disposal, and that such adviser or an authorised person at the brokerage may instruct Medihelp to change any of my personal information except for my banking details; and
  - 21.4 Medihelp may disclose my and my dependant's(s') medical and personal information to medical service providers for the purpose of delivering medical services to me and my dependants and to pay for such services.
22. I understand that the information contemplated in paragraph 21 will only be used for the purposes as set out in Medihelp's confidentiality statement (on this application form) and that any deviation will be regarded as a breach of confidence. Should Medihelp wish to use the information for any other purpose, Medihelp must first obtain my approval.
23. I agree that all my telephone conversations and/or that of my dependant(s) with Medihelp and/or its contracted third parties may be recorded.
24. I agree that Medihelp may, for the purpose of considering my application for membership or conducting underwriting or risk assessments or considering a claim for medical expenses, request information about me and my dependant(s) from medical practitioners, financial advisers, industry regulatory bodies or employers.


**10. conditions of membership, declaration by applicant and consent for Medihelp to process personal information (continued)**

25. I further consent, and declare that I have obtained the consent of all my dependant(s), that Medihelp may provide any credit bureau or credit providers industry association with any information about my/my dependant's(s') consumer credit record, including and not limited to information about my/my dependant's(s') credit history, financial history, personal information (excluding medical information) and judgment or default history.

Signature of applicant

Date

Should you be applying on behalf of another person as guardian or curator, please complete the following:

In your capacity as

Guardian

Curator

ID/passport number

Title

Mr

Mrs

Ms

Other (specify)

A copy of your passport/ID document, as well as the document confirming your appointment as guardian/curator, must accompany this application.

First name

Surname

Tel: Code

No.

Fax: Code

No.

Cell number

**11. undertaking and declaration by adviser**

**NB:** If this section is not completed in full by the adviser, no commission will be paid.

I declare that –

1. the applicant has appointed me as his/her adviser and is entitled to cancel my services at any time;
2. I have signed a valid contract with my Medihelp contracted brokerage; and
3. the applicant has signed the application in person.

I take note that the adviser/brokerage indemnifies Medihelp against any non-adherence to the legal requirements as quoted above.

Name of brokerage

Brokerage code

Adviser code

Name and surname of adviser

Tel: Code

No.

Fax: Code

No.

Email address

Signature of adviser

Date

Lead reference number

In case of a dispute, the registered Rules of Medihelp will apply.

