

## Transfer to individual capacity form 2026

### Who we are

Discovery Health Medical Scheme, registration number 1125, is a not-for-profit organisation registered with the Council for Medical Schemes, and is the medical scheme that you are a member of. Discovery Health (Pty) Ltd, registration number 1997/013480/07, is a separate company and an authorised financial services provider and is the administrator and managed care organisation for Discovery Health Medical Scheme and takes care of the administration of your membership.

### Contact us

Tel (members): **0860 99 88 77**; Tel (health partners): **0860 44 55 66**; [www.discovery.co.za](http://www.discovery.co.za); PO Box 784262, Sandton, 2146;  
1 Discovery Place, Sandton, 2196.

### Purpose of the form

This form is to transfer a membership from an employer group to an individual capacity.

### What you must do

- Fill in the form in black ink and print clearly, or complete digitally. You can access a list of the approved digital signatures providers from [www.discovery.co.za](http://www.discovery.co.za), under Medical Aid > Find documents and certificates > Application forms.
- You must sign all relevant sections. The main applicant must sign and date any changes.
- To avoid administrative delays, please make sure you complete this form in full.
- Once it is complete, please email it to [financialchanges@discovery.co.za](mailto:financialchanges@discovery.co.za)

You need to submit the following with this form:

- Copy of ID or passport (of the account holder if the main member is not the account holder)
- Bank statement or a letter of confirmation from the bank (not older than three months).

**When you sign this application, you confirm that the information given is true and correct.**

### 1. Main member's details

Membership number	<input type="text"/>
ID or passport number	<input type="text"/>
Member's surname	<input type="text"/>
Member's name	<input type="text"/>

### 2. New account details for contribution collection or refunds

Please note that we cannot accept credit card account details.

Effective date of the transfer	<input type="text"/>						
Bank name	<input type="text"/>						
Branch name	<input type="text"/>	Branch code	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>
Account number	<input type="text"/>	Type of account	Cheque	<input type="checkbox"/>	Savings	<input type="checkbox"/>	
Account holder	<input type="text"/>						
Account holder's physical address (own/3rd party/company/trust)							
Suite/Unit number	<input type="text"/>	Complex name	<input type="text"/>				
Street number	<input type="text"/>	Street name	<input type="text"/>				
Suburb	<input type="text"/>						
City	<input type="text"/>					Postal code	<input type="text"/>
Account holder contact number	<input type="text"/>	<input type="text"/>					
Account holder email address	<input type="text"/>						

As part of Payment Association of South Africa (PASA) debit order mandate requirements you are required to supply the account holders residential address, email address and contact number. Please note that the details you supply will only be used for the PASA debit order mandate requirement and will not be used to update the contact details we have on system, if you wish to update any contact details please visit [www.discovery.co.za](http://www.discovery.co.za) > Medical aid > Manage your health plan.

### 3. New account details for claims and Medical Savings Account payments (if we do not have claims and Medical Savings Account payment banking details on system or we need to update the claims payment banking details)

You can update your claims payment details by visiting [www.discovery.co.za](http://www.discovery.co.za) > Medical Aid > Manage your health plan.

Tick here if we must use the same details as we have for contribution collection and refunds

When should we start using the new banking details?

Please note that we cannot accept credit card details.

Bank name	<input type="text"/>						
Branch name	<input type="text"/>	Branch code	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>
Account number	<input type="text"/>	Type of account	Cheque	<input type="checkbox"/>	Savings	<input type="checkbox"/>	
Account holder	<input type="text"/>						

We can only change your banking details if:

- 3.1. You have filled in all the relevant fields on this request form.
- 3.2. The main member has signed the request.
- 3.3. Documents needed in the "What you must do" section accompany this form.

I,  (first and last name),

as the main member, give Discovery Health Medical Scheme permission to change my banking details.

Signed at (town or city)

Signature of main member

Date



Please only sign if information is true, complete and correct.

### 4. Account holder declaration (this section must be signed by the person whose bank account we will debit)

1. I confirm that I have the right to give Discovery Health Medical Scheme the authority to debit the account monthly, and that this bank account belongs to me. Furthermore, I will be liable for any claims, losses or damages of any nature arising out of debits Discovery Health Medical Scheme made from the account listed above. This is if this account has insufficient funds, is incorrect or if it is held in the name of any other person.
2. I hereby authorise Discovery Health Medical Scheme to verify the banking details as given above to set up the debit order.
3. I confirm that the account listed above is active and has not been de-activated due to non-compliance with verification procedures according to the Financial Intelligence Centre Act 38 of 2001 ("FICA"), as amended.

Signature of bank account holder

Date



Please only sign if information is true, complete and correct.

### 5. Debit order mandate

The signed authority and mandate refers to the application on the signed date ("the Agreement")

I, the undersigned:

- Warrant that the account information I have provided above is an account in my name and that the information furnished by me/us in this Authority and Mandate is true and correct.
- Authorise Discovery Health Medical Scheme to issue and deliver payment instructions to my bank, recorded above, for the collection by Discovery Health Medical Scheme from the bank account (or any other bank or branch to which I may transfer my account) any amounts due under or in terms of this application on condition that the sum of such payment instructions will never exceed my obligations as framed in the Agreement which shall commence on the date that cover starts as requested on the application form and shall continue until this Authority and Mandate is terminated by me by giving Discovery Health Medical Scheme no less than 20 ordinary working days written notice thereof or immediately in the event that I instruct my bank to withdraw this Authority and Mandate.
- If the membership or change in account details is not activated in time for the debit order collection and there is an amount outstanding Discovery Health Medical Scheme can collect that amount in the interim. If I change the date of the debit order after activation, I confirm that the payment instructions must be issued and delivered on the day that I have nominated ("payment day") and thereafter on the same day in each and every successive month. If the payment day falls on a Sunday or recognised South African public holiday, the payment day will automatically be the next working day;
- Acknowledge that my bank will treat each payment instruction to pay premiums or amounts due under this Agreement to Discovery Health Medical Scheme as if each payment instruction came from me personally as the account holder.

- Undertake to advise Discovery Health Medical Scheme in writing of any changes to my account details and acknowledge that Discovery Health Medical Scheme will not be held responsible or liable for any claim, loss or harm that I or any third party may suffer as a result of me providing incorrect banking details herein or if the bank account is in the name of another person or entity or as a result of my failure to notify Discovery Health Medical Scheme of a change in banking details or if the bank account has insufficient funds to meet my obligations under or in terms of the Agreement.
- Know and understand that the withdrawals hereby authorized will be processed through a computerized system provided by South African banks. The details of each withdrawal from my bank account will be printed on my bank statement and must show the reference number of the membership inserted in the Agreement so as to enable me to identify this membership.
- Acknowledge that although this Authority and Mandate may be terminated by me, such termination does not necessarily terminate this Agreement. In the event of such termination, I am not entitled to any refund of any premiums or amounts due that was withdrawn by Discovery Health Medical Scheme whilst this Authority and Mandate was in force if such premiums or amounts were legally owing to Discovery Health Medical Scheme in terms of the Agreement.
- Acknowledge that by signing this Authority and Mandate I am bound by the payment terms applicable to this Agreement.
- Acknowledge that this Authority may be assigned to a third party if this agreement is also assigned to a third party.

**Reference number:**

This Agreement reference number: Your membership number

**Abbreviated name:**

Abbreviated name as registered with the bank: DISCPREM

Deduction amount: as per your signed contract

Deduction date: as per your signed contract

Payment start date: as per your signed contract

Account holder signature



Please only sign if information is true, complete and correct.

**This form is only a complete application when it contains all the information we need to fully process your application. We take the date on which we receive the complete application as the application date, and not the date on which you sign the form.**

**6. Financial adviser details**

**Please note that the below section is compulsory. We will not be able to complete the transfer if the below section is not completed.**

**Note: The selection will not impact the monthly contributions**

Please choose from one of the three below options:

- 1. I choose to continue using the financial adviser of the employer I'm moving from
- 2. I would like to choose a new financial adviser

**Please complete the section below with the new Financial adviser details, if option 2 above is selected.**

Financial adviser name

Financial adviser code

Financial adviser contact details

Financial adviser email address

- 3. I choose to continue without the financial adviser

By choosing to continue my policy without advise from a financial adviser, I understand that this decision will not affect monthly contribution.

**7. Authorisation (only applicable if selecting a new Financial Adviser)**

I,  am duly authorised to appoint the financial adviser and intermediary house mentioned above, I also give the Discovery companies consent to share with my appointed financial adviser all policy information, including personal and underwriting information necessary to ensure the efficient administration, assessing of claims and to ensure that Discovery complies with all relevant legislation on an ongoing basis. I understand and accept that this consent can be revoked at any time failing which Discovery shall be entitled to continue sharing such information with the appointed individuals until termination of such policy.

Signature of main policyholder  Date



Please only sign if information is true, complete and correct.



# Benefits of appointing Aon South Africa Healthcare as your intermediary

Across Aon, we are united in our passion to provide you with the insights and support to make Better Decisions around all aspects of your holistic wellbeing, medical scheme, gap cover and primary care insurance. We have a team of professional, fully accredited advisors to assist you with all your medical schemes, Gap cover and Primary care enquiries.

## Our philosophy is to:



### Guide:

our members in selecting the medical scheme, Gap cover insurance or Primary care options aligned to their needs.



### Educate:

our members with ongoing training throughout the year, end of year medical schemes and Gap cover benefits and rate changes.



### Protect:

the rights of members by applying the Medical Scheme Act and scheme rules when resolving disputes with the medical schemes on behalf of the members.

## Catalogue of services and technological platform accessible to our members

- **Microsites:** Provides you with access to voice recorded Induction, Year-end launch highlight presentations, brochures and various application forms.
- **Aon Resolution Centre:** Professional assistance with your Medical scheme, Gap cover or Primary care claim resolution, comparison or benefit explanation.
- **Year-end renewal communications:** Access to the following:
  - **Alert** - Provides high level summary of benefits and rates changes launched by medical scheme, Gap cover insurance as well as Primary care providers.
  - **Member letter** - Provides comprehensive information in relation to the benefits and rates changes implemented by Medical scheme, Gap cover or Primary care provider.
  - **Guidance letter** - Aon generates guidance letters for members that are under or over insured. The purpose of the guidance letter is to guide a member on selecting an appropriate option aligned to his/her needs.
- **Client Assistance Programme** - We are delighted to offer you access to a range of essential services at absolutely no charge. The Aon Client Wellbeing Programme is a telephonic, online, and structured e-mail support program (excluding in-person or video sessions). The following services are available through our third- party service provider, LifeAssist:
  - Structured Telephonic Counselling
  - Telephonic Trauma Support
  - Financial Wellbeing Coaching
  - Legal Advisory Services
  - Health and Wellness Services (professional advice from a dietician and a biokineticist)
- **General Updates:**
  - Ad-hoc updates pertaining to Medical schemes industry and providers specific updates.

## Cost of appointing Aon

We are pleased to inform you that there is no additional fee charged by Aon when you appoint Aon Healthcare as your Healthcare intermediary. Aon earns monthly commission which is already included in the monthly contribution you pay over to the medical scheme. Monthly commission is part of your total monthly contributions paid to the scheme whether you have appointed Aon as broker or not. This monthly commission is 3% of the contribution to a maximum amount payable (as disclosed on the Brokers Statutory Notice) to brokers in terms of Section 65 of the Medical Schemes Act, 131 of 1998, plus value added tax (VAT). In terms of Primary Care Insurance products, we earn maximum 3%. Gap Cover Insurance products, we earn commission on a sliding scale from 5% up to 20% depending on policy holder's monthly contributions.

**For more information, contact Aon South Africa:**  
0860 100 404 | [arc@aon.co.za](mailto:arc@aon.co.za) | [www.aon.co.za](http://www.aon.co.za)

## Connect with us

We focus on communication and engagement, across insurance retirement and health, to advise and deliver solutions that create great client impact. We partner with our client and seek solutions for their most important people and HR challenges. We have an established presence on social media to engage with our audiences on all matters related to risk and people.

For more information from Aon Employee Benefits on healthcare, retirement benefits and a wide range of topics feel free to go to [www.aon.co.za](http://www.aon.co.za)

<http://www.facebook.com/Aonhealthcare>  
Click "Like" on our page (Aon healthcare)

[http://x.com/Aon\\_SouthAfrica](http://x.com/Aon_SouthAfrica) Click "follow" on our profile

## Aon Employee Benefits – Healthcare

Aon South Africa Pty Ltd, an Authorised Financial Service Provider, FSP # 20555.

<http://www.aon.co.za/disclaimer>

On all services provided, Aon's Terms & Conditions of Business, as amended from time to time, are applicable and can be found at <http://www.aon.co.za/terms-of-trade> or will be sent to you upon request.

[Privacy Notice](#)

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## Disclaimer:

Although care is taken to represent the rates and benefits correctly, errors and omissions could occur. In case of any conflict, the rules of the affected medical scheme prevail. Any decisions regarding your medical scheme portfolio should be made in conjunction with your Aon Employee Benefits consultant or manager. While Aon has taken reasonable steps to ensure that the information contained in this report is relevant, accurate and current, no warranties of any kind, whether express or implied, including but not limited to the accuracy, completeness, relevance or fitness for a particular purpose are given and Aon expressly disclaims any liability for any loss or damage that may arise from the use of this report. This report is confidential and intended solely for the use of the individual or entity to whom it is addressed. If you received this report in error, you should not disseminate, distribute or copy this report and you should notify Aon if you are not the intended recipient and destroy the report. The report is copyright of Aon SA (Pty) Ltd. You may not, except with our express written permission, distribute or commercially exploit the report. Aon hereby authorizes you to copy the report for non-commercial use within your organization only.

## POPIA

Protection of Personal Information Act 4 of 2013 (POPIA), Medical Schemes are requesting a signed Broker Appointment letter to make certain information available to Aon South Africa (Pty) Ltd.



Broker House Code: 1004785125  
 Broker code: 1020031108

Contact us on: 0860 100 404, P.O. Box 78367, Sandton, 2146, www.aon.co.za  
 FSP number: 20555; CMS number: ORG895  
 Follow our [website link](#) for further information on Aon's processing of your personal information

## Acknowledgement of appointment

I acknowledge and appoint Aon South Africa (Pty) Ltd as my financial advisor for all matters related to my medical scheme membership.

My ID: \_\_\_\_\_ and membership number: \_\_\_\_\_

Signed at (Town or City): \_\_\_\_\_ on yy/mm/dd: \_\_\_\_\_

I have been informed that there is no additional fee charged by Aon for providing you with healthcare intermediary services. Aon earns monthly commission which is already included in the monthly contribution you pay over to the medical scheme. Monthly commission is part of your total monthly contributions paid to the scheme. This monthly commission is 3% of the monthly contribution to a maximum amount payable (as disclosed on the Brokers Statutory Notice) to brokers in terms of Section 65 of the Medical Schemes Act, 131 of 1998, plus Value Added Tax (VAT).

**Permission to process my personal information as well as personal information of all dependents included on my membership application form and I consent to Aon South Africa (Pty) Ltd accessing information listed on the table below.**

I give consent for the disclosure of information about me.

Membership number: \_\_\_\_\_ ID or passport number: \_\_\_\_\_

Title: \_\_\_\_\_ Initials: \_\_\_\_\_ Surname: \_\_\_\_\_

First name(s) (as per identity document): \_\_\_\_\_

The following information should be made available to my appointed financial advisor as is necessary:

Personal examples	Benefit examples	Financial examples	Medical examples
<ul style="list-style-type: none"> <li>* Name and Surname</li> <li>* Membership number</li> <li>* Date of birth</li> <li>* ID number</li> <li>* Postal Address</li> <li>* Physical address</li> <li>* E-mail Address</li> <li>* Telephone numbers</li> <li>* Cellular Number</li> <li>* Number of dependents</li> </ul>	<ul style="list-style-type: none"> <li>* Plan type</li> <li>* Medical Savings Account (MSA)</li> <li>* Balance Medical Scheme benefits</li> <li>* Spent for the year Accumulated</li> <li>* Medical scheme Savings Account</li> <li>* Medical Savings Carry over from previous year</li> <li>* MSA reimbursement, Scheme Rate or cost</li> <li>* Self-payment Gap</li> <li>* Above Threshold Benefit</li> <li>* Waiting period details</li> <li>* Late joiner penalty indicator</li> <li>* Wellness benefits</li> </ul>	<ul style="list-style-type: none"> <li>* Total Contribution</li> <li>* Contribution breakdown</li> </ul>	<ul style="list-style-type: none"> <li>* Chronic Indicator/ confirmation (Yes/No)</li> <li>* In Hospital Indicator/ confirmation (Yes/No)</li> <li>* Confirmation of claims paid and from what benefit</li> <li>* Claims transaction history</li> <li>* Procedures done in doctor's rooms paid from Hospital Benefit</li> </ul>



By signing this letter of appointment , I confirm that I have fully read and understood the contents of this document and provide my express consent for Aon South Africa (Pty) Ltd (“Aon”) to process my Personal Information including but not limited to special personal information, as well as that of my beneficiaries and where necessary including my minor children (as defined in the Protection of Personal Information Act no 4 of 2013) for the purposes set out herein and which Personal Information may be shared and or disclosed with any party including but not limited to service providers who Aon (in it’s reasonable discretion) has an obligation or requirement to share or disclose my Personal Information and that of my beneficiaries and where necessary my minor children in compliance with its obligations in law or contract.

Signed at (Town or City): \_\_\_\_\_ on yy/mm/dd: \_\_\_\_\_

Signature: \_\_\_\_\_