Broker House: Aon South Africa (Pty) Ltd
Tel No: 0860 100 404

Plan choice 2027

For prompt service, please complete the online interchange form on the Member Zone >Membership >Plan/option interchange or email this completed form to membership@medihelp.co.za.

- You should complete this form only if you want to change to another plan with effect from 1 January 2027.
- The cut-off date to inform us of your new plan is 30 November 2026 for civil servants (PERSAL) and 15 December 2026 for other members.
- Late requests will NOT be considered.

1. Your information

Please complete your details in full.

Please note: We communicate with our members exclusively through electronic means.

Initials and surname _____ Alternative number ☐☐☐ ☐☐☐☐☐☐☐

Email address * _____ Member number ☐☐☐☐☐☐☐

ID/passport number ☐☐☐☐☐☐☐☐☐☐☐☐☐ Cell phone number * ☐☐☐☐☐☐☐☐☐☐

*All contact information is compulsory, as we need it to communicate important information about your membership to you.

Residential address

House/unit number _____ Complex/building name _____

Street name _____

Suburb _____ City _____

Province _____ Postal code ☐☐☐☐

2. Your plan for 2027

NB: Please select **only one** plan.

Basic plans	Saving plans	Comprehensive plans	
☐ MedVital	☐ MedAdd	☐ MedPrime	☐ MedElite
☐ MedVital Elect	☐ MedAdd Elect	☐ MedPrime Elect	☐ MedPlus
	☐ MedSaver	☐ MedReach	

3. Utilisation of savings account funds

3.1 For MedAdd, MedAdd Elect, and MedSaver

SavingsNow preferences

Please indicate how you would like Medihelp to use your SavingsNow account.

By default:

- All eligible **day-to-day out-of-hospital medical services** are paid from SavingsNow.
- Specialised radiology is not included in this automatic payment.

Your choice (please select):

• Pay **in-hospital specialised radiology** co-payments and shortfalls from SavingsNow.	Yes	No
• Pay **out-of-hospital specialised radiology** co-payments and shortfalls from SavingsNow.	Yes	No
• Pay **all other in-hospital co-payments and shortfalls** (excluding specialised radiology) from SavingsNow.	Yes	No

If you do not indicate your preference, these costs will not be paid from your SavingsNow account until you give us your instruction.

You can change your preferences on the Member Zone at any time.

3.2 For MedPrime, MedPrime Elect, and MedElite

SavingsGrow and SavingsBase preferences

By default:

- All eligible **day-to-day out-of-hospital services** on the defined list are paid from your **SavingsBase account**.
- All other day-to-day out-of-hospital services (not on the list) are paid from your **SavingsGrow account**.
- Specialised radiology is not included in these automatic payments from the **SavingsGrow account**.

Your choice (please select):

• Pay **in-hospital specialised radiology** co-payments and shortfalls from SavingsGrow.	Yes	No
• Pay **out-of-hospital specialised radiology** co-payments and shortfalls from SavingsGrow.	Yes	No
• Pay **all other in-hospital co-payments and shortfalls** (excluding specialised radiology) from SavingsGrow.	Yes	No

If you do not indicate your preference, these costs will not be paid from your SavingsGrow account until you give us your instruction.

You can change your preferences on the Member Zone at any time.

* Please refer to the Member guide 2027 for all applicable co-payments and the definition of a medical emergency. Visit the Medihelp website at www.medihelp.co.za, click on Plans, then Compare plans, and download the 2027 plan comparison.

Member's signature _____ Date 2 0 y y m m d d

medihelp.co.za
Medihelp is an authorised financial services provider (FSP no 15738).

Benefits of appointing

Aon South Africa Healthcare as your intermediary

Aon Healthcare is committed to providing you with exceptional service at every interaction. 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 renewal, Year-end launch highlight presentations, brochures, COVID-19 updates, 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 member letters providing updates on 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.
- **Ad-Hoc Alerts:**
  - Ad-hoc updates pertaining to Medical schemes industry or 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.

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.facebook.com/Aonhealthcare
Click "Like" on our page (Aon healthcare)

http://twitter.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.

14 December 2022 | V2 | DD

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 Gap Cover Provider.

My ID:_____ and policy 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 Gap Cover Provider. Monthly commission is part of your total monthly contributions paid to the Gap Cover Provider. This monthly commission is limited to 20% of the monthly contribution to a maximum amount payable (as disclosed on the Brokers Statutory Notice) to brokers in terms of Short-term Insurance Act 53 of 1998, plus Value Added Tax (VAT).

Monthly premium band	Maximum Commission Level
Above R1 200	5%
R601 to R1 200	10%
R300 to R600	15%
Less than R300	20%

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.

Policy no: _____ ID or passport no: _____

Gap Provider: _____ Aon Broker Code: _____

Title: _____ Initials: _____ Surname: _____

First name(s) (as per identity document): _____

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

Personal examples	Benefit examples	Financial examples	Medical examples
Policy number Date of birth ID number Postal and e-mail Address Physical address Contact details	Type of cover Waiting period details	Total monthly premiums	Claims statement from Medical Scheme and / or Gap Cover Insurance Claims statement from provider

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: _____