

Tel: 0860 103 933 • PO Box 652509, Benmore 2010 • www.lahealth.co.za

Who we are

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.

1. Please use one letter per block, complete in black ink and print clearly.
2. Read and understand the rules for membership (section 8).
3. Main applicant to sign and date section 6, 7, 8 and 9 and any changes.
4. Email the completed and signed form to **application@lahealthms.co.za**.
5. Please attach a copy of each applicant's identity document to this application form. We also accept valid passports and birth certificates for children.
6. Provision is made in this form for you and your dependants to provide information relating to your race. This information is required by the Council for Medical Schemes for statistical purposes only. You are not compelled to provide this information.

- If any details are missing or if we need more information for underwriting purposes, we will contact you.
- We will activate your membership and send you or your employer a letter of confirmation when we are offering standard terms of acceptance (no waiting periods or late-joiner penalties). For any non-standard terms, we will issue a counter-offer letter which will indicate any conditions applicable to your membership (waiting periods and/or late-joiner penalties). You may accept the offer by signing and returning this letter for us to activate your membership.
- We will send you or your employer, the counter offer letter and any outstanding underwriting requirements where we cannot offer standard terms of acceptance for both you and your dependant/s (adult and child dependant/s).
- We will send you or your employer a welcome letter, a notification or an email to let you know when your application is considered to have been fully and completely made. This date may differ from the date on which you sign the application form.
- You will receive a digital welcome pack via WhatsApp and email once your membership has been activated.

When you sign this application, you confirm that you have read and understood the terms and conditions (Section 8 of this form) for membership and agree to them.

Yes ☐ No ☐

When do you want your cover to start?		D	0	D	1	M	M	Y	Y	Y	Y		
Are you in active employment?		☐		Are you retired from employment?		☐							
Title					Initials								
Surname													
First name(s)													
ID or passport number													
Gender	M	☐	F	☐	Date of birth	D	D	M	M	Y	Y	Y	Y
Race	African	☐	Coloured	☐	Indian / Asian	☐	White	☐	Other	☐	Do not want to disclose	☐	

You are not compelled to provide the information required on race. The Scheme is required by the Council for Medical Schemes to collect this data and it will be used for statistical purposes.

Preferred communication	Email	
Telephone (H)		
Telephone (W)		

Page 1 of 10
01.10.2026

Cellphone

Email

Please supply a personal email address and not a .gov email address, as your employer's firewall may prevent our emails from reaching you.

Physical address

Unit/Suite number Complex/Building

Street number Street name

Suburb

City Postal code

Occupation Tax number

2. About your spouse or partner (only complete if applying for cover)

Title Initials

Surname

First name(s)

Previous or maiden name

ID or passport number

Gender M ☐ F ☐ Date of birth

Race African ☐ Coloured ☐ Indian / Asian ☐ White ☐ Other ☐ Do not want to disclose ☐

You are not compelled to provide the information required on race. The Scheme is required by the Council for Medical Schemes to collect this data and it will be used for statistical purposes.

Telephone (H) Telephone (W)

Cellphone Tax number

Email

Declaration

If you are not legally married and you cannot give us a marriage certificate, you have to complete the following section in full. If both parties have not signed and dated the below section, we will halt the application process until we receive the section signed and dated by both parties.

We declare we are in a long-term, committed relationship that is like a marriage and that we live together at the same residence. We understand that by signing this declaration, we agree to tell the Scheme about any change to the status of our relationship or any change to our living arrangements, such as separation. We further understand that if the information we give about our relationship or residency is false in any way, the Scheme reserves the right to end both our memberships.

Since when have you and your partner been in this relationship that is like a marriage

Signature of main applicant

Original signature required

Date

Signature of partner

Original signature required

Date

3. About your dependant/s (only complete if applying for cover)

Dependant 1

Title Initials

Surname

First name(s)

ID or passport number

Gender M ☐ F ☐ Date of birth

Race African ☐ Coloured ☐ Indian / Asian ☐ White ☐ Other ☐ Do not want to disclose ☐

You are not compelled to provide the information required on race. The Scheme is required by the Council for Medical Schemes to collect this data and it will be used for statistical purposes.

4. Please select your benefit option

You have the right to ask for help in selecting a benefit option that suits your needs. By signing this application you confirm that you are familiar with the conditions and benefits of the Option you select.

LA KeyPlus ☐ LA Focus ☐ LA Comprehensive ☐ LA Core ☐ LA Active ☐ LA Engage ☐

** All the Benefit Options, except LA KeyPlus, have Medical Savings Accounts. When your LA Health Medical Scheme membership is confirmed, any current Medical Savings Account balance in your previous scheme must be transferred to LA Health Medical Scheme (in terms of the Medical Schemes Act and its regulations).

How would you like us to refund claims from the Medical Savings Account if your Option has one?

Scheme Rate ☐ Cost ☐

Please complete if you have selected the LA KeyPlus Option:

Main member's income R (total monthly cost to company)

Please complete this if you have selected the LA KeyPlus Option

	Name	GP name	Practice number
Main Applicant			
Spouse or partner			
Dependant One			
Dependant Two			
Dependant Three			

Your GP must be a LA KeyPlus Network GP so you can have full cover.

Please note: you and your dependant/s can only access day-to-day cover and chronic benefits through the KeyCare Network GPs you chose above.

5. Your employment details

5.1. If your employer is paying your full contribution or a part of it and we need to debit their account, please complete this section

Name of employer Employer billing number

Employee number Date of employment

Branch name Branch code

Billing category

Please ensure your employer completes this warranty if this application form is not submitted together with an employer application form,

Employer warranty

5.2. We warrant that the main applicant detailed in section 1 is an employee of our organisation

5.3. The Scheme may bill us for the amount due for this member in the same way as it does for our other employees with the Scheme.

Authorised signatory(ies)
Original signature required

Names

Designations

6. Your banking details

6.1. Your contributions

If you will be paying your contribution in full, please complete this section

Please note: we cannot accept credit card account details.

Bank name

Branch name Branch code - -

Account number Type of account Cheque ☐ Savings ☐

Account holder

Please choose the date you would like us to debit your account: 1st ☐ 10th ☐ 15th ☐ 20th ☐ 25th ☐

If your application is captured after the date you chose above, your first debit order will go off on the first of the month and then on the chosen

LAHABM001

Account holder's physical address (own/3rd party/company/trust)

As part of the Payment Association of South Africa (PASA) debit order mandate requirements you are required to supply the account holder's 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.lahealth.co.za.

7. Previous medical scheme details

Please give us the details of all registered South African medical schemes, that you previously belonged to. We will use this information to determine if we need to apply any waiting periods, late-joiner penalty fees, or both. Please give us proof in the form of a membership certificate.

Main applicant

Name	Scheme name	Start date	Are you still a member	End date if you have already registered	Reason for leaving
			Yes ☐ No ☐		
			Yes ☐ No ☐		
			Yes ☐ No ☐		
			Yes ☐ No ☐		

If all dependants were on the same medical scheme as completed above, please tick here to confirm this ☐

If any of your dependants applying for cover belonged to different medical schemes, please provide the relevant information:

Dependant name	Scheme name	Start date	Are you still a member	End date if you have already registered	Reason for leaving
			Yes ☐ No ☐		
			Yes ☐ No ☐		
			Yes ☐ No ☐		
			Yes ☐ No ☐		
			Yes ☐ No ☐		
			Yes ☐ No ☐		
			Yes ☐ No ☐		

8. LA Health Medical Scheme - Privacy Statement

Definitions

The Scheme refers to LA Health Medical Scheme, registration number 1145, registered with the Council for Medical Schemes. You can find us at www.lahealth.co.za.

The Administrator refers to Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider, the administrator and managed care organisation for LA Health Medical Scheme ("the Scheme" or "LA Health").

We, us, our refer collectively to the Scheme and the Administrator.

You and your refer to you, as the main member and your dependants who are registered on the Scheme, which may include your spouse, children and other dependants, collectively "your dependants".

Your personal information refers to personal and special personal information about you or that information for your dependants. It includes information about race, gender, sex, pregnancy, biometrics, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and date of birth of the individual amongst other things.

Process(ing) (of) information means the lawful and reasonable automated or manual activity of collecting, recording, organising, using, storing, updating, distributing and removing or deleting personal information to ensure that such processing is adequate, relevant and not excessive given the purpose for which it is processed.

Competent person means anyone who is legally competent to consent to any action or decision being taken for any matter concerning a member or dependant for example a parent, legal guardian or a legal representative appointed by a court to manage the finances, property, or estate of another person unable to do so because of mental or physical incapacity.

How we will process and disclose your personal information and communicate with you

Part 1 - Introduction

1. The purpose of this Privacy Statement is to set out how we collect, use, share and otherwise process your personal information, in a manner that is compliant, ethical, adheres to industry best practice and applicable protection of personal information legislation as enacted from time to time.
2. This Privacy Statement applies to you if you engage with us physically through our offices, or virtually through our website (www.lahealth.co.za), email, mobile applications such as the Discovery App, social media platforms, over the phone, or otherwise, as may be the case from time to time.
3. When you engage with us, you entrust us with personal information about you.
4. We are committed to protecting your right to privacy. We will keep your personal information confidential. We take protecting your personal information seriously and are continuously developing and updating our security systems, processes and data governance policies.

5. We have a duty to take all reasonably practicable steps to ensure your personal information is complete, accurate, not misleading and updated on a regular basis. To enable this, we will always endeavour to obtain personal information from you directly. Where we are unable to do so, we will make use of verifiable independent third-party data sources. Thus, your personal information comprises information you may have given to us yourself or we may have collected from other sources.
6. You understand and/or acknowledge that when you include your dependants, on your application, we will process their personal information for the activation of the benefits offered by the specific Option chosen, and to pursue their legitimate interests. By submitting your dependants' relevant personal information, you hereby confirm that you are duly authorised to share such information with us.
7. If you are giving consent for a person under 18 (a minor) you confirm that you are their parent or legal guardian and that you give consent for us to process their personal information for the purposes covered in this Privacy Statement.
8. If you share your personal information with any third parties, we will not be responsible for how they use that information, nor be responsible for any loss suffered by you.

Part 2 – Applying for and administering your membership

9. You understand, accept and consent that we may process your personal information for the following purposes:
 - 9.1. to verify the accuracy, correctness and completeness of any information provided to us in the course of processing an application for membership or providing services related to the membership;
 - 9.2. for the administration of your membership of the Scheme;
 - 9.3. to apply managed care services to ensure appropriate and efficient benefit use;
 - 9.4. for the provision of relevant information to a party, contracted by the Scheme and/or the administrator, who requires this information to provide a healthcare service to you as a member of the Scheme;
 - 9.5. to profile and analyse risk;
 - 9.6. to share your personal information with external healthcare providers, for them to assess or evaluate certain clinical information, when you are subject to such a clinical assessment; and/or
 - 9.7. to investigate and/or remedy fraud, waste and abuse.
10. By signing this application form, you expressly consent that, for the purpose of processing your application for membership, underwriting, determining contributions, collection of funds due to the Scheme from you, and/or any other matter relevant to administering your membership to the Scheme, we can obtain and share information about your creditworthiness, or the creditworthiness of any payer of your contribution. This includes information about your or any payor's credit and/or financial history, judgments, default history and the sharing of information for purposes of risk analysis, tracing and any related purposes.
11. Examples of how we will obtain and share your personal information for the above purposes, including but not limited to:
 - 11.1. From all relevant sources, including healthcare providers, contracted service providers, your LA Health broker, credit bureaus (or a credit providers' industry association or industry body), or industry regulatory bodies ("relevant sources") and further processing of such information to consider your membership application, to conduct underwriting or risk assessments, or to consider a claim for medical expenses. We may (at any time and on an ongoing basis) verify with the relevant sources that your personal information is true, correct and complete;
 - 11.2. If you have joined as a member of an employer group, getting from and sharing with your employer information that is relevant to your application;
 - 11.3. Communicating with you about any changes in your benefits, including your contributions or changes and enhancements to the benefits you are entitled to on the Option you have chosen;
 - 11.4. Transferring your personal information outside the borders of the Republic of South Africa where appropriate, for example to facilitate access to international emergency treatment, or if you provide an email address, which is hosted outside the borders of South Africa, or for processing, storage or academic research.
 - 11.5. Sharing your personal information to be processed by healthcare providers via a health information exchange to improve access to appropriate care and better healthcare outcomes.
12. We have the right to communicate with you electronically about any changes relating to your membership, including contributions or changes and improvements to the benefits you are entitled to on the Option you have chosen.
13. We may process your personal and/or depersonalised information for the following purposes:
 - 13.1. for research and analysis; or to provide services via the Discovery App.
14. We will transfer your personal information outside South Africa only:
 - 14.1. if you give us an email address that is hosted outside South Africa; or
 - 14.2. to administer certain services, for example, cloud services.
15. When we share your information, we will ensure that the company, person or regulatory body (in or out of South Africa) to whom we pass your personal information, agrees to treat your information with the same level of protection as we are obliged to.
16. You have the right to object to the processing of your personal information and have a choice whether to accept these terms and conditions. However, it is important to note that we require your acceptance of the above terms and conditions to activate and service your medical scheme membership. If you do not accept these terms and conditions, we cannot activate your membership and give you access to any of the Scheme's services.

Part 3 – Sharing your information with third parties

17. If a third party asks us for any of your personal information, we will share it with them only if:
 - 17.1. you have already given your consent for the disclosure of this information to that third party;
 - 17.2. we have a legal or contractual duty to give the information to that third party.
18. We will only provide your personal information to a Discovery Limited entity if you have already given informed consent for such disclosure to the specific entity, and only for the following purposes:
 - 18.1. to allow for the administration of your profile/membership/plan by the Discovery entity with whom you or your dependant/s already have a relationship; or
 - 18.2. if you have applied for a product, service or benefit from that entity, for the purposes of underwriting.

19. Your personal information may be shared with third parties such as academics and researchers, including those outside South Africa. Your personal information will be made anonymous to the extent possible, and where appropriate. No personal information will be made available to an academic or research party unless that party has agreed to abide by strict confidentiality protocols that we require. If we and/or the academic and researcher publish the results of this research, you will not be identifiable.
20. You have the right to object to the sharing of your personal information for the purposes and the instances set out in this part of the Privacy Statement and any such objection will not affect your application for membership and/or the way your membership to the Scheme is administered.

Part 4 – Your consent

21. You consent and agree to the terms and conditions set out above and that:
 - 21.1. we may process your information, including personal and special personal information, for the purposes set out above and understand that in doing so we are required to adhere to South African legislative reporting obligations;
 - 21.2. we may communicate such personal information to local regulatory bodies and other relevant governance structures of Discovery Limited, or any of its relevant entities if any legislative reportable matters are identified.
22. We may process your information using automated means (without human intervention) to decide about you or your application for membership of the Scheme or access to the applicable benefits. You may query the decisions made.
23. It is important that you be kept updated about any offers and new products that are made available from time to time. To do so, we may need to obtain information and/or data from third parties that provide relevant products and/or services, (including, any entity of Discovery Limited and credit bureaus. We would obtain the data to analyse your personal information and get a better understanding of the new products and/or services, to ensure that the offers meet your requirements. Furthermore, we, any entity of Discovery Limited, and/or any contracted third-party service providers may need to communicate with you about these offers.
24. To indicate your communication preference regarding such data or information, please [click here](#). Please make your selection as soon as possible.
You may at any time change your option for electronic marketing on www.lahealth.co.za. We will store your personal information to action this request and action it as soon as reasonably possible.
25. Unless required by law to keep your personal information for a certain period of time or purpose, you agree that we may keep your personal information until you ask us to delete or destroy it. You have the right to ask us to update, correct or delete your personal information, unless the law requires us to keep it. Where we cannot delete your personal information, we will take all practical steps to de-identify it, and for purposes of proof, retain a secure copy of your request.
26. If the Scheme or the Administrator becomes involved in a proposed or actual amalgamation, transfer or merger, acquisition or any form of sale of any assets, as appropriate, we have the right to share your personal information with third parties in connection with the transaction. In the case of such an event, the new entity will have access to your personal information.
27. Where we are required by law to collect and keep personal information, we shall do so. At a minimum, this includes the following:
 - 27.1. Legislation applicable to us:
 - Medical Schemes Act, 1998
 - The Consumer Protection Act, 2008
 - The Protection of Personal Information Act, 2013
 - Electronic Communications and Transactions Act, 2002
 - Promotion of Access to Information Act, 2002
 - 27.2. Legislation specific to the Administrator only:
 - Financial Advisory and Intermediary Services Act, 2002

Part 5 – General

28. The Scheme may change this Privacy Statement at any time. We will publish any changes to this Statement on www.lahealth.co.za to ensure that you can be aware of these changes. By continuing to be a member you agree that the latest version will apply to you.
29. You have the right to know what personal information we hold about you. If you wish to receive this information please complete a 'PAIA Form to Request Access to Records', available on www.lahealth.co.za and specify the information you would like. We will take all reasonable steps to confirm your identity before providing your personal information in respect of such request. We are entitled to charge a fee for this service and will let you know what it is at the time of your request.
30. If you believe that we have used your personal information in a way that is contrary to this Privacy Statement, you have the right to lodge a complaint with the Information Regulator, under POPIA, but we encourage you to first follow our internal escalation and/or disputes process to resolve the matter.

We explain the escalation and/or disputes process on www.lahealth.co.za, or you may contact the Scheme's Information Officer at privacy@discovery.co.za.

If, thereafter, you feel that we have not resolved your complaint adequately kindly contact the Information Regulator at <https://inforegulator.org.za/complaints>.

9. LA Health Medical Scheme terms and conditions for membership

9.1. *Terms and conditions for membership*

The terms and conditions of the Scheme record your rights and responsibilities for membership of the Scheme. They may change from time to time. You may ask us for a copy at any time.

9.2. *You may be called the principal member or main member in our future communications to you.*

9.3. *Acting for others*

You confirm you have the right to act for others

By signing this document, you confirm that you have received permission from your spouse and/or any dependant/s over 18 to act for them in any matter relating to this application.

9.4. *Giving and getting information*

You must give true, correct and complete information

To consider your application to become the main member on your membership of the Scheme, we must learn more about you. Information about you must be true, correct and complete. This includes the details you give in this application form and in future dealings with the Scheme and the Administrator.

Your legal address

We will email, SMS or post your documents to you. If it is necessary to send you any legal notices or summonses, our legal team will serve these at the physical address you have given, or at any other address you have given us. It is your responsibility to make sure we have the correct address for you.

The Administrator and the Scheme may record telephone calls

The Administrator and the Scheme may record telephone conversations with you. The recordings and all information we get during the recordings will be processed and kept as required by law.

Tell the Scheme or the Administrator immediately if your information changes

You, your employer or your broker must tell the Scheme or the Administrator in writing if any of the information you gave changes between the day you sign this document and the day your membership status is changed. We need advance notice of any administrative changes such as cancellation of membership, as backdated changes may not be accepted.

When the Scheme may cancel your membership/s

The Scheme may cancel any memberships immediately:

- If you do not give the Scheme and the Administrator information that later turns out to be relevant to this application;
- If you give the Scheme and the Administrator any information that is not true, correct and complete.

9.5. *The Scheme and Administrator may get information about you from other relevant sources*

The Scheme and Administrator may (at any time and on an ongoing basis) obtain your personal information from other relevant sources, including medical practitioners, contracted service providers, LA Health brokers, credit bureaus or industry regulatory bodies ("relevant sources") and further process such information to consider your membership application, to conduct underwriting or risk assessments, to consider a claim for medical expenses, to profile and analyse risk or to investigate fraud, waste and/ or abuse (including by medical practitioners, contracted service providers or LA Health brokers). We may (at any time and on an ongoing basis) verify with the relevant sources that your personal information is true, correct and complete.

9.6. *You must ensure contributions are paid on time*

As the main member of the Scheme, you are responsible for ensuring that your and those persons registered as your dependants' contributions are paid on time every month to avoid suspension of benefits. The Scheme has the right to amend monthly contributions and benefits from time to time. If you are paying your contributions, the reference number **LAH CONT** will be used on your bank statement to identify the debit order.

9.7. *Repaying money owed to the Scheme*

The Scheme has the right at any time to collect from you any amount that you owe to the Scheme. We will notify you of any amount that you must pay to the Scheme.

If the benefit option you chose offers a Medical Savings Account, the Scheme makes money available in advance for you to use for medical expenses during the year. If you leave the Scheme before the year is up, you must repay the portion of medical savings you have used that is more than you have paid back to the Scheme during the specific year.

You will be able to identify the debit order for the money owing to the Scheme on your bank statement, the reference number **LAH CLAW** will be used. You agree that we may recover outstanding money due to the Scheme by debit order.

By signing this form, you agree that any money you owe to the Scheme may be deducted from any future claim payment amounts that are due to be paid to you.

Signature of main member

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

10. Your broker details

If yes, your LA Health broker must complete the details below

Broker house	Code
--------------	------

[illegible][illegible]

--	--

Date	D	D	M	M	Y	Y	Y	Y
------	---	---	---	---	---	---	---	---

Original signature required.

11. Annexure A: Third-party bank details

Banking details for a third party

A third party can be anyone, such as your spouse, aunt, uncle, friend, parent or adult child. Please attach the relevant proof of bank account if you give a third-party's bank account details for claim refunds or contribution debit orders.

Documents we need for a third-party bank account

- Proof of the account (bank statement or bank letter not older than three months)
- A copy of the third-party's (account holder) ID, passport or driving licence
- A copy of the principal member's ID, passport or driving licence

Documents we need for a joint bank account

- Proof of account (bank statement or bank letter not older than three months)
- A copy of the ID, passport or driving licence of each of the joint owners

Documents we need for a company account

- Proof of account (bank statement or bank letter not older than three months)
- A copy of the ID, passport or driving licence of the people who have authority to sign on behalf of the company
- A letter of authority. The letter must:
 1. State that the account can be used
 2. State the membership details (including the membership or policy numbers) for which the bank account will be used
 3. Include the details of the signatory
 4. Be dated and signed by an authorised person on behalf of the company
- A copy of the company's certificate of registration
- A copy of the principal member's ID, passport or driving licence.

Documents we need for a trust account

- Proof of account (bank statement or bank letter not older than three months)
- A copy of the ID, passport or driving licence of each of the trustees of the account
- A copy of the certificate of registration of the trust
- A copy of the trust resolution. The resolution must:
 1. Show the trustees
 2. Be dated and signed by an authorised person on behalf of the trust
 3. Contain the membership or policy numbers
- A copy of the principal member's ID, passport or driving licence
- If you are completing the request on behalf of the principal member, please include proof that you have the necessary authority to do so, for example a letter of authority or a letter of executorship.