

## Banking details for manual payments

### Who we are

LA Health Medical Scheme (referred to as 'the Scheme'), registration number 1145, is the medical scheme that you are a member of. This is a not-for-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

This document provides you with banking details to use when you need to make a manual payment for LA Health Medical Scheme contributions and money owing to the Scheme.

### Medical Scheme contributions

Account holder: LA Health Medical Scheme  
Bank name: First National Bank  
Branch Name: Global Transactional Services Johannesburg  
Branch number: 255005  
Account type: Cheque  
Account number: 6207 – 5101 – 180  
Reference: Your LA Health membership number

### Money owing to the Scheme

Account holder: LA Health Medical Scheme  
Bank name: First National Bank  
Branch Name: Global Transactional Services Johannesburg  
Branch number: 255005  
Account type: Cheque  
Account number: 6207 – 5102 – 120  
Reference: Your LA Health membership number

Please make sure you use your 9-digit membership number as a reference when making the payment. This way you can be sure that we know about your payment.

Please fax your proof of payment to 011 539 2506 so that we can process your payment without delay.

## Contact us

For further information please contact us on 0860 103 933 or visit us at [www.lahealth.co.za](http://www.lahealth.co.za)

## Complaints process

You can lodge a complaint or query with LA Health Medical Scheme directly on 0860 103 933 or address complaint in writing to the Principal Officer. If your complaint remains unresolved, you can lodge a formal dispute by following LA Health Medical Scheme's internal disputes process.

Once the Scheme's internal processes are exhausted, and the issues remains unresolved, you may approach the Council for Medical Schemes for assistance: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157/  
[complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za)/ 0861 123 267/ [www.medicalschemes.co.za](http://www.medicalschemes.co.za)