

UPDATING YOUR BANKING DETAILS ONLINE

DISCOVERY HEALTH MEDICAL SCHEME
2026





Updating your banking details

It is important that Discovery Health Medical Scheme has the correct banking details for all our members. This is so we can pay out any amounts that we owe you without any delay. You can make sure we have your correct banking details by checking them on our website and updating them online if necessary.

Benefits of updating your banking details online

- The update is done safely and immediately.
- You receive a notification on your cellphone to confirm that you have updated your details.
- You can do an update at anytime from anywhere by simply logging in to the Discovery website.

How to update your banking details on our website

- Register or log in to your profile at www.discovery.co.za.
- Select the **Portfolio** tab at the top of the screen.
- Select **Update your details**.
- We will ask you to enter a one-time password (OTP). We will send this OTP to your email address or in an SMS to your cellphone, depending on the method of communication you have chosen.
- Scroll down and under the heading **Your banking details**, select **Manage banking details**.
- We will ask you to enter a one-time password (OTP). We will send this OTP to your email address or in an SMS to your cellphone, depending on the method of communication you have chosen.
- Enter the OTP on the webpage and click **Submit**.
- Update your banking details on the website.
- Make sure you select **Submit** to save your changes.



How to contact us

	Members can call us on 0860 99 88 77 Health partners can call us on 0860 44 55 66
	Go to www.discovery.co.za to get help from our chatbot, Ask Discovery.
	You can ask us a question by just saving the number 0860 75 67 56 on your phone and typing 'Hi' to start chatting with us 24/7.
	You can send us a letter to PO Box 784262, Sandton, 2146
	You can visit our offices at 1 Discovery Place, Sandton, 2196

We welcome any feedback about our service

We would love to hear if there's anything we can improve on or if we have exceeded your expectations. Your feedback helps us serve you better. To give us feedback, you can complete our short *Complaints and compliments form* on the right side of the [Complaints, compliments or disputes page](#) under **Contact us**.

What to do if you have a complaint

1. To take your query further

If you have already contacted Discovery Health Medical Scheme and feel that your query has not been resolved, you can take the next step. Please complete our short online *Complaints and compliments form*. It's on the right side of the [Complaints, compliments and disputes page](#) under section 1, Contact us.

2. To contact the principal officer

If you are still not satisfied with the outcome after following the process in Step 1, you can escalate your complaint to the principal officer of Discovery Health Medical Scheme by choosing one of these options:

- Complete our short online *Contact the principal officer form*. You'll find it on the right side of the [Complaints, compliments and disputes page](#) under section 2, Contact us.
- Send an email to principalofficer@discovery.co.za.

3. To lodge a dispute

If you have received a final decision from the principal officer of Discovery Health Medical Scheme and want to challenge it, you can lodge a formal dispute. You can find more information online about the [Scheme's dispute process](#).

4. To contact the Council for Medical Schemes

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You can contact the Council directly at any stage of the complaints process, but we encourage you to follow the steps above before doing so.

The contact details are:

	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
	0861 12 32 67
	www.medicalschemes.co.za

Your privacy matters to us

We take your privacy seriously. We're committed to protecting your personal information and keeping it safe and confidential. You can read our full privacy statement anytime at www.discovery.co.za > **MEDICAL AID** > **About Discovery Health Medical Scheme**.