# Medihelp application form 2027

**Enquiries:** 086 0100 678
**Email:** newbusiness@medihelp.co.za
**medihelp.co.za**

**Thank you for choosing to join Medihelp Medical Scheme.**

**How to apply**

- Submitting your application online on Medihelp's website allows for immediate confirmation of receipt and faster processing. Please visit https://onlineapplication.medihelp.co.za.
- If you use the printed form, please complete all sections in full using black ink, write clearly, and sign all relevant sections. Please read the conditions for membership in section 10 carefully before you sign the form. Incomplete information may delay the application process.

**Next steps after we receive your application**

- Medihelp will contact you from 012 336 9000 if we need any additional information. Please save this number to recognise it as a legitimate call and not spam. You can also use the Application in Motion (AiM) functionality on our website at https://onlineapplication.medihelp.co.za to track your application and provide further details, if necessary.
- If we offer you membership with standard terms, your membership will be activated without issuing enrolment conditions. We will notify you and/or your adviser in writing.
- If we offer you membership with any non-standard terms (with waiting periods and/or late-joiner penalties), we will notify you and/or your adviser in writing, and set out the conditions that will apply to your membership. If you accept these conditions, you can log in to AiM and confirm your acceptance online.
- Once you receive communication with a link to register on the Member Zone, you can download your digital membership card.

## 1. When would you like your cover to start?

y y y y m m d d

No person may be enrolled as a member of Medihelp while they are a member of another medical scheme. Please refer to paragraph 10 of section 10 of this application form.

## 2. Your information (person who requests membership)

If you use your passport number, please attach a copy of your passport.

ID/passport number | Title: Mr | Mrs | Ms | Other (specify)

Date of birth: y y y y m m d d

Surname _____ Initials _____

First names _____ Gender: Male | Female

_____ Preferred name _____

Marital status: Married | Unmarried Date of marriage: y y y y m m d d

Income tax number Language: Afrikaans | English

Please indicate your race only if you wish to do so. The information is used for national statistical purposes by the Council for Medical Schemes.

☐ Black ☐ Coloured ☐ Indian/Asian ☐ White ☐ Other

## 3. Your contact details

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

**Residential address***

House/unit number _____ Complex/building name _____

Street name _____

Suburb _____ City _____

Province _____ Postal code _____

Cell phone number* Alternative contact number

Personal email address* _____

* All contact information is compulsory, as we need it to communicate important information about your rights, benefits, and duties as a member. Without this information, we will not be able to finalise your application for membership.

To enable us to communicate effectively with you, we would like to know if the following applies to you:

Visually impaired** Yes | No Hearing impaired** Yes | No

** If "Yes", please complete section 9 of the medical questionnaire part of this form

## 4. Details of your employer/the institution responsible for paying your contribution

NB: Complete only if your contribution is paid, either in full or in part, by your employer or any other institution.

Name of employer/institution _____ Campus/site _____

Branch code/employer group number _____

Payroll number _____

Appointment date | y | y | y | y | m | m | d | d |

Appointment type: Permanent | Temporary

Pay area _____

Office stamp of employer

## 5. Mark your plan choice with an "X"

### 5.1 Plans

**Note**

- All benefit-related information can be obtained in your 2026 member guide.
- If you choose a plan with a savings account (MedAdd, MedAdd Elect, MedSaver, MedPrime, MedPrime Elect, or MedElite), please read section 5.3.

| Basic plans | Savings plans | Comprehensive plans | |
|---|---|---|---|
| ☐ MedMove! | ☐ MedAdd | ☐ MedPrime | ☐ MedElite |
| ☐ MedVital | ☐ MedAdd Elect | ☐ MedPrime Elect | ☐ MedPlus |
| ☐ MedVital Elect | ☐ MedSaver | ☐ MedReach | |

### 5.2 Students (MedMove! only)

Are you applying as a student? Yes | No

If you want to enrol on MedMove! as a student, please provide the following:

- Acceptable proof of enrolment as a student is proof of registration for studies, including the study year, on an official letterhead of the tertiary institution or vocational training college where you are registered as a student.
- Acceptable proof of income, if Medihelp requests this, is the past three months' official bank statements containing the initials and surname of the accountholder reflecting your income. Other additional proof of income may also be required.
- Acceptable proof of continued studies must be provided to Medihelp annually by the requested date, or more frequently if requested by Medihelp.

### 5.3 Utilisation of savings account funds

**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.

## 6. Dependants you want to register

**You may register the following dependants:**

- Spouse/partner
- Own children of the applicant and spouse/partner
- Stepchildren of the applicant and spouse/partner
- Adopted children or in the process of adoption/foster children/children in temporary safe care/children born in terms of a surrogate motherhood agreement of the applicant and spouse/partner

**If any of the following persons are dependent on the applicant for family care and support, you may register them as dependants:**

- Father/mother/brother/sister of the applicant
- Grandchildren of the applicant

**Please note**

- Foster children and children in temporary safe care may be registered as dependants only up to the age of 26 years in terms of legislation.
- If a dependant is not a South African citizen, a copy of their passport must be submitted with the completed application.
- When registering a partner as a dependant, you confirm that you are in a domestic partnership, and undertake to inform Medihelp within 30 days if your relationship status changes.

**The following persons may not be registered as dependants of the applicant:**

- Stepbrothers and stepsisters
- Stepparents
- In-laws
- Godchildren
- Cousins
- Grandparents
- Nieces and nephews

To avoid delays in your enrolment process, please attach the following supporting documents:*

| Dependant | Document required |
|---|---|
| • Adopted children or children in the process of adoption/ foster children/children in temporary safe care/children born in terms of a surrogate motherhood agreement of the applicant and spouse/partner | • Legal documentation confirming that the child has been adopted or in the process of adoption/placed in foster care/temporary safe care of the applicant<br>• Official proof of the court, clerk of the court or appointed social worker must be provided in terms of the set criteria determined by Medihelp |
| • Child or grandchild<br>• If surname differs from the applicant's surname | • Unabridged birth certificate<br>• For grandchildren, the unabridged birth certificates or an affidavit confirming family care and support |

* This information is compulsory. If not submitted, your application for membership cannot be finalised.

**Dependants**

Note: Please provide your dependants' information in the order you want it to appear on the Membership certificate.

| | 1 | 2 |
|---|---|---|
| Title | Initials | Initials |
| Relationship to applicant | | |
| Surname | | |
| First names | | |
| Preferred name | | |
| ID/passport number | | |
| Date of birth | y y y y m m d d Gender Male Female | y y y y m m d d Gender Male Female |
| Cell phone number* | | |
| Personal email address* | | |
| Visually impaired** | Yes No | Yes No |
| Hearing impaired** | Yes No | Yes No |
| | Please indicate your dependant's race only if you wish to do so. The information is used for national statistical purposes by the Council for Medical Schemes. | Please indicate your dependant's race only if you wish to do so. The information is used for national statistical purposes by the Council for Medical Schemes. |
| | Black Coloured Indian/ Asian White Other | Black Coloured Indian/ Asian White Other |

| | 3 | 4 |
|---|---|---|
| Title | Initials | Initials |
| Relationship to applicant | | |
| Surname | | |
| First names | | |
| Preferred name | | |
| ID/passport number | | |
| Date of birth | y y y y m m d d Gender Male Female | y y y y m m d d Gender Male Female |
| Cell phone number* | | |
| Personal email address* | | |
| Visually impaired** | Yes No | Yes No |
| Hearing impaired** | Yes No | Yes No |
| | Please indicate your dependant's race only if you wish to do so. The information is used for national statistical purposes by the Council for Medical Schemes. | Please indicate your dependant's race only if you wish to do so. The information is used for national statistical purposes by the Council for Medical Schemes. |
| | Black Coloured Indian/ Asian White Other | Black Coloured Indian/ Asian White Other |

*This information is compulsory and is required to communicate important information to your dependant if they are 18 years or older.
** If "Yes", please complete section 9 of the medical questionnaire part of this form.

## 7. Banking details

### 7.1 Complete this section if you will be paying your own contribution

I authorise Medihelp to deduct the applicable monthly contribution from the bank account specified below by debit order on the indicated date. I further authorise Medihelp to adjust the contribution if necessary and to deduct the amended amount, or any outstanding contribution from the specified bank account.

### 7.2 Mark this section if your employer or an institution will be paying your contribution

☐ My employer/institution, as my authorised agent, authorises Medihelp to deduct the applicable monthly contribution from my employer/institution's bank account on the last workday of each month, starting from the date of enrolment. I authorise Medihelp to adjust the contribution amount if necessary and to deduct the amended amount, or any outstanding contribution amount from my employer/institution's bank account.

### 7.3 Complete your banking details for debit order deductions and credit refunds (all applicants must provide this information)

If you provide only one bank account number, we will use this account to deduct your monthly contribution and to refund any credit amounts.

☐ 1. Use account below for all transactions

☐ 2. Use the account below only for the deduction of monthly contribution

**NB: If you select option 2, you must complete your banking details for credit refunds in the column on the right.**

Bank _____

Branch _____

Branch code | | | | | | | | | | | | |

Type of account | Savings | Current |

Initials and surname of accountholder _____

Account number _____

☐ Use the account below for credit refunds only

**NB: If you selected option 2 in the column on the left, you must complete your banking details below.**

Bank _____

Branch _____

Branch code | | | | | | | | | | | | |

Type of account | Savings | Current |

Initials and surname of accountholder _____

Account number _____

Please deduct my monthly contribution by debit order from the bank account on the following date (choose only one option by marking with an "X"):

☐ First workday of the month ☐ Last calendar day of the month ☐ 25th day of the month

Signature of applicant

Signature of accountholder

## Note

- Your contribution is payable in advance. If your membership cannot be finalised in time for the deduction date chosen above, Medihelp will make two separate debit order deductions in your first month of membership. These will be the first available workday following the activation of your membership and the actual date you have chosen in the same month.
- After the first month, Medihelp will collect your contribution monthly on the date you have chosen above.
- If the debit order deduction date falls on a weekend or a public holiday, your contribution will be deducted on the first workday after the selected deduction date. If no debit order deduction date is selected, Medihelp will make the deduction on the first workday of the month.
- In the case of a trust, the responsible trustee must sign this section and submit a copy of the trust deed.

**Complete this section if a third party pays the contribution on behalf of the applicant**

This information is a compulsory requirement for South African Revenue Services (SARS) purposes. I, the undersigned, hereby agree to pay the monthly medical scheme contribution on behalf of the member. I also authorise Medihelp Medical Scheme to deduct the contribution from my bank account.

Nature of payer _____
(for example, individual, company, trust, etc.)

ID/passport number | | | | | | | | | | | | | |

Surname _____

First name _____

Initials _____

Date of birth | y | y | y | y | m | m | d | d |

Nationality _____

Physical address _____

Registered company name _____

Company registration number | | | | | | | | | | | | | |

Income tax number | | | | | | | | | | | | | | |

Signature of third party

## 8. Previous and/or current membership of medical schemes

**8.1 Is your application necessitated by a change in employment that resulted in the cancellation of your membership of a previous medical scheme? (This question is not applicable to employees who have retired and are entitled to remain with their previous or current medical scheme.)**

| Yes | No |
|---|---|

Who was the principal member of the previous scheme? Name and surname

**8.2 Please provide details of ALL the medical schemes where you and your dependants are currently or have previously been enrolled:**

| Name of medical scheme* | Name and surname* | Membership number | Date joined* | Date ended* |
|---|---|---|---|---|
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| | | | | |

* This information is compulsory. If not completed, your application for membership cannot be finalised.

**8.3 Did your or your dependants' previous medical scheme apply any late-joiner penalties?** Yes / No

If yes, please attach your membership certificate.

**8.4 Did your or your dependants' previous medical scheme apply any condition-specific waiting periods (meaning treatment of any specific conditions were excluded from benefits for a certain period) and were they still active at the time of termination of membership?** Yes / No

If yes, please attach your membership certificate.

## 9. Medical history

Note:

- If you answer "Yes" to any of the questions in section 9.1, please complete the relevant medical question in sections 9.2, 9.3, and 9.4, to indicate whether you and/or your dependants mentioned on this application form have a history of any medical conditions, illnesses, or disorders. (Disorders include ailment, condition, or illness.)
- Medihelp will review all requests for hospital admission or chronic medicine authorisation made by members during their first year of membership before we authorise benefits. If you have not completed your application form in full, withheld information, or provided inaccurate details, we may terminate your membership.

### 9.1 General medical questionnaire

Mark with an "X"

1. Have you or any of your dependants been admitted to hospital and/or diagnosed with any illness within the last 12 months prior to submitting this application? If "Yes", please complete sections 9.2, 9.3, and 9.4. Yes / No
2. Are you or any of your dependants currently taking or should be taking regular and/or ongoing medicine, including homeopathic, natural or over-the-counter medication, and/or receiving treatment for a medical condition or symptom? (Please take note of questions 17 and 18 in section 9.2). If "Yes", please complete sections 9.2, 9.3, and 9.4. Yes / No
3. Are you or any of your dependants currently pregnant, suspect that you are pregnant or undergoing testing for pregnancy, and/or currently in hospital, and/or aware of or planning to have any test, examination, treatment and/or procedure done, and/or to obtain medical advice that could result in a claim in the next 12 months? If "Yes", please complete sections 9.2, 9.3, and 9.4. Yes / No

### 9.2 Medical questionnaire

Please note that this medical questionnaire does not constitute an application to register or authorise chronic medicine, PMB services, planned procedures, or treatment for benefits. If you need to get authorisation for chronic medicine, please phone Medihelp on 086 0100 678 once your membership has been activated, and request an application form for chronic medicine benefits. Alternatively, you can download an application form from the Medihelp website at medihelp.co.za by logging in to our self-service platform for members, the Member Zone.

#### 1. Cancer and cancerous growths

Cancer or tumours of any organ or skin. Examples: breast cancer, prostate cancer and lung cancer. Cancer includes blood-related cancers such as lymphoma, leukaemia, Cancer may have been diagnosed through abnormal results of mammogram results, pap smear result, prostate-specific antigen result, etc.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 2. Blood conditions

Examples: blood clots, bleeding problems, high or low iron, anaemia, deep vein thrombosis, lung clots, ITP and platelet deficiencies, any other bleeding or blood-related disorders that may not be included in the examples provided.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 3. Metabolic and endocrine conditions

Examples: obesity (BMI ≥ 35), diabetes type 1, diabetes type 2, diabetes insipidus, thyroid disease, metabolic syndrome, parathyroid disease, osteoporosis, osteopenia, growth problems or deficiency, Paget's disease, Addison's disease, Cushing's syndrome, or any other metabolic or endocrine condition.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 4. Mental health (including behaviour disorders, substance dependency, and other psychosocial conditions)

Examples: depression, bipolar disorder, anxiety, obsessive compulsive disorder, schizophrenia, eating disorders, Alzheimer's disease, autism, alcohol or drug dependency or abuse, rehabilitation for alcohol or drug dependency or abuse. Admissions to any facility for the treatment of any mental health conditions etc.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 5. Brain and nerve conditions

Examples: multiple sclerosis, stroke, bleeding on the brain, epilepsy, polyneuropathy, motor neuron disease, myasthenia gravis, Parkinson's disease, Guillain-Barre syndrome, cerebral palsy, hemiplegia, paraplegia, quadriplegia, spinal cord injury, ventriculoperitoneal (VP) shunt, migraine, chronic headaches etc.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 6. Eye and eyelid conditions

Examples: defective vision (partial or full blindness), cataracts, glaucoma, macular degeneration, retinal detachment, keratoconus, corneal ulcer, squint, ptosis, and uveitis. Examples of procedures or devices include cornea transplant, eye surgery including blepharoplasty, glasses, or any other eye or eyelid condition etc.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 7. Ear, nose, and throat conditions

Examples: hearing impairment, hearing loss, ear infections, perforated eardrum, tonsil conditions, adenoid problems, dizziness, sinus problems or allergies, any ear, nose or throat condition, dental or orthodontic treatment, and dental surgery. This may include any other orthodontic, dental, or maxillofacial treatment.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 8. Heart conditions and heart-or peripheral related circulation conditions

Examples: high blood pressure (hypertension), high cholesterol, angina, chest pain, coronary heart disease, heart attack, heart failure, palpitations, arrhythmia, shortness of breath, or heart murmurs, any other condition affecting the heart or blood vessels.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 9. Breathing and respiratory conditions

Examples: asthma, bronchitis, chronic cough, chronic obstructive pulmonary disease, emphysema, bronchiectasis, pneumonia, tuberculosis, cystic fibrosis, sarcoidosis, any other breathing or respiratory condition. If you work in a specific occupation or industry that may affect your lungs, please specify.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 10. Abdominal and digestive conditions

Examples: reflux, heartburn, any hernias, hepatitis, Crohn's disease, ulcerative colitis, irritable bowel syndrome, cirrhosis, piles, rectal bleeding, alcoholic liver disease, liver failure, pancreatitis, gall bladder, gall stones, oesophageal disease, ulcers, digestive problems, diverticulitis, any abdominal or digestive condition.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 11. Skin conditions and non-cancerous growths

Examples: abscesses, cysts, wounds, eczema, psoriasis, acne, sunspots, any non-cancerous lesions such as skin lesions, warts, moles, or any other conditions affecting the skin.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 12. Spinal, bone, muscle, and related autoimmune conditions

Examples: any back, knee, neck hip or shoulder problems or any other joint pain, gout, clubfoot, bunions, osteoarthritis, prosthesis or removal of prosthesis, and amputation. rheumatoid arthritis, ankylosing spondylitis, lupus gout, scleroderma, polymyositis, fibromyalgia, prosthesis, any other autoimmune conditions.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 13. Gynaecological conditions

Examples: menstruation problems/abnormal bleeding, endometriosis, polycystic ovarian syndrome, cervical dysplasia or abnormalities, infertility, ovarian cysts, any other gynaecological condition, or procedures, any previous cervical biopsies.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 14. Pregnancy and obstetric (pregnancy-related) conditions

Please confirm if you or any of your dependants are pregnant, if you or any of your dependants suspect that you are pregnant, or are undergoing testing for pregnancy. Examples of pregnancy-related conditions also include ectopic pregnancy, miscarriage, missed periods, conditions or complications related to pregnancy, emergency Caesarean section, etc.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |

## 15. Kidney and urinary conditions

Examples: kidney or renal failure, kidney stones, urinary incontinence, urinary tract and/or bladder infections, nephrotic syndrome, polycystic kidney disease, sexually transmitted diseases, acute or chronic renal dialysis, cystoscopy, stents, or any other procedure related to your kidneys and urinary system.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

### 16. Male urinary and genital conditions

Examples: prostate disorders, enlarged prostate, urogenital defects, varicocele, tumours, undescended testes, urinary incontinence/ retention, and any other male urinary or genital condition, procedures include biopsies, transurethral resection of the prostate, hormone therapy for prostate conditions, etc.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |

### 17. HIV/Aids

Are you or any of your dependants mentioned on this application HIV-positive or have you been diagnosed with Aids?*

Please note: If you do not make a selection, Medihelp will regard your answer as "No".

*If you or any of your dependants prefer not to disclose your HIV status on this application form, you must still inform the Scheme and register on the Medihelp HIV/Aids programme within 21 days from your enrolment date by phoning LifeSense on 0860 50 60 80.

It is important to disclose this information to prevent the possible termination of your membership. When we receive your application to register on the HIV/Aids programme, we will determine whether underwriting conditions must be applied. If underwriting conditions are applied, we will issue an amended proof of membership document to you.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |

### 18. Chronic or regular medication

Please list all the medicine that you or your dependants have been using over the past 12 months.

It also includes prescription medication or any other medication you have been using over a period of more than 30 days. This includes over-the-counter medicines, natural or homeopathic medicines, etc.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

### 19. Potential future services, treatments, procedures, tests, or medical advice

Are you and/or your dependants aware of, or planning to have any tests, examinations, treatments and/or procedures done in the next 12 months? If this is the case, please provide all relevant reports, referral letters, and relevant blood tests results.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures. | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months. |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

### 20. Any other conditions not mentioned

Has any person indicated in this application form been examined (for example, medical tests, X-rays, scans), diagnosed and/or treated (with/without procedures) for any condition or disorder not mentioned in the medical questionnaire? This may include any injuries sustained at home or work, or specifically sustained in a vehicle-related accident.

| Name of beneficiary | Specify illness/ condition/disorder in full | Date of diagnosis | Last date of follow-up consultation, tests, medicines, procedures. | Indicate type of treatment such as hospital admission, surgery or procedure, type of therapy, and the name of the medicine used during the past 12 months. |
|---|---|---|---|---|
| | | y y y y m m d d | y y y y m m d d | |
| | | y y y y m m d d | y y y y m m d d | |

## 9.3 Disability

This information is a compulsory requirement for South African Revenue Services (SARS) purposes if you claim tax credits for yourself or your dependants. Declare any disability, for example, hearing, vision, speech, mental, physical, and intellectual.

| Name of beneficiary | Specify disability | Nature: temporary or permanent | Date of diagnosis | End date of disability (if temporary) | Limitation of disability: mild, moderate or severe | Practice number (HPCSA number) |
|---|---|---|---|---|---|---|
| | | | | | | |

### 9.4 Doctors consulted for medical conditions

- Doctors consulted in the past 12 months
- Doctors who diagnosed and treated disability
  - If disability was selected, please complete the following information required by SARS

| | 1 | 2 |
|---|---|---|
| Consultation type | General consultations / Disability consultation | General consultations / Disability consultation |
| Name and surname | | |
| Telephone number (W) | | |
| How long has this been your doctor (in years)? | | |
| Cell phone number | | |
| Email address | | |

## 10. Conditions of membership, declaration by applicant, and consent for Medihelp to process personal information

**Medihelp confirms that:**

1. Your and your registered dependants' personal and medical information will be treated confidentially and will not be sold to a third party or used for commercial or related purposes.
2. Security measures have been implemented to protect your data and Medihelp employees and contracted parties have access to your data to process and pay claims, among other things. All employees and contracted parties who have access to your data for these purposes have signed a confidentiality agreement not to disclose your personal information to any unauthorised parties.
3. Your personal information will only be used for purposes such as processing your application for membership, paying your medical claims, determining whether you are entitled to benefits, managing risks, and for any communication purposes or marketing initiatives undertaken by Medihelp.
4. The Scheme will accept liability for any breach of confidence and will manage such occurrences in accordance with its internal policy.
5. If you make use of a Medihelp-contracted brokerage's services, relevant membership information will be made available to the appointed brokerage in order to render a service to you, and any authorised person at the brokerage may instruct Medihelp to change any of your personal information except for your banking details, unless you instruct Medihelp otherwise.

**Your responsibilities as a member of Medihelp**

6. I will ensure that I know all the provisions of the Rules of Medihelp and will read all the correspondence from Medihelp, such as newsletters and statements. I will also study my plan guide and familiarise myself with the cover offered by the plan I choose.
7. I will abide by the Rules of Medihelp, as amended from time to time and available at medihelp.co.za on the self-service platform for members and not submit any fraudulent claims or commit any fraudulent acts.
8. I declare that the information provided in this application for membership is accurate and complete. I understand that any false declaration or omission of information may result in the termination of my membership and that of my registered dependants or any other measures which Medihelp, in its sole discretion, may decide to take, subject to appeal procedures. I understand that it is my responsibility to ensure that the details provided in this application are true and complete for me and my dependants, even if this application was completed by my financial adviser or any other third party on my behalf. I will notify Medihelp in writing if there are any changes in my health status or that of my dependants after my application for membership has been submitted, but before my membership start date. I confirm that the e-mail address I have provided in section 3 above is the address where I will receive all communication from Medihelp. I will notify Medihelp in writing of any future changes to my personal details and/or banking details. I understand that failure to do so may result in my membership being terminated in accordance with the Medical Schemes Act 131 of 1998 and the registered Rules of Medihelp.
9. I understand that this application form is valid for a period of 30 days from the date of signature. The period may be further extended, subject to Medihelp's discretion, up to a maximum of 60 days, after which the application form will be cancelled and I will be required to submit a new application form.
10. I confirm that neither my dependants nor I will be registered as beneficiaries of another registered medical scheme on the date on which I requested membership of Medihelp.
11. I take note that the monthly contribution fees will be due on the first day of enrolment and thereafter on the first day of each subsequent calendar month, and it shall be payable on the date selected by me in section 7. Should my employer/institution, as my authorised agent, undertake to pay my contribution to Medihelp, I give permission to my employer/institution to deduct the amount payable to Medihelp from my salary and pay such amount over to Medihelp. I furthermore give permission that Medihelp may provide the following information to my employer/institution in order to pay contribution: my identity number, my tax certificate information, as well as my dependants' dates of birth, ages, and relationship. I am also responsible for repaying any debt outstanding on my medical savings account, if applicable, should I terminate my membership of Medihelp.
12. I note that a third party paying the contribution on my behalf is not part of the contract with Medihelp and will not receive communication regarding changes in the monthly payable contribution. I undertake to inform the third party of any changes in my contribution and accept that I remain responsible for the payment thereof.
13. I confirm that I am responsible to give advance notice of termination of membership, and that neither my dependants nor I will be registered as beneficiaries of another registered medical scheme while still members of Medihelp.

**Medihelp's rights as a medical scheme**

14. I am aware that a three-month general waiting period and/or a 12-month condition-specific waiting period and a late-joiner penalty may be imposed on my membership and that of my registered dependants in terms of the Medical Schemes Act 131 of 1998. Medihelp may finalise my membership without issuing a document containing the conditions of my membership if no waiting period and/or late-joiner penalty is imposed.
15. I am also aware that Medihelp may restrict benefits to be granted and limit amounts/tariffs to be paid in respect of particular services, for example by enforcing co-payments and exclusions.
16. The Rules of Medihelp may provide for various interventions designed to promote cost-effectiveness and appropriateness of services, such as pre-authorisation and using designated service providers.
17. Medihelp may also restrict interchanges between plans to the beginning of a year and require a notice period as set out in the Rules.
18. Medihelp may refuse to pay a claim that is submitted after the period as prescribed in the Rules.
19. I am further aware that my benefits may be suspended if I fail to pay my contribution or debt in full, that my membership may be terminated if any amount remains outstanding 30 days after the date of suspension, and that my account will be handed over for collection.
20. I am aware that Medihelp may increase its contribution annually at the beginning of the year. I also authorise Medihelp to adjust the contribution if necessary due to a change in my membership and to deduct the amended amount or any outstanding contribution amounts from me or the third-party payer/employer/institution I indicated as the authorised payer of my contribution.

**Protection of information**

21. I hereby give permission and declare that I have obtained the consent of all my dependants, that –

21.1 Medihelp may enquire about my health status or that of my dependants at any medical doctor or any person who is in possession of such information, and I give permission for the doctor or person concerned to make such information available to Medihelp and its contracted third parties for the administration of my health plan;

21.2 My dependants may enquire about my personal and medical information and that of any of my dependants at Medihelp's disposal;

21.3 Any adviser I appoint and whose appointment Medihelp accepts may have access to my personal and medical information and that of any of my registered dependants at Medihelp's disposal, and that such adviser or an authorised person at the brokerage may instruct Medihelp to change any of my personal information for the purpose of proper administration and underwriting, except for my banking details;

21.4 Medihelp may disclose my and my dependants' medical and personal information to healthcare providers for the purpose of delivering medical services to me and my dependants, and to pay for such services; and

21.5 Medihelp may share my information for statistical analysis and academic research purposes.

22. I take note that Medihelp complies with the stipulations of the Protection of Personal Information Act 4 of 2013 (POPIA).
23. I agree that all my telephone conversations and/or that of my dependants with Medihelp and/or its contracted third parties may be recorded for quality control purposes and to help detect and prevent fraud.
24. I agree that Medihelp may, for the purpose of considering my application for membership or conducting underwriting or risk assessments or considering a claim for medical expenses, request information about me, my dependants, and any other person named on this application form from medical practitioners, financial advisers, industry regulatory bodies, or employers/institutions.
25. I further consent and declare that I have obtained the consent of my dependants that Medihelp may provide any credit bureau or credit providers' industry association with any information about my/my dependants' consumer credit record, including and not limited to information about my/my dependants' credit history, financial history, personal information (excluding medical information), and judgment or default history.
26. If you believe that Medihelp has used your personal information contrary to its Privacy Policy, you have the right, under the Protection of Personal Information Act, to lodge a complaint with the Information Regulator, but we encourage you to first follow our internal complaints process to resolve the matter. If, thereafter, you believe that we have not resolved the matter adequately, you can contact the Information Regulator at: The Information Regulator (South Africa), JD House, 27 Stiemens Street, Braamfontein, 2017, telephone number: 010 023 5207, email: POPIAComplaints@inforegulator.org.za.
27. If you believe that Medihelp has not handled your enquiry satisfactorily, please first follow our internal complaints process to resolve the matter. If, thereafter, you believe that we have not resolved the matter adequately, you can contact the Council for Medical Schemes (CMS), as Medihelp is a registered medical scheme and regulated by the CMS. The CMS's contact details are as follows: Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, Customer Care Centre: 0861 123 267, email: complaints@medicalschemes.co.za, website: www.medicalschemes.co.za.
28. If you are signing as the applicant's parent and your child is younger than 18, please attach a copy of your passport/ID document and the applicant's birth certificate.

Signature of applicant | Date (y y y y m m d d)

If you are signing as the applicant's parent and your child is 18 years and older, please attach the following:
A copy of your passport/ID document as well as the document confirming your appointment as guardian/curator/power of attorney.
If you are applying on behalf of another person as parent, guardian, curator, or power of attorney, please complete the following:

In your capacity as: Parent (minor child) ☐ | Guardian ☐ | Curator ☐ | Power of attorney (legal appointment) ☐

ID/passport number | Title: Mr | Mrs | Ms | Other (specify)

First name _____ Surname _____

Cell phone number* | Alternative contact number

Personal email address* _____

* This information is compulsory and is required to communicate important information to you about your rights, benefits, and duties as a member. If not completed, your application for membership cannot be finalised.

Relationship to applicant _____

## 11. Undertaking and declaration by adviser

**NB:** If this section is not completed in full by the adviser, no commission will be paid. I declare that:

1. The applicant has appointed me as their adviser and is entitled to cancel my services at any time;
2. I have informed the applicant that I am not an agent of Medihelp, but that I am acting in my own capacity, for my own benefit and account, as mandated by the applicant.

**I take note that the adviser/brokerage indemnifies Medihelp against any non-adherence to the legal requirements as quoted above.**

Name of brokerage _____ Brokerage code A

Name and surname of adviser _____ Adviser code

Email address _____ Contact number

In the event of a dispute, the registered Rules of Medihelp and / or the provisions of Medihelp's independent adviser agreement, as the case may be, shall apply.

Signature of adviser | Date (y y y y m m d d)

Lead reference number

MHNN005 AUG 2026