

FREQUENTLY ASKED QUESTIONS

Updating banking details



01 | How to update your banking details on our website

- Log in to your profile on the website.
- Go to the **Your Details** or **PROFILE** information tab at the top of the screen.
- Click on **Banking details**.
- We will ask you to enter a one-time password (OTP). We will send this number to your email address or in an SMS to your cellphone, depending on the 'preferred method of delivery' you chose.
- Scroll down. Under the heading **Your banking details**, select **Manage banking details**.
- You can now update your banking details on the website. Make sure you select **Submit** to save your changes. You can register or log in to the website at www.discovery.co.za

02 | What do I do if I have issues navigating (moving around and finding my way on) the website?

You can contact the website support team on 0860 10 06 96 to help you to navigate the website.

03 | What types of supporting documents are required?

If the account is a **company account**, we need:

- The mandate
- The company registration documents (specifically the page that lists the directors of the company)
- A dated and signed letter of authority on the company letterhead giving us permission to collect the specified policy premium from the company account
- A copy of at least one company director's ID
- A copy of the main member's ID (if applicable)

If the account is in a **third-party person's** name, we need:

- The mandate
- Proof of bank account (not older than three months)
- A copy of the bank account holder's ID
- A copy of the main member's ID

If the policyholder is the account holder and we **cannot verify the bank account details**, we need the following documents as proof of account:

- A bank statement that is not older than three months
- A copy of the policyholder's ID or passport

If the bank account is a **trust account**, we need:

- The mandate
- The trust registration certificate
- A dated and signed trust resolution on the trust letterhead giving us permission to collect the specified policy premium from the trust account
- Copies of the trustees' IDs
- A copy of the main member's ID (if applicable)

04 | Where can I upload my supporting documents?

You can upload documents that are smaller than 20 MB on our website as follows:

1. Go to our website and log in with your username and password.
2. Click on **PORTFOLIO**, then **Update Your Details**.
3. Enter the one-time password (OTP) we send to your email address or cellphone number.
4. Click on **Manage banking details** (under **Your banking details**).
5. Click on **Manage Documents**.

05 | Who has access to update banking details online?

- a. Only policyholders or main members can change or update banking details on the website.

06 | Types of bank accounts and their definitions

- a. **Own** – when the account is in your name, your personal account
- b. **Third-party person** – the account belongs to someone else
- c. **Third-party nonperson or company** – the account is a business account
- d. **Trust** – the account is a trust account
- e. **Joint** – the account is in the name of two (or more) parties

07 | What happens if I need to update banking details for more than one Discovery product?

You can update banking details for all your Discovery products in one spot and the change will be applied to all products:

- Discovery Health Medical Scheme
- Discovery Life
- Discovery Insure
- Discovery Invest
- Discovery Gap Cover

08 | What is a Banking details update online mandate?

A *Banking details update online mandate* is a document that the bank account holder is required to complete and sign to authorise the use of their bank account details.

We will ask the account holder to sign the third-party mandate if the 'third-party' bank account details have been used for the collection of monthly medical aid contributions or payment of the claims or Medical Savings Account (MSA) refunds.

09 | What is the account verification system (AVS)?

This is the system that we use to check with the bank that the bank account details you give us are correct. Once you have captured the banking details on the website, the system will do an automatic check of the banking details with the relevant bank.

10 | What does AVS check?

The account verification system (AVS) will check:

- The ID number or passport number on the system and the account number supplied
- For third parties, the details will be checked against the third-party ID
- For a company account, the details will be checked against the company registration number
- For a trust account, the details will be checked against the trust registration number
- For a joint account, the details will be checked against the ID number of at least one of the bank account holders
- If the account is currently active
- If the account number exists at the bank.

11 | What is an entity check?

- Once you have captured and submitted the banking details on the website, the system checks the personal information you gave with the details we have on our system.
- If the account holder's personal details do not match the details we have on our system, we will notify the member to make sure they have captured their details correctly.
- It is important that you capture the details of the bank account and the account holder correctly so we can run all the necessary security checks.

12 | What are entity details?

This is the personal information that you give us when you update banking details. It includes your name, surname, date of birth and ID number.

13 | Can my bank send my proof of account directly to you on my behalf?

You can upload proof of account documents that are smaller than 20 MB online as follows:

- Go to our website at www.discovery.co.za
- Log in with your username and password
- Click on **PORTFOLIO**, then **Update Your Details**
- Enter the one-time password (OTP) we send to your email address or cellphone number
- Click on **Manage banking details** (under **Your banking details**)
- Click on **Manage Documents**

14 | What happens if account verification fails?

If the account cannot be verified (with the account verification system), we will send you a notification by email confirming the supporting documents required.

15 | What happens once I have emailed the banking details form?

- We will verify the banking details you completed on the form to check if the information is correct and complete.
- The form gives options for many products. You must complete the sections that apply to the products you want to update.

16 | How do I know if there is missing information?

We will contact you by email if there is information missing or if we need more documents.

17 | Where do I cancel an online process update?

- Go to our website at www.discovery.co.za
- Log in with your username and password
- Click on **PORTFOLIO**, then **Update Your Details**
- Enter the OTP we send to your email address or cellphone number
- Click on **Manage banking details** (under **Your banking details**)
- Click **Cancel**

18 | Can I go back to correct an error that I made when capturing the banking details?

Once you have clicked **Submit** in step 4 of the capture screen, you cannot go back and correct any capturing errors that you made. You must cancel the process and capture the banking details again.

19 | Who do I contact to change my cellphone number so that I can get the OTP on my current or new cellphone number?

You can contact the web support team on 0860 10 06 96.

20 | Where can I download the third-party online mandate?

- Go to our website at www.discovery.co.za
- Log in with your username and password
- Click on **PORTFOLIO**, then **Update Your Details**
- Enter the OTP we send to your email address or cellphone number
- Click on **Manage banking details** (under **Your banking details**)
- Click on **Manage Documents**
- Click **Download the banking details update online mandate**

21 | How can I remove or delete an incorrect supporting document that I uploaded?

Once you have clicked **Upload** and **Submit**, you cannot remove or delete the incorrect supporting document that you uploaded. You can email us directly and request us to add the correct document to our records. **Please note that you must put the online process ID or reference number that was provided in the email notification from the medical scheme in the subject line.** Alternatively, you can wait for the notification that will ask you to attach the correct document. In this case, you will upload the document under the **Manage Documents** tab.