

MEDSHIELD MEDICAL SCHEME

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(Entrance Sneddon Street), Ferndale, Randburg 2196

Contact Centre Number 086 000 2120

www.medshield.co.za

An Authorised Financial Services Provider (FSP 51381)



MEDSHIELD
medical scheme

3 June 2025

Dear Medshield Broker,

Important notice: Member statements are going paperless from 30 June 2025

As part of our ongoing digital transformation strategy and commitment to continued sustainability, Medshield will transition exclusively to **digital member statements**.

From 30 June 2025, printed and posted statements will no longer be available.

In addition to the normal monthly email distribution of member statements, **all statements will now be available electronically** on our secure online and digital channels via the member zone on the website, the Medshield Mobile App, and through our WhatsApp channel, available at +27 60 042 7274.

What this means for you and your clients:

- Members will be able to access their statements quickly and securely, and at any time.
- You will no longer need to request printed statements on behalf of clients.
- Our support team is available to help with any onboarding or queries related to the portal.

We are also communicating to members directly, and kindly request that you reiterate this upcoming change with your clients and encourage them to ensure that their contact details are up to date so that they can access the various channels available seamlessly.

If you have any questions or need assistance, feel free to contact our team on 086 000 2120 or email broker@medshield.co.za

We would like to thank you for your continued partnership and support as we work together to create a more efficient and environmentally conscious future.

Kind regards,

Medshield Medical Scheme