



UNIVERSITY OF CAPE TOWN

iYunivesithi YaseKapa

Universiteit van Kaapstad

**Dr Reno Morar: Chief Operating Officer**

Private Bag X3, Rondebosch, 7701, South Africa

Room 102, Bremner Building, Lower Campus, Lovers' Walk, Rondebosch, Cape Town, 7700

Tel: +27 (0) 21 650-2170/1 Fax: +27 (0) 21 650-5100

E-mail: [reno.morar@uct.ac.za](mailto:reno.morar@uct.ac.za) Website: [www.uct.ac.za](http://www.uct.ac.za)

24 November 2020

Ref: DHMS2021

Dear UCT Retiree/Beneficiary member

**UCT RETIREES & BENEFICIARIES - DISCOVERY HEALTH GROUP  
CHANGE IN BILLING ADMINISTRATION PROCESS FOR DISCOVERY HEALTH MEDICAL SCHEME**

UCT has undertaken a review of its administrative processes to ensure that it meets the required audit and administration efficiency standards. As part of this review and improvement process and due deliberation, UCT will be changing the manner in which monthly debit orders pertaining to Discovery Health membership are managed.

**How does this impact you?**

With effect from January 2021, the UCT Retirees & Beneficiaries group will be billed directly by Discovery Health each month for the member portion of their contribution. This means that you will be billed directly by Discovery through a debit order for your member portion on a monthly basis from January 2021 onwards, and UCT will pay Discovery Health your post-retirement medical aid subsidy separately on a monthly basis. The current process whereby UCT collects portion from you and then pays it to Discovery will therefore come to an end. December 2020 will be the last month in which the current process applies.

**Reason for the change?**

As indicated above, the review process has shown the current process to be inappropriate and inefficient. Direct handling of contributions will ensure sound and efficient processes. Discovery Health have a well-established infrastructure which will further bolster efficient handling of contributions made by members resulting in a more direct and streamlined system and process in debiting your account directly for your portion of the medical scheme contribution to Discovery Health.

**How is my UCT subsidy impacted?**

There will be no impact. UCT will continue to pay the Employer portion (post-retirement subsidy) to Discovery Health Medical Scheme directly and Discovery Health will from January 2021 onwards, debit you directly for the member portion of your contribution for Discovery Health and Vitality where applicable.

**Will I still form part of the UCT Group?**

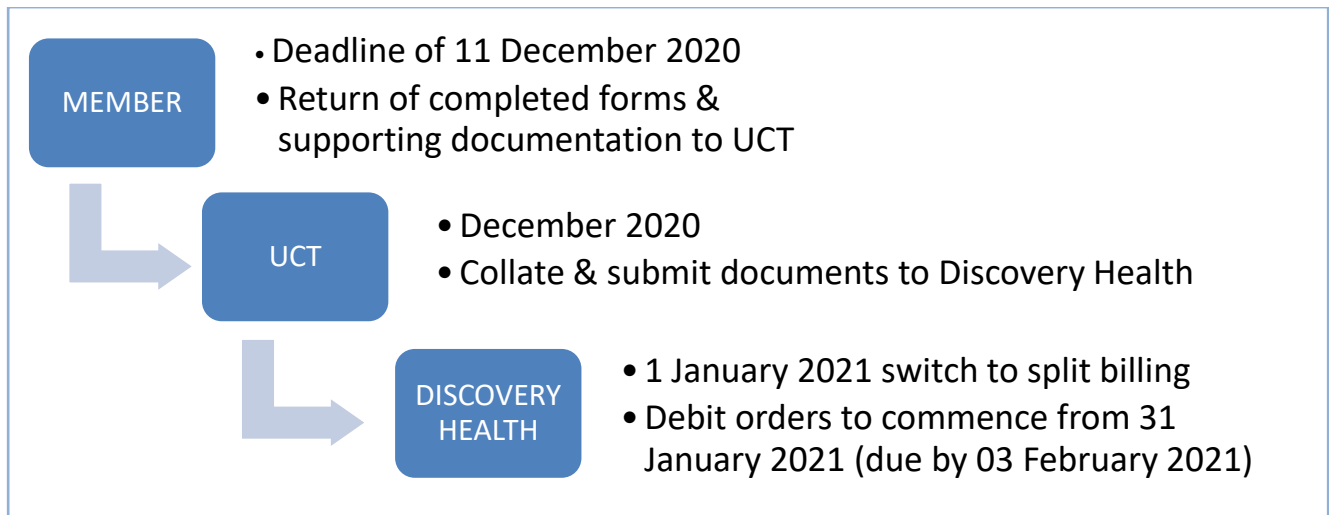
Yes, there will be no other changes. As a UCT Retiree/Beneficiary you will still remain an integral part of the UCT medical aid group and the change will only be in the way your debit order is collected. You will still have access to UCT resources and UCT onsite PSG Healthcare broker assistance for all your medical aid needs. All changes to your membership that affect your contributions (i.e. dependent addition/withdrawal; plan changes; Vitality membership) must continue to be submitted to UCT.

The only change will be in the way your debit order is collected.

**Timeline for change**

You have until 11 December 2020 to return the completed documentation listed at the end of this letter before the changes are implemented with effect from January 2021. Contributions are paid in arrears, therefore the first debit order via Discovery Health will be deducted at the end of January. If this last day of the month falls on a weekend, the debit order will be effected within the first working day following the weekend and to be finalized by no later than the 3rd of the month.

### How/ Next steps?



We would like to keep this a seamless and simple process and appreciate your assistance. It is therefore imperative that UCT receives the necessary documentation by the deadline of 11 December 2020 as stipulated to ensure for the administration process to be completed without delays and without any impact to you.

### What if I don't return my forms or I return forms which are incomplete/not duly authorised?

It is critically important that you return your forms by the stipulated deadline. If the complete set of documentation is not received by 11 December 2020, we will not be able to transfer your billing details to Discovery Health. The scheme will then temporarily suspend your membership and benefits.

### Where do I return the forms?

Taking cognizance of the challenges faced during the COVID-19 pandemic the University administration support systems are still working remotely and the use of postal services or personal delivery to our offices at UCT are not recommended.

The required documents must be duly authorized and returned via email to [debra.degouveia-meyer@uct.ac.za](mailto:debra.degouveia-meyer@uct.ac.za). Documents which have not been duly authorized by you will not be accepted and may result in a temporary suspension of your membership and benefits.

Kindly contact Debra De Gouveia-Meyer should you have any questions on the content of this correspondence. Her contact details are as follows: Mrs. Debra de Gouveia-Meyer, Healthcare Specialist | HR Organisational Health Email: Debra De Gouveia-Meyer [debra.degouveia-meyer@uct.ac.za](mailto:debra.degouveia-meyer@uct.ac.za), Tel: +27 21 650 4001.

Thank you for your co-operation and understanding with this process.

Yours sincerely

**Dr RL Morar**  
**Chief Operating Officer**

**Ms Miriam Hoosain**  
**Executive Director: Human Resources**

# FORMS AND GUIDELINES

Return to [debra.degouveia-meyer@uct.ac.za](mailto:debra.degouveia-meyer@uct.ac.za) by 11 December 2020

## Forms required:

### 1. Change of bank details for debit order purposes

- Complete in the form and save a PDF copy to attach to your reply email
- Only the first 5 pages of the document are required
- All signatures must be handwritten and not digitally attached (**see below for alternative**)
  - Section 1 – Membership and contact details
  - Section 2
    - 1. 2.1 – Debit order bank details and account holder information
    - 2. 2.2 – Only complete if updating claims refund bank details
  - Terms & Conditions (page 5) – both the Account holder and Policy Holder lines to be signed and dated.

### 2. Disclaimer

- If you do not have facilities to print and scan, and therefore cannot sign the document by hand, please include the disclaimer in your reply email.
- Complete your details in the highlighted sections. No other changes must be made to the text.

## Supporting documents that must be included:

### 1. Proof of bank details

- Either a bank stamped letter or the front page of the latest bank statement. Neither older than 90-days.

### 2. Identification

- A clear and legible copy of your ID or passport
- If the account is not in your name, a clear copy of the account holder's ID or passport.

\*\*\*\*\*

## DISCLAIMER

I (**FULL NAME AND SURNAME**), ID (**ID NO/PASSPORT NO**) confirm that I am unable to meet my financial adviser (Dianne Wilson PSG 108871332) to sign the application or service and compliance documents, or both, due to spatial distancing measures in place during the COVID-19 pandemic.

I acknowledge and confirm the following:

- I have read, understood and agree to the terms and conditions of the (attached application / service form / counter-offer letter).
- I authorise Discovery to accept this email as my confirmation, consent and signature for this application or servicing event.
- The financial adviser (Dianne Wilson PSG 108871332) has explained fully the record of advice and compliance documents attached to this application or servicing event, and I accept its content.

I hereby indemnify Discovery, its employees and representatives against any loss or damage I may suffer, which may arise directly or indirectly from my decision.

Kind regards,

Name: (**FULL NAME AND SURNAME**)

Title: (**TITLE**)

Contact details: (**CELLPHONE**)

Email address: (**EMAIL**)