

How Fedhealth is serving members during the lockdown

Following President Cyril Ramaphosa's announcement last night that South Africa has been placed under a national lockdown, Fedhealth would like to inform you of the following:

Fedhealth Medical Scheme will continue to operate since we provide an essential service and we will do our level best to look after your clients in the way they deserve. However, since this is unknown territory for all of us with many implications, we ask that members please bear with us as we navigate this new 'normal'.

Your clients can continue to use our self-service channels, the **Fedhealth Family Room** online member portal, and the **Customer Contact Centre** on **0860 002 153** for authorisations and other queries. They can also make use of the **LiveChat** functionality on the Fedhealth website.

 **Please note:** All Fedhealth walk-in centres will be closed with immediate effect, until it's deemed safe to re-open.

Please remind your clients that they can call **Europ Assistance** on **0860 333 432** in an emergency situation or for an ambulance.

We'd like to reiterate the President's plea for calmness during this unusual and trying time for all of us.

Business as usual for brokers

Fedhealth is fully aware of the impact that the national lockdown will have on business across the board over the next three weeks.

As such, we'd like to assure you that the service channels available to you as a Fedhealth broker will still be operational during this time. You can still call the **Fedhealth Customer Contact Centre** on **0860 002 153** and **press 5**. The footer of this newsletter contains the other broker support contact details.

Brokers who are assisted by a Business Practice Manager: please note that all face-to-face meetings have been suspended for the time being. BPMs will continue to provide telephonic and electronic support (as we indicated in the email sent last week).

Here's to weathering the storm and looking after our Fedhealth members together.



Fedhealth Support

General enquiries: 0860 002 153 and press 5

Broker Portal: www.fedhealth.co.za/broker-portal/

Quotes and comparisons: support@fedhealth.co.za

General enquiries and Broker contract applications: brokers@medscheme.co.za