



# Registration of my new-born baby

**Enquiries:** 086 0100 678  
**Email:** [newbusiness@medihelp.co.za](mailto:newbusiness@medihelp.co.za)  
**Postal address:** PO Box 26004, ARCADIA, 0007  
[www.medihelp.co.za](http://www.medihelp.co.za)

**How to complete this form:**

- We recommend that you register your new-born baby online by making use of our Member Zone at <https://toolbox.medihelp.co.za/login>. You can also use our editable PDF form and add your signature electronically before you email the form to us, but if you prefer to complete a print version, please complete the form in print using black ink and email or post all pages of the form to Medihelp.
- Please complete all sections in full and sign the application form. Incomplete information may delay the application process.
- Never sign a blank application form.

**Important information that you should note before you complete and submit your form:**

- Read and make sure you understand the conditions of membership in Section 4 before you sign the form.
- Email the completed and signed form to [newbusiness@medihelp.co.za](mailto:newbusiness@medihelp.co.za).

For use by corporate clients  
 Payroll number   
 Employer's office stamp

**1. Details of the principal member**

ID/passport number

Member number  Initials \_\_\_\_\_ Title  Mr Mrs Ms Other (specify)

First names \_\_\_\_\_

Surname \_\_\_\_\_

Cell phone number \_\_\_\_\_ Tel No. (W) Code \_\_\_\_\_ No. \_\_\_\_\_

Email address \_\_\_\_\_ Tel No. (H) Code \_\_\_\_\_ No. \_\_\_\_\_  
We will use this email address to keep you up to date with important information on your journey to good health.

Marital status	Married in community of property	Married out of community of property	Single	Divorced	Widow	Widower	Other (specify)
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Date of marriage

Please indicate your race only if you wish to do so (the information is compiled for national statistical purposes by the Council for Medical Schemes):  
 Black  Coloured  Indian/Asian  White  Other

**2. Date on which my new-born baby should be registered**

**3. Details of my new-born baby**

In the case of dependants who are not South African citizens, a copy of their passport must be submitted with the completed application form.

**Dependant 1**

Surname \_\_\_\_\_

First names in full \_\_\_\_\_

Known as \_\_\_\_\_

ID/passport number  Gender  Male Female

Date of birth

Relationship to member (please select **one** by marking with an X)

**Child dependant**  Own child  Child born in terms of a surrogate motherhood agreement **Other relative**  Grandchild

If you are registering a grandchild as dependant, is the dependant:  
 Financially dependent on you?  Yes No Living with you?  Yes No

**NB: Your grandchild will pay adult dependant membership fees, unless legally adopted.**

Please indicate your dependant's race only if you wish to do so (the information is compiled for national statistical purposes by the Council for Medical Schemes):  
 Black  Coloured  Indian/Asian  White  Other

Is this dependant's residential address the same as the principal member's residential address?  Yes No

If "No", please provide the following details:

Dependant's residential address \_\_\_\_\_ Code

3. Details of my new-born baby (continued)

Dependant 2

Surname, First names in full, Known as, ID/passport number, Date of birth, Gender (Male/Female)

Relationship to member (please select one by marking with an X)

Child dependant (Own child, Child born in terms of a surrogate motherhood agreement), Other relative (Grandchild)

If you are registering a grandchild as dependant, is the dependant:

Financially dependent on you? (Yes/No), Living with you? (Yes/No)

NB: Your grandchild will pay adult dependant membership fees, unless legally adopted.

Please indicate your dependant's race only if you wish to do so (the information is compiled for national statistical purposes by the Council for Medical Schemes):

Race selection: Black, Coloured, Indian/Asian, White, Other

Is this dependant's residential address the same as the principal member's residential address? (Yes/No)

If "No", please provide the following details:

Dependant's residential address, Code

Dependant 3

Surname, First names in full, Known as, ID/passport number, Date of birth, Gender (Male/Female)

Relationship to member (please select one by marking with an X)

Child dependant (Own child, Child born in terms of a surrogate motherhood agreement), Other relative (Grandchild)

If you are registering a grandchild as dependant, is the dependant:

Financially dependent on you? (Yes/No), Living with you? (Yes/No)

NB: Your grandchild will pay adult dependant membership fees, unless legally adopted.

Please indicate your dependant's race only if you wish to do so (the information is compiled for national statistical purposes by the Council for Medical Schemes):

Race selection: Black, Coloured, Indian/Asian, White, Other

Is this dependant's residential address the same as the principal member's residential address? (Yes/No)

If "No", please provide the following details:

Dependant's residential address, Code

Dependant 4

Surname, First names in full, Known as, ID/passport number, Date of birth, Gender (Male/Female)

Relationship to member (please select one by marking with an X)

Child dependant (Own child, Child born in terms of a surrogate motherhood agreement), Other relative (Grandchild)

If you are registering a grandchild as dependant, is the dependant:

Financially dependent on you? (Yes/No), Living with you? (Yes/No)

NB: Your grandchild will pay adult dependant membership fees, unless legally adopted.

Please indicate your dependant's race only if you wish to do so (the information is compiled for national statistical purposes by the Council for Medical Schemes):

Race selection: Black, Coloured, Indian/Asian, White, Other

Is this dependant's residential address the same as the principal member's residential address? (Yes/No)

If "No", please provide the following details:

Dependant's residential address, Code

#### 4. Conditions of membership, declaration by member 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 that Medihelp employees and contracted parties have access to your data to process and pay claims, among other things, and that they have signed a confidentiality agreement in terms of which they undertake 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 the registration of your new-born baby, 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; and
5. Should you make use of a Medihelp-contracted brokerage's services then 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 Medihelp's Rules and will read all the correspondence from Medihelp, such as newsletters and statements, and I will study my benefit guide and familiarise myself with the coverage offered by the benefit plan that I have chosen.
7. I undertake to abide by the Rules, as amended from time to time and available at [www.medihelp.co.za](http://www.medihelp.co.za) on the secured website for members, and to not submit any fraudulent claims or commit any fraudulent acts. I understand that on approval of my application for the registration of my new-born baby, the Rules of Medihelp will be binding on my registered dependants, as the Rules are binding on me.
8. By signing this application I confirm that I have the right to apply for the registration of my new-born baby and to act for those that I apply for, in any matter relating to this application.
9. I declare that the information provided in this application to register my new-born baby 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 myself and my dependants, even if this application was completed by my financial adviser or any other third party on my behalf. I undertake to notify Medihelp in writing should there be any future changes in my personal details and/or banking details and I understand that any non-adherence hereto may result in my membership being terminated in accordance with the provisions of the Medical Schemes Act and Medihelp's registered Rules.**
10. 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, whereafter the application form will be cancelled and I will be required to submit a new application form.
11. I confirm that my dependants will not be registered as beneficiaries of another registered medical scheme on the date on which I requested their registration with Medihelp.
12. I take note that the monthly contribution fees will be due as per arrangement with Medihelp and thereafter on the same day of every subsequent calendar month. Should my employer/institution, as my authorised agent, undertake to pay my contributions 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 contributions: 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.
13. I confirm that I am responsible to give advance notice of termination of membership, and that my dependants will not 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 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.
15. Medihelp's Rules may provide for various interventions designed to promote cost-effectiveness and appropriateness of services, such as pre-authorisation and using designated service providers.
16. Medihelp may also restrict interchanges between benefit plans to the beginning of a year, and require a notice period as set out in the Rules.
17. Medihelp may refuse to pay a claim that is submitted after the period as prescribed in the Rules.
18. I am further aware that my benefits may be suspended should I not pay my contributions or debt in full, that my membership may be terminated should any amount still be outstanding 30 days after the date of suspension, and that my account will be handed over for collection.
19. I am aware that Medihelp may increase its contributions annually at the beginning of the year.

##### Protection of information:

20. I hereby give permission that –
- 20.1 Medihelp may enquire about the health status of my dependants at any medical doctor or any person who is in possession of such information, and 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;
- 20.2 My dependants may enquire about my personal and medical information and that of any of my dependants at Medihelp's disposal;
- 20.3 Any adviser appointed by me and whose appointment is accepted by Medihelp, 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;
- 20.4 Medihelp may disclose my and my dependants' medical and personal information to medical service providers for the purpose of delivering medical services to me and my dependants and to pay for such services; and
- 20.5 Medihelp may share my information for statistical analysis and academic research purposes.
21. I take note that Medihelp complies with the stipulations of the Protection of Personal Information Act 4 of 2013 (POPIA).
22. 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.
23. I agree that Medihelp may, for the purpose of considering my application for the registration of my new-born baby or conducting underwriting or risk assessments or considering a claim for medical expenses, request information about me and my dependants from medical practitioners, financial advisers, industry regulatory bodies or employers.

**4. Conditions of membership, declaration by member and consent for Medihelp to process personal information (continued)**

24. I further consent, and declare that I have obtained the consent of all 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.

Signature of member		Date	2	0	y	y	m	m	d	d
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Should you be applying on behalf of another person as guardian or curator, please complete the following:

In your capacity as

Member	
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Guardian	
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Curator (legal appointment)	
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ID/passport number

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Title

Mr	Mrs	Ms	Other (specify)
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A copy of your passport/ID document, as well as the document confirming your appointment as guardian/curator, must accompany this application. If you are applying as the newborn's parent, a copy of your passport/ID document and the newborn's birth certificate must accompany this application.

First name \_\_\_\_\_ Surname \_\_\_\_\_

Telephone number (W) Code \_\_\_\_\_ No. \_\_\_\_\_

Cell phone number \_\_\_\_\_

**5. 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 member has appointed me as his or her adviser and is entitled to cancel my services at any time;
2. I have signed a valid contract with my Medihelp-contracted brokerage; and
3. the member has signed the application in person.

**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					
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Adviser code

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Name and surname of adviser \_\_\_\_\_

Telephone number Code \_\_\_\_\_ No. \_\_\_\_\_

Email address \_\_\_\_\_

Signature of adviser		Date	2	0	y	y	m	m	d	d
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For office use only

In case of a dispute, the registered Rules of Medihelp will apply.

M	H						
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