

# YOUR CARE POLMED

August 2020



## Polmed's WhatsApp chat pilot programme is now live!



Simply say  
"Hi!" to get  
in touch.

We're proud to announce that our WhatsApp chat is now live and ready for use, making it easier than ever for you to interact with us quickly and conveniently. Kindly note that this is a pilot programme and the success of this will determine if we continue with it in 2021.



### This functionality is 100% private and secure. To get started:

1. Add the number **+27 60 070 2547** to your phone's contact list.
2. Send a WhatsApp message with the word "Hi" to start the conversation.
3. You will be presented with several options.



### With our new WhatsApp chat you can...

- See the status of your latest claims.
- Access your electronic member card, share it with a GP or family member.
- Download your tax certificate, membership certificate and member statement.
- Access our COVID-19 information centre.

We look forward to saying "Hi" soon, and we hope that this new functionality will serve you as well as you serve our nation.

If you have any questions or need more information, please call POLMED on 0860 765 633 (select the option for the Disease Management Programme), or send an email to [polmeddiseaseman@medscheme.co.za](mailto:polmeddiseaseman@medscheme.co.za) with your membership number and contact details.