COMPLAINTS & DISPUTE POLICY

Discovery Health Medical Scheme escalation pathway

Purpose

Discovery Health Medical Scheme is committed to providing you with the highest standard of service. Your feedback is important.

This document presents the complaints and dispute process published on the Leofin Financial Services website. The process and contact channels below relate to Discovery Health Medical Scheme.

START HERE

How to get in touch

PHONE	0860 99 88 77
ONLINE	Discovery Get Help service
WHATSAPP	Ask Discovery service bot: save 0860 756 756 to your contacts, then send your question.
HOURS	07:00 - 20:00 Monday to Friday 08:00 - 13:00 Saturdays

Escalation process

Use the following channels in sequence. You may contact the Council for Medical Schemes at any stage, although the Scheme encourages you to use its internal steps first.

OPTION 1

Take your query further

A complaints form can only be submitted after you have used the first-time query channels. If you have not done so, use the Discovery Get Help service for faster assistance.

If your query remains unresolved, complete the online complaints form. A Client Relationship Manager will contact you. You may also use this form to submit a compliment.

SERVICE HOURS

07:00 - 17:00 Monday to Friday
Closed weekends and public holidays

OPEN COMPLAINTS & COMPLIMENTS FORM

OPTION 2

Contact the Principal Officer

If you are still dissatisfied with the resolution after following Option 1, escalate the complaint to the Principal Officer of Discovery Health Medical Scheme.

You may lodge a query or complaint by completing the online form.

SERVICE HOURS

07:00 - 17:00 Monday to Friday
Closed weekends and public holidays

CONTACT THE PRINCIPAL OFFICER

OPTION 3

Lodge a formal dispute

If you have received a final decision from or on behalf of Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute.

Complete the dispute form or call 0860 99 88 77 to discuss your dispute.

SERVICE HOURS

07:00 - 17:00 Monday to Friday
Closed weekends and public holidays

OPEN THE DISPUTE FORM

OPTION 4

Contact the Council for Medical Schemes

The Council for Medical Schemes regulates medical schemes, including Discovery Health Medical Scheme.

You may contact the Council at any stage. Discovery encourages you to follow the internal steps above first so that the Scheme has an opportunity to resolve the matter.

SERVICE HOURS

08:00 - 16:30 Monday to Friday

TELEPHONE	012 431 0500
SHARECALL	0861 123 267
WEBSITE	www.medicalschemes.co.za

Leofin contact details

PHONE	+27 21 918 6518
EMAIL	info@leofinsa.co.za
ADDRESS	Bonitas Office Park, South Gate, 21 Carl Cronje Drive, Tyger Waterfront, Cape Town, 7530
HOURS	Monday to Friday, 08:00 - 17:00

Important regulatory information

Leofin Financial Services (Pty) Ltd is a juristic representative of Discovery Life Limited. Discovery Life Limited, registration number 1966/003901/06, is a registered long-term insurer, an authorised financial services provider and a registered credit provider, NCR Reg. No. NCRCP3555. Product rules, terms and conditions apply.

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