

# Platinum Health implements PASSWORD PROTECTION



PLATINUM  
HEALTH

Members should note that Platinum Health (PH) has implemented password protection in line with POPIA. This means that members who receive confidential system generated documents from PH via email (such as Membership Certificates, Tax Certificates or Claims Advices) will be able to open such documents by using their medical scheme number as the password.

The benefits of password protection includes that only recipients that know the password can open the document and more importantly read its contents.

Important to note: The reference (in an email) will no longer have a member's medical scheme number for confidentiality purposes.

## Example:

From: PH Member <[phmember@platinumhealth.co.za](mailto:phmember@platinumhealth.co.za)>

Sent: Wednesday, 29 June 2022 08:02

To: Member

Subject: Membership Certificate Ref: xxxxxxxx

Please find your Membership Certificate


To open your statement, you need to have Adobe Reader. If you do not have Adobe Reader, go to <http://get.adobe.com/reader/> to download the latest version.

The password for the attached document is your Membership Number.



PH Member

[phmember@platinumhealth.co.za](mailto:phmember@platinumhealth.co.za)

 [platinumhealth.co.za](http://platinumhealth.co.za)

Should you have any questions, you are welcome to contact the Client Liaison Call Centre on 014 590 1700 or 080 000 6942, or email: [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)

