



Platinum Health (PH)
continuously strives for

SERVICE EXCELLENCE

Providing first-class service to our members has always been Platinum Health's top priority. One such project we embarked on to improve service delivery, was the distribution of tax certificates.

In the past we printed all tax certificates and then it was distributed to members by their respective Human Resources (HR) departments. Continuation members received their tax certificates via registered post.

Since 2020, PH has emailed tax certificates to all members for whom we have valid email addresses. This method proved to be convenient and time efficient as members were able to receive their tax certificates much earlier than normal. We have also seen a significant decrease in requests for copies of tax certificates.

The remaining members for whom we do not have valid email addresses, received hard copies from their Employers or Client Liaison Officers.



Just to give you an indication of how this method has improved our service delivery:

- In **2018** we reprinted/issued **16 535** tax certificates (which is **27%** of the membership) to members as per queries received.
- In **2019** this decreased to **12 035** which was **23%**.
- In **2020** (with the first email submissions) this further reduced to **7 821 (15%)**; and
- In **2021** we only had **6 676 (12%)** of members requesting copies.



To ensure that your information is safe and secure, PH implemented password protection on all system-generated documents sent to members. This is in compliance with the Protection of Personal Information Act (POPIA). Members can open the 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.

Protection of Personal Information Act (POPIA)



KEEP YOUR CONTACT DETAILS UPDATED

We cannot overstate how important it is for members to keep their contact details updated with the Scheme. If you did not receive your tax certificate via email it means that we do not have your correct email address. For assistance with updating your contact details, contact your local Client Liaison Officer or Client Liaison Call Centre on 014 590 1700 or 080 000 6942, email: phclientliaison@platinumhealth.co.za

Important to note: If you receive a tax certificate, claims advice or authorisation from the system generated email (phmember@platinumhealth.co.za), please do not reply to this email as it is not manned by staff.

If you have any questions or need assistance, kindly contact the Client Liaison Call Centre on email: phclientliaison@platinumhealth.co.za or 014 590 1700/080 000 6942