

## IMPORTANT NOTICE ABOUT ACTIVATING THE MEDIVault

The new benefit year is now in full swing and we trust that you had a restful December break. It's now time for your clients on **flexiFED** options to activate their **MediVault** and **Wallet** facilities.

As is often the case when a new system is implemented, currently Fedhealth members cannot activate their **MediVault** or make any transfers from their **MediVault** to their **Wallet** from the **Fedhealth Family Room**. In addition, due to the high volume of calls to the Fedhealth Customer Contact Centre, members are also experiencing long waiting times to speak to a call centre agent to activate their MediVault and transfer funds to their Wallet. An email in this regard has been sent to all members on **flexiFED** options.

We can assure you and your clients that we are working non-stop to sort out these teething problems, and we apologise for any inconvenience it may have caused.

In the meantime, please advise your clients to follow these steps in the email to activate their **MediVault** and **Wallet**. You can also assist your clients by downloading the form on their behalf and following the steps below:

- 1 **CLICK HERE** to download the editable **MediVault application form**
- 2 Complete the form, stating the amount that should be transferred into the Wallet
- 3 Print, sign, scan and email the completed form to [medivault@fedhealth.co.za](mailto:medivault@fedhealth.co.za)
- 4 Allow 48 hours for the funds to reflect in the Wallet

These steps are only for members who want to make a transfer from their **MediVault** into their **Wallet** if they need funds available immediately. Members who have no immediate need for funds, don't need to do the activation and transfer until they need the funds. They can therefore avoid the rush.

We trust that these steps will assist your clients to obtain the funds needed for their day-to-day medical expenses.



### Fedhealth Support

**General enquiries:** 0860 002 153 and press 5

**Broker Portal:** [www.fedhealth.co.za/broker-portal/](http://www.fedhealth.co.za/broker-portal/)

**Quotes and comparisons:** [support@fedhealth.co.za](mailto:support@fedhealth.co.za)

**General enquiries and Broker contract applications:** [brokers@medscheme.co.za](mailto:brokers@medscheme.co.za)