



FEDHEALTH FAMILY ROOM NOW OPEN FOR MEDIVALT BUSINESS

After some teething problems, we are pleased to announce that your clients can now activate their **MediVault** and transfer funds into their **Wallet** in the **Fedhealth Family Room** – our online member portal – if they haven't already done so.

This means that your clients can ensure that they have funds available for their day-to-day medical expenses in a **few simple and convenient steps**.

- 1 **Login** to the **Fedhealth Family Room**.
- 2 From the dropdown menu, choose **'Manage My Option'** and then **'MediVault'**.
- 3 Next up, your clients will have to select the **applicable banking details** for MediVault repayments, choosing either:
 - the bank account from which their contributions are debited;
 - the account into which the Scheme pays their refunds; or
 - a new bank account altogether.

Please note: Even if your client's company pays his or her MediVault monthly repayments, we need the client's banking details. This is because it is their responsibility to settle any outstanding balances should they leave the Scheme, not their employer's.

- 4 Once their bank details have been confirmed, they need to accept the MediVault and Wallet Terms and Conditions. For a copy of the Ts and Cs, [CLICK HERE](#)
- 5 Following this, they will be ready to transact and transfer funds in increments of R600 into the Wallet. They can also use the Wallet calculator to see what their repayments will be on a certain amount.

Remember: They will only start paying back the funds that have been transferred into their Wallet.



If your clients are not registered in the **Fedhealth Family Room** yet, they are missing out on: managing their membership with a few clicks, interesting communities with hot articles, Scheme news and awesome rewards. **They can follow this link to register >>**

We look forward to offering your clients more convenience and a better Fedhealth member experience through the **Fedhealth Family Room!**

Best wishes,
Fedhealth

Fedhealth Support

General enquiries: 0860 002 153 and press 5
Broker Portal: www.fedhealth.co.za/broker-portal/
Quotes and comparisons: support@fedhealth.co.za
General enquiries and Broker contract applications: brokers@medscheme.co.za