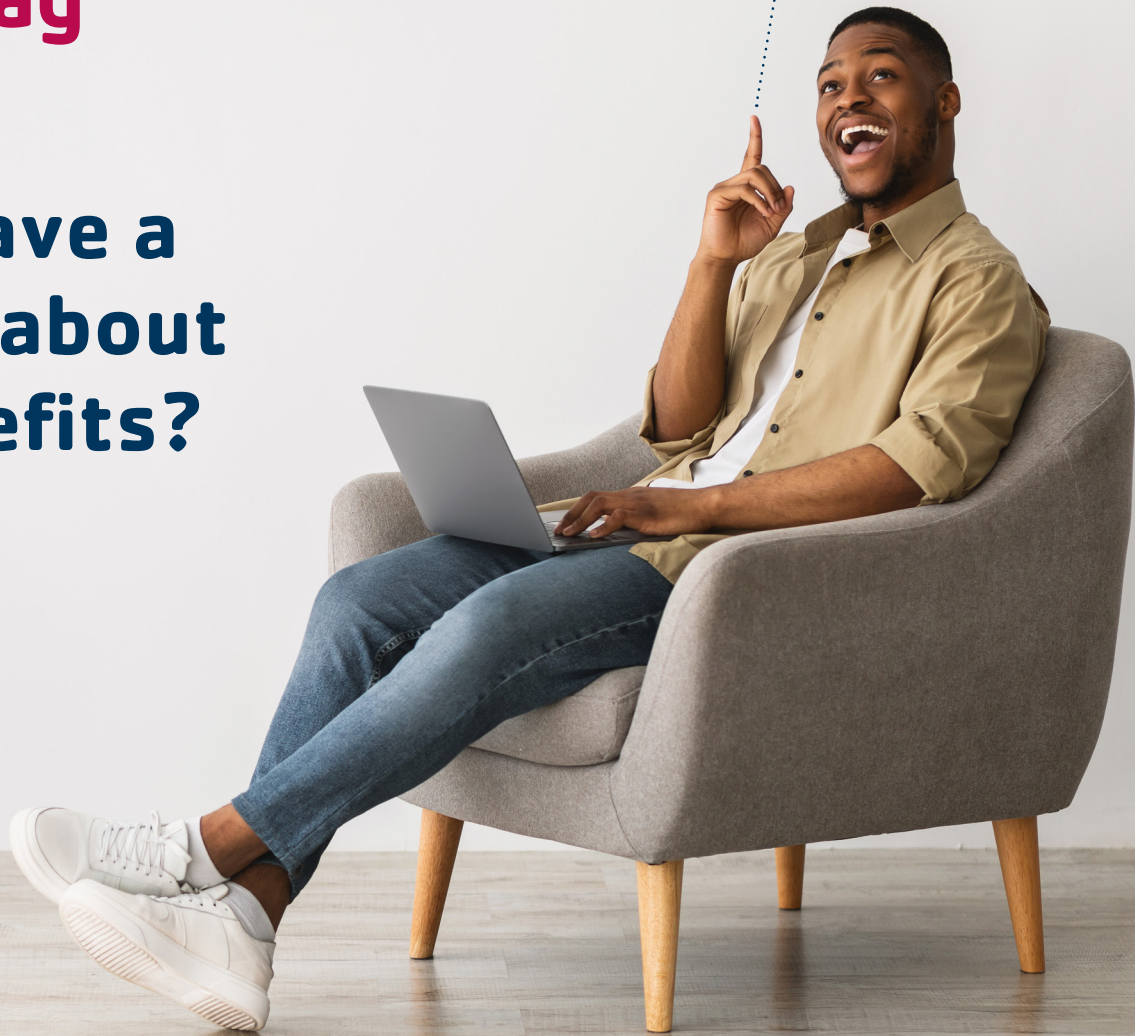
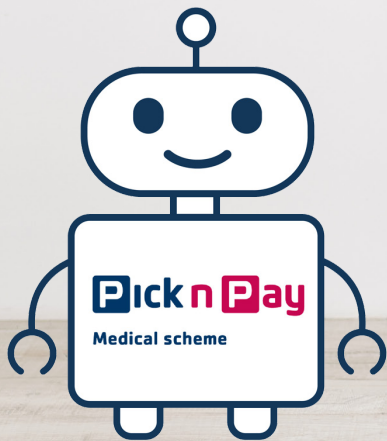




Medical scheme

# Do you have a question about your benefits?



Meet Ada Bot, Pick n Pay Medical Scheme's brand-new Virtual Assistant that wants to answer your questions. Ada Bot needs your help to grow in knowledge. The more you interact with Ada, the more Ada learns.

Simply choose your Scheme option and the chatbot will provide a menu of the most common queries related to benefits, pre-authorisations, where to find your tax or member certificates, and your claim statements.

Once you've chosen your category, you can ask your question and Ada Bot will respond or point you to where you can find the answer. Alternatively, you can just type in your question.

**Please note that you will require a member profile on the web, though, for confidential information that sits on the post-login website. [Click here](#) if you have not created your profile.**

You'll find Ada Bot behind the blue-and-white speech bubble icon in the bottom right corner of the Pick n Pay Medical Scheme website.

**Remember, more regular `chats` with Ada Bot will help it to learn about you and your benefits, which will ensure increasingly positive and valuable engagements going forward.**

