

Exciting digital enhancements

Our team has been working really hard to bring you a number of exciting digital tools to put access to your medical scheme at your fingertips. We encourage you to download the Pick n Pay Medical Scheme mobile app and make use of the Ada bot virtual service to assist you in managing your membership.

1. Pick n Pay Medical Scheme mobile app

A new and improved version of the Pick n Pay Medical Scheme mobile app can be downloaded from Google Play or the Apple iStore – look for Pick n Pay Medical Scheme under the apps.



To download the new version, you will need to uninstall the old version first. Once you have downloaded the app, you will need to re-register on the website member portal, which will generate your new login credentials along with your web login credentials to enable you to access all your medical scheme information on your device. Note that your credentials for the mobile app and the member portal on the website are the same.

If you have not registered for web login credentials yet, click on 'Sign in' on the home page. Click on 'Register' to create your username and password. For security purposes, you will be sent an OTP (one-time PIN) to safeguard your personal information.

Once you have completed all the steps, you will be able to use the same username and password to log in to the mobile app and the Scheme's website.

PLEASE NOTE: TO ACCESS THE NEW, IMPROVED VERSION OF THE PICK N PAY MEDICAL SCHEME MOBILE APP, YOU WILL NEED TO RE-REGISTER.

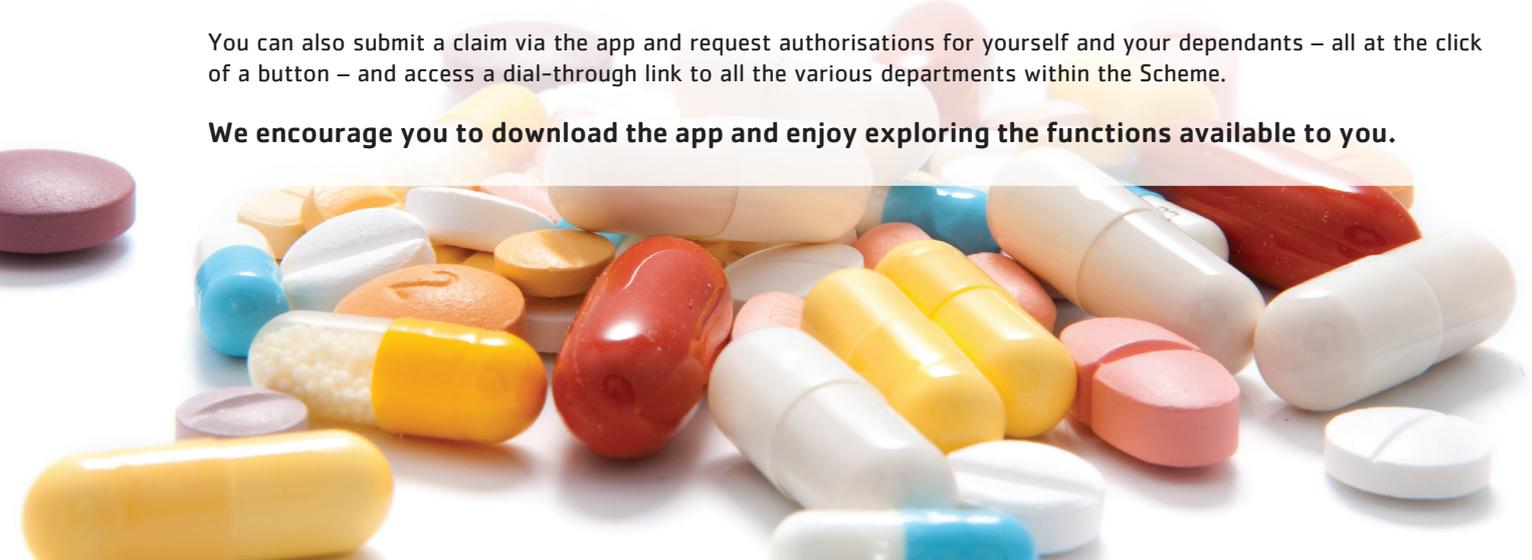
You will be able to access the following information on the app:

- your digital membership card reflecting all your and your dependants' membership information
- your monthly Scheme contribution
- your membership certificate
- your claims statements
- your processed claims, which you can sort by service provider, date or beneficiary
- your and your dependants' authorisations
- your Medical Spending Account (MSA) balance
- your available benefits and how much you have used for the year to date
- your tax certificate, which you will be able to download for submission to the South African Revenue Service (SARS).

You will be able to search for a service provider's contact details and directions to his or her rooms via Google Maps. This is particularly useful for finding general practitioners, dentists and optometrists on the Primary Option, as well as specialists on both the Primary and Plus Option Specialist Networks.

You can also submit a claim via the app and request authorisations for yourself and your dependants – all at the click of a button – and access a dial-through link to all the various departments within the Scheme.

We encourage you to download the app and enjoy exploring the functions available to you.



2. A self-service WhatsApp bot



By adding the number **0800 004 389** to your contacts, you will be able to access the Pick n Pay Medical Scheme self-service bot via WhatsApp. Start the conversation by simply typing 'Hi' in your WhatsApp message. There are self-service options that will allow you to request claims statements, membership certificates and tax certificates. There is also an option to be directed to an agent, who will respond to you via WhatsApp. Make sure you select your option (Primary or Plus) so the bot can guide you through your available benefits.

3. Meet Ada bot– the Pick n Pay Medical Scheme chatbot

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.

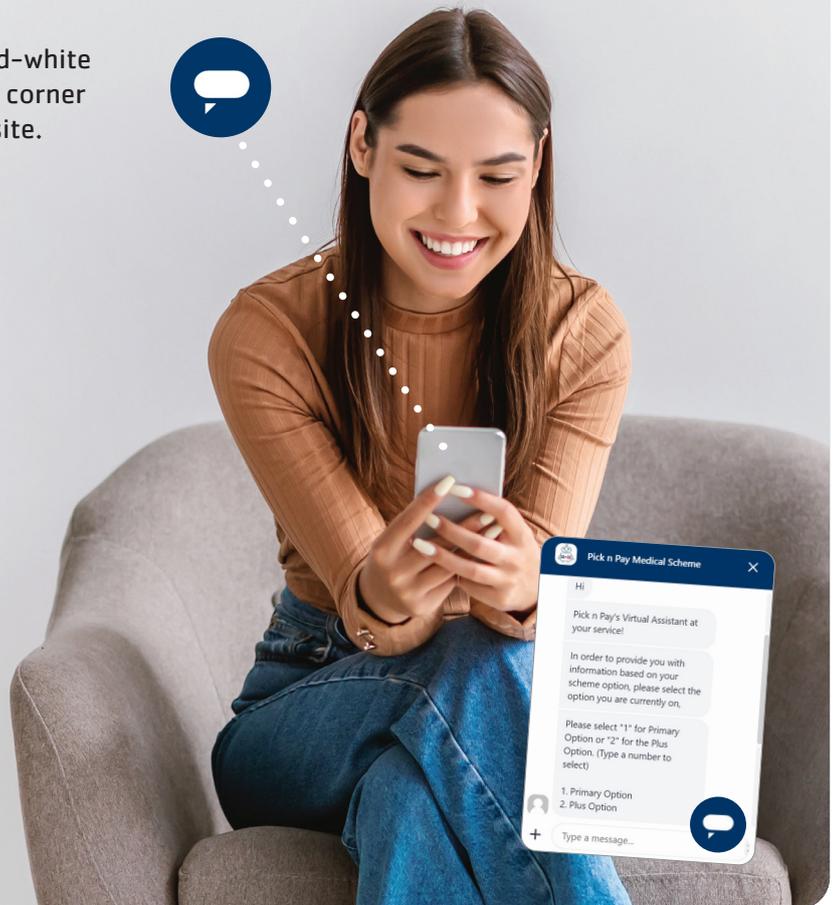
Once you've chosen your category, you can ask your question and Ada Bot will respond or point you to where you can find the answer. Alternatively, you can just type in your question.

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.



We trust that you will enjoy using these digital platforms, that you will find them helpful and that they will provide you with a seamless experience in obtaining your Scheme information and managing your membership.

Should you have any queries, please contact the client service department on 0800 004 389 or send an email to enquiries@pnpm.co.za.