



MEDCLEAR (PTY)LTD - Reg. No 2016/143656/07

We welcome YOU AND YOUR FAMILY / BENEFICIARIES as members of Medclear™ 24/7 CONNECT and trust this will be the start of a long and successful relationship

EMERGENCY OR INJURY – WHAT DO YOU DO? **THE SOLUTION IS**



1. **PHONE 087 980 4357 (HELP)**

You will reach the Medclear 24/7 Emergency Call Centre and we will guide you through the emergency medical crisis or incident.

2. **USE THE FOLLOWING SHORT CODE *134*7714# STORED ON YOUR PHONE**

- By using this USSD a SMS is sent free of charge to the 24/7 Emergency Call Centre.
- We will phone you back immediately and will guide you through the emergency medical crisis or incident.

3. **NEW MOBILE APP LAUNCHED FOR ANDROID**
PLEASE REFER TO THE SEPARATE ATTACHEMENT

WHAT DO WE DO FOR YOU?

- Medclear™ provides complete peace of mind for all Emergency Medical Accidents / Incidents, at any location in South-Africa.
- We manage the dispatch of the relevant Ambulance nearest the location of the accident or incident.
- We pro-actively arrange the necessary guarantee of cover and / or payment with the nearest Private Medical Facility.
- All of these services are included in the Medclear solution and we will ensure that these critical processes run seamlessly.
- Included are all the claims administration that will accompany an emergency medical incident or event.

Our claims management and case managers are:

Christine Hermann

Call Centre Manager

087 980 2828

admin@medclear.co.za

Mari-etta van der Bank

Claims Manager

087 980 2828

admin@medclear.co.za

Kindly contact us on the 087 980 2828 number during business hours from 07h00 to 16h00 Monday to Friday. Please forward any correspondence and / or invoices related to the accident to admin@medclear.co.za.