

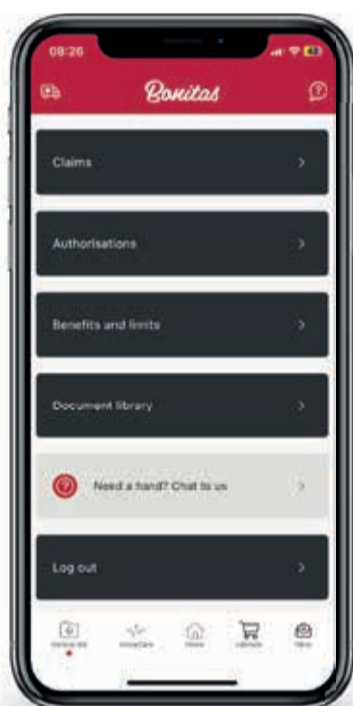
2024



LIVE CHAT TO A SUPPORT AGENT

Bonitas understands the importance of easily accessible communication channels between the Scheme and our members. That's why we have made getting into contact with us as easy and as convenient as possible. Apart from calling our contact centre or emailing queries, our members have the option to directly chat to our support agents through our **Member App** or **WhatsApp line**.

These Live Chat platforms are available from 8:30am to 8pm Monday to Friday, and 9am to 1pm on Saturdays.



TO CHAT TO ONE OF OUR SUPPORT AGENTS VIA THE MEMBER APP

- Simply download and log in to the Bonitas Member App
- Tap on the **Medical Aid** icon at the bottom of the screen
- Then scroll down to and tap on the **Need a hand? Chat to us** tile
- Select **Start Chat** to begin your chat.
- Tap on the quick chat icon in the top right corner of the screen to start your chat

IF YOU WANT TO MAKE USE OF OUR WHATSAPP LINE TO CHAT DIRECTLY TO ONE OF OUR SUPPORT AGENTS

- Simply add our **WhatsApp number (060 070 2491)** to your contact list
- Type **"Hi"** to start the session
- **Select Option 2** (Member Self Service)
- Then **select Option 8** (Speak to an Agent)
- You will then be requested to **enter your membership number**, followed by your **dependant code**
- A one time pin (OTP) will then be sent to your registered mobile number
- After entering your OTP, you will then be connected to a support agent to assist with your query.

