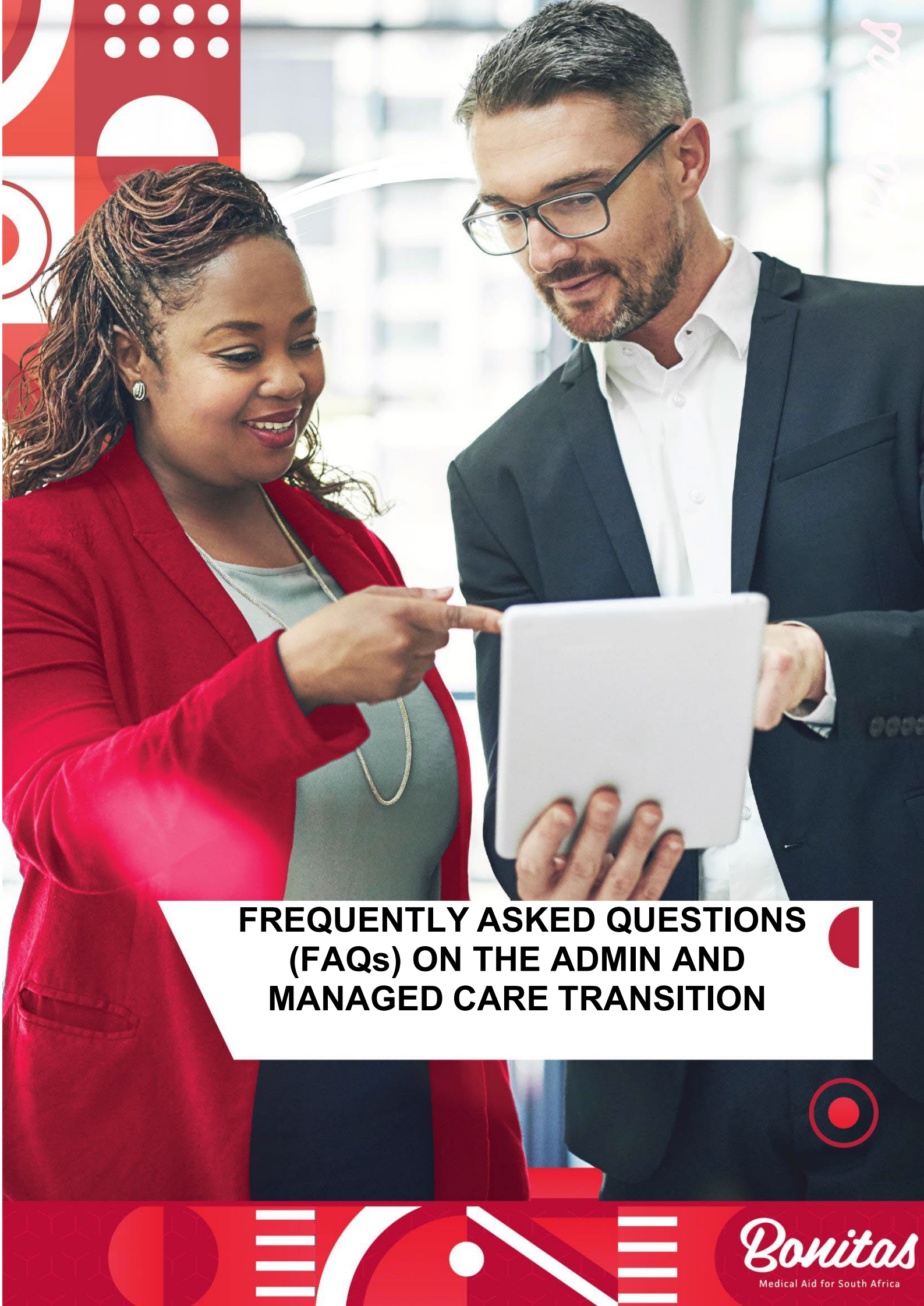




FREQUENTLY ASKED QUESTIONS (FAQs) ON THE ADMIN AND MANAGED CARE TRANSITION

Introduction

This document contains a range of frequently asked questions related to the transition in administration and managed care for Bonitas Medical Fund to Momentum Health and PHA respectively.

The content contained herein will be updated from time to time to ensure that it remains relevant to support the needs of stakeholders including financial advisors. All information contained below is correct at the time of publishing. Where there is a discrepancy between the rules contained in this document and the Scheme Rules, the Scheme Rules will prevail.

General queries

Question	Bonitas response
What is changing at Bonitas?	From 1 June 2026: • Momentum Health will become the new Scheme administrator • Private Healthcare Administrators (PHA) will become the new managed care provider These changes are designed to strengthen systems, improve service delivery and enhance the overall member experience.
Does this mean that Bonitas is now part of Momentum Health?	No. Bonitas remains an independent medical scheme. The Scheme has simply appointed Momentum Health as the administrator responsible for services such as member administration, contribution collections, claims processing and related support functions.
Will my benefits or healthcare cover change?	No. Your healthcare cover, available option benefits and access to care remain unchanged.
Will my membership number change?	No. Your membership number will remain the same. You can also continue using your current physical or digital membership card.
How can I contact Bonitas?	Please click here to access the full list of contact details for Bonitas.
Where are the walk-in centres for 1 June?	Please refer to the 'Get support' section on the website for updates on walk-in centres on 1 June. Bonitas members can also get assistance from the Metropolitan walk-in centres to ensure that they receive the support they need.

Question	Bonitas response
How will it be managed if I have a query relating to a claim submitted under the previous administrator/managed care provider?	You simply send your query through to us at queryclaims@bonitas.co.za and you will be assisted. Please include as much information as possible to ensure you are assisted efficiently.
What is happening with the Bonitas Member App?	A new enhanced Bonitas Member App is available for download from 1 June 2026 through: • Google Play • Apple App Store Please remember to re-register when accessing the new app for the first time.
What is happening with the Member Zone?	A new enhanced Member Zone is available from 1 June 2026 to all members on all plans. Simply visit www.bonitas.co.za/MemberZone to access the Member Zone. The platform provides 24/7 access to: • Benefits information • Membership information • Claims and documents • Self-service tools You will need to re-register when using the new Member Zone for the first time. You only need to register on either the app or the Member Zone. You can then use the same login details for both.
Can I still access my information digitally?	Yes. You can continue accessing your information and services through Bonitas digital platforms, including the: • Bonitas website • Bonitas Member App, and • Member Zone You can access WhatsApp on 076 172 3151 .
Why can't I register on the app? What must I do to gain access?	To register on the Bonitas Member App, visit www.bonitas.co.za/memberzone . If you've registered on the Member Zone, you'll be able to log in on the new Member App with the same credentials. If you need assistance accessing the app, please email queries@bonitas.co.za .

Question	Bonitas response
Why must there be an OTP each time I login? Can we remove this?	An OTP (One-Time Password) helps protect your account by providing an additional layer of security each time you log in. If you enable biometric login on your device, you will not need to enter an OTP every time you access the app.

Membership queries

Question	Bonitas response
How will I get my tax certificate?	Tax certificates were sent to members on 27 May via email. From 1 June, tax certificates can be downloaded from our digital channels. Queries on tax certificates can also be addressed through the new administrator by calling 0860 002 108 or emailing queries@bonitas.co.za.
How can I get a new membership card?	We encourage our members to use digital membership cards which can be accessed via the Bonitas Member App and Member Zone. Physical cards can also be printed on request at the new Bonitas walk-in centres.
What happens to my medical savings account?	If you are on a savings option, your medical savings balance will carry over to the new administrator.
What happens to my existing queries or unresolved queries?	Any existing open queries will be transferred to the new administrator to ensure continuity of support during the transition. Queries can be addressed through the new administrator by calling 0860 002 108 , sending a WhatsApp to 076 172 3151 or emailing queries@bonitas.co.za .
Does each member receive their own Benefit Booster allocation or is it one amount for the whole family on the membership?	The Benefit Booster offers one amount for the whole family. Child dependants under the age of 21 years can access the Benefit Booster once an adult beneficiary has completed the mental health assessment and wellness screening at a participating pharmacy. Each adult beneficiary must complete the mental health assessment and wellness screening to access the benefit.

Question	Bonitas response
Is the wellness questionnaire still available on the app and must it be done? Or must we only book an assessment at Clicks?	No, the questionnaire is no longer available on the app. To activate your Benefit Booster, you need to complete a mental health assessment and wellness screening at a Bonitas wellness day or participating pharmacy.
I want to add a dependant. How do I do that?	You can add a dependant by completing a Change of dependants form . The form is available from your broker, your nearest walk-in centre or your Human Resources department if your medical aid is provided through your employer.
Where can I access my tax certificate?	Tax certificates were emailed to members on 25 May 2026. Members can also access their tax certificate on the Member Zone at www.bonitas.co.za/memberzone or on the Member App.
My tax certificate is not available on the app.	Tax certificates are available on the app. Log in, then tap on the menu icon, tap on Documents and then on Tax Certificates.
How do I activate maternity benefits?	Our maternity benefits are automatically available to support you during your pregnancy and childbirth, and to give your little one the best possible start. The availability of these benefits depends on the plan you have chosen.
How do I register a new baby?	You must register your newborn within 30 days from date of birth by submitting the following documents to membermaint@bonitas.co.za: • Completed dependant registration form clearly stating the relationship of the newborn to the main member • The newborn's ID number/date of birth • Proof of identification for the newborn (e.g. birth certificate). If the birth certificate is not available, proof of birth is accepted, however, the birth certificate must be submitted as soon as possible to complete the process.

Managed care queries

Question	Bonitas response
Will authorisations issued before 1 June 2026 be honoured?	Yes, authorisations issued by the previous administrator will be honoured and incorporated into the PHA system. This includes all medicine authorisations previously granted, which will be seamlessly transferred. Members will not be required to reapply or obtain a new prescription, provided their existing prescription remains valid within the six-month cycle.
What happens if I am in hospital during the transition?	There will be no disruption to your care. Members admitted before or during the transition period will not need to be discharged and re-admitted for administrative purposes. Arrangements are in place to ensure continuity of authorisations and claims processing during this period.
What happens if I'm receiving oncology treatment, dialysis or ongoing care?	Your care continues uninterrupted. This includes members receiving: • Oncology treatment • Chronic renal dialysis • Chronic disease management support • Other approved managed care programmes Existing authorisations remain valid until expiry or clinical review.
Will my chronic medicine authorisation still be valid?	Yes. If you are registered for chronic medicine: • Your current authorisation remains valid until expiry or clinical review • Your existing prescription remains valid until reviewed or renewed by your doctor • You should continue obtaining medicine from your designated service provider (DSP) pharmacy where applicable If your prescription is nearing expiry, our team will work with you and your doctor to arrange renewal where needed.

Question	Bonitas response
What happens if I already have a planned hospital procedure booked?	Your planned procedure or admission will continue as scheduled. If you already have an approved authorisation: • Your authorisation will be honoured • It will be transferred to the new system • Where required, updated authorisation information will be communicated directly to you This includes planned procedures and maternity admissions.
Will my doctor, hospital or healthcare provider still be able to treat me?	Yes. Existing provider networks and healthcare arrangements continue during the transition. We are working closely with healthcare providers to ensure continuity of care and minimise disruption for members. If your doctor would like to join the Bonitas network, they can contact phanetworks@pha.co.za
Will my approved benefits or treatment plans still be valid?	Yes. Existing approved benefits, treatment plans and authorisations will continue as approved. You do not need to reapply.
How can I find a doctor, hospital or provider on the network?	Please visit www.bonitas.co.za/networks
Where do I find a specialist on my network?	To find a specialist on your network, you can use the provider locator on our Member Zone or on the Bonitas Member App.
My chronic medicine delivery is delayed. Where do I follow up?	You can follow up with your designated service provider for chronic medicine. This can be Marara Pharmacy or Pharmacy Direct, depending on the plan you have chosen.

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