

## Emergency services

### Who we are

The BMW Employees Medical Aid Society (referred to as 'BEMAS'), registration number 1526. This is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for BEMAS.

### How BMW Employees Medical Aid Society members are covered in an emergency

BEMAS prides itself in providing world-class, comprehensive medical care to our members. Through our emergency benefit, we are able to make sure you have access to timeous, optimal patient care in emergencies. Calls are managed by highly qualified emergency personnel who assess each case and initiate the most appropriate air or road evacuations based on protocols and resources available within a specific geographical area.

### When you have an emergency

- Call 0860 999 911, 24 hours a day, seven days a week.
- Your call will connect you with highly qualified emergency personnel with access to the BEMAS database.
- Discovery will immediately dispatch the most appropriate emergency medical service within your geographic area

### DiscoveryAlert app

You have the option to activate this cellphone based, voice-free panic alert system by downloading the Discovery app. This allows a cellphone user to send his/her location, as long as your GPS is turned on, to the Discovery 911 call centres. You simply press the appropriately programmed speed dial, Emergency Assist on the Discovery app. Once this alert has been sent, the emergency call centre will immediately call the member to ascertain their emergency. If the member does not answer, an emergency vehicle will be dispatched.

- This option can be activated by downloading the Discovery app
- This service is for medical emergencies only
- The service is available for all cellphone service providers as we locate you via the device.
- If you do not have a smart phone then please save the Discovery emergency number 0860 999 911 on your phone.

### Contact us

You can call us on 0860 002 107, or visit the website on [www.bemas.co.za](http://www.bemas.co.za) for more information.

## Complaints process

You may lodge a complaint or query with BMW Employee Medical Aid Society directly on 0860 002 107 or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following BMW Employees Medical Aid Society's internal disputes process.

Members, who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or email [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com). Customer Care Centre: 0861 123 267/website [www.medicalschemes.com](http://www.medicalschemes.com)