



## FREQUENTLY ASKED QUESTIONS (FAQs)

Please find below fast, convenient access to our instant services, as well as answers to some of our most frequently asked questions:

### 1. WHAT IS THE AGILITY HEALTHCARD?

The Agility Healthcard functions similarly to a debit card, offering a convenient and hassle-free way to manage health-related expenses. Unlike traditional methods, this card is developed exclusively for healthcare expenses, ensuring that funds are allocated solely for medical needs such as doctor's visits, co-payments, pharmacy purchases, and more.

### 2. HOW LONG HAS THE AGILITY HEALTHCARD BEEN IN OPERATION?

Agility Healthcard has been an essential tool in promoting financial wellness within the healthcare industry for almost two decades.

### 3. HOW DOES THE AGILITY HEALTHCARD DIFFER FROM TRADITIONAL HEALTHCARE SAVINGS METHODS?

Unlike traditional savings methods, the Agility Healthcard is exclusively designed for healthcare-related expenses. This ensures that the funds are solely used for medical needs such as doctor's visits, pharmacy purchases, co-payments, and more. You are not limited to using specific healthcare networks, ensuring that you can access your healthcare services anywhere and anytime convenient to you.

### 4. HOW CAN I VIEW MY HEALTHCARD BALANCE OR STATEMENT?

#### Option 1: Online

Visit [www.whatsonmycard.com](http://www.whatsonmycard.com)

Insert your 16 digits card number or your 15 digits card tracking number and click next

The next screen will provide you with your Agility Healthcard balance and transaction history.

#### Option 2: Get your balance via SMS

SMS your 16 digits card number to the number 34246 and you will shortly receive an SMS in response with your balance confirmation. Note that standard SMS rates will apply.

### 5. HOW CAN I RESET MY HEALTHCARD PIN NUMBER?

Should you lose your dedicated PIN number, please send an email including your 16-digit card number, a copy of your ID document, your cell number, your email address, as well your full name and surname to [info@healthcard.co.za](mailto:info@healthcard.co.za) and we will gladly assist you. Note that the PIN reset attracts a cost of R12.50, which will be deducted from your available balance.

## 6. CAN I MAKE ONLINE PURCHASES AT PHARMACIES USING THE HEALTHCARD?

The Agility Healthcard is solely available for use in-store across all registered healthcare services providers with valid practice numbers in South Africa. Payment can be done at the service provider's point of sale terminal but cannot be used for online purchases.

## 7. DO I HAVE TO CALL THE CALL CENTRE EVERY TIME I NEED TO TOP UP MY CARD BALANCE FROM THE WALLET BALANCE?

No. Agility Healthcard accountholders members can now top up their card balances from the wallet balance at their own convenience.

The following steps can be followed:

- Visit [www.whatsonmycard.com](http://www.whatsonmycard.com)
- Insert your 16 digits card number or your 15 digits card tracking number
- Click on the wallet transfer option (note that you will be required to insert your ID number, and a One Time Pin (OTP) will be sent to the cellphone number registered on our system)
- Once the OTP has been inserted correctly, you will be able to transfer your required amount from your wallet to your Healthcard.

## 8. WHAT HAPPENS TO THE REMAINING FUNDS IN MY AGILITY HEALTHCARD AT THE END OF THE YEAR?

The Agility Healthcard offers the option to withdraw any remaining funds at the end of the calendar year. Alternatively, members can choose to carry over their funds to the following year, providing an opportunity to accumulate savings for future medical expenses. Note that employers are first consulted about the withdrawal option, before communicating the option to employees.

If approved by the employers, members will receive communication towards the end of the year (from October to November) indicating the opportunity to withdraw available funds. Simply complete the form and submit it back to us to have your funds paid out during December.

## 9. WHAT SECURITY MEASURES DOES THE AGILITY HEALTHCARD OFFER?

The Agility Healthcard offers security measures, including PIN protection, to safeguard against unauthorised access. It is underwritten by Standard Bank, providing members with confidence in using the Healthcard for their medical needs.

## 10. WHAT FEE STRUCTURES APPLY TO THE HEALTHCARD?

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|--------------------------------------|---|
| <b>Statements:</b>                   | Free via <a href="http://www.getmybalance.co.za">www.getmybalance.co.za</a> |
| <b>Returned debit order fee:</b>     | R40.35  |
| <b>New card issue fee:</b>           | R100.00 once off per card   |
| <b>Replacement/lost/stolen card:</b> | R100.00 per card  |
| <b>Monthly service fee:</b>          | R50.00 per active card  |
| <b>Declined transaction fee:</b>     | Free  |
| <b>SMS notification:</b>             | R1.50   |
| <b>SMS balance enquiry:</b>          | R2.02   |
| <b>Pin reset fee:</b>                | R12.50  |

## 11. HOW CAN I GET IN CONTACT WITH THE HEALTHCARD TEAM?

You can reach a dedicated Healthcard consultant by sending an email to [info@healthcard.co.za](mailto:info@healthcard.co.za) or alternatively, contact us at 011 796 6464. Rest assured, we are fully committed to maintaining the highest standards and compliance while offering you the best in customised healthcare solutions.