



NEW
TECHNOLOGY
AT THE TIP
OF YOUR
FINGERS

POLMED MOBILE STATEMENTS FACILITY

The POLMED mobile website was launched in November 2009 and this innovative technology has been enabling you to access your benefits and contributions, search for a General Practitioner in your area, access the Customer Online facility and view all of the other useful information that you can access on the official POLMED website, simply by using your cell phone.

Members have utilised the mobile website on such a great scale since its launch that POLMED has decided to take mobile technology to the next level by developing an exciting new mobile statements facility. This means that you can now view your claims and contributions statements by using your cell phone. This was previously only sent to you via the post or e-mail.

A recent mobile online survey conducted amongst a pilot group of POLMED cell phone users confirmed that POLMED members welcome the opportunity to be able to access claims and contributions statements via their cell phones. These members also regard the mobile statements facility as a useful way to stay updated.

"Research has indicated that mobile internet users far exceed the amount of personal computers (PC) users in South Africa. This is indeed an opportunity for us to reach a maximum audience as many of our members do not have direct access to a PC", says Mbsa Mxenge, Principal Officer of POLMED. ▶



FREQUENTLY ASKED QUESTIONS

Question (Q): How do I know if I can access this service?

We realise that POLMED members are often outside of the office patrolling our communities and fighting crime, and as a result you do not always have access to e-mail and usually rely on receiving statements via the post.

POLMED's mobile statements facility helps to ensure that you stay informed of your latest claims and contributions details. Instead of waiting for your statements to arrive in the post or until you are back in the office to check your e-mail, you can now view your statements anywhere and anytime by accessing them via a WAP SMS sent to your cell phone, should you have claims processed.

The mobile statements reflect the same information as those you receive via the post or e-mail and it is available 24 hours a day. Therefore you can access the facility when ever and where ever you want to.

An added benefit is that the most up-to-date statements are always available to you, as opposed to the e-mail and posted versions that may be a few weeks old and do not include details of claims or contributions up until the date of you receiving the statement.

Answer (A): Your cell phone needs to have internet connectivity. If you are unsure whether you have internet connectivity, please contact your cell phone provider and ask them for assistance or refer to your cell phone user manual.

Q: How can I access this service?

A: A link will be sent to you via a WAP SMS, should you have claims processed in a particular month. You enter the mobile statements facility by clicking on the link included in the WAP SMS. From there you can navigate throughout the mobile statements facility to access your claims and contributions statements.

This is done by scrolling with your cell phone's "arrow" (up, down, left, right) keys and using the enter button, which is usually situated in the middle of the arrow keys. By using the enter button, it will allow you to go to selected links that are highlighted on each of the pages.



Q: What type of information can be viewed on the mobile statements?

A: You are able to view all the information that would normally be included on the hard-copy claims and contributions statements. In some cases, more information can be viewed on the mobile statements.

Q: What is the cost of the mobile statements?

A: The cost to use the internet on a cell phone varies, but presently the cost is R2.00 per megabyte (1000kb) for pre-paid or standard contracts. You can expect to pay between 3c to 5c per page view of the mobile statements. Please note, should you visit other mobile websites, these sites may be larger in size than the mobile statements pages and the costs will therefore be more.



The mobile statements facility is an additional service offered to you. To benefit from this new technology, please ensure that POLMED has your correct contact details.

For more information on utilising this new technology and to update your contact details, please contact the POLMED Client Service Department on 0860 765 633.

