



Registering your new-born baby

It is the responsibility of the principal member to ensure that the new-born baby is registered with the Scheme within 30 days from date of birth to avoid waiting periods. If your baby is still-born, or in the unfortunate event the baby passes away shortly after birth, please note that the baby still needs to be registered with the Scheme.

- The principal member has to complete and sign a Platinum Health application form and submit the form and a copy of the birth certificate, within 30 days of the birth of the baby, to the Scheme
- A Hospital Confirmation/Notification document can temporarily be submitted, together with the application form, however this document is only valid for 30 days.
- As soon as the new-born baby has been registered with the Department of Home Affairs, the member is responsible to submit a copy of the birth certificate to the Scheme within 30 days of birth.

Documentation needed when registering your new-born

Please take the following documentation with upon registering your baby with Platinum Health:

- Principal member's identification document.
- A registered birth certificate.
- If the baby's surname differs from the principal member's surname, an affidavit must be submitted stating the reason.

Where to register your new-born:

The new-born baby can be registered at any of the following:

- Employee Services Walk-in Centre at your workplace; OR
- Employee Benefits (EB) office at your workplace; OR
- Human Resources (HR) office at your workplace; OR
- Client Liaison Officer in your area; OR
- Client Liaison office situated at the Platinum Health Medical Centre (PHMC), Corner of Beyers Naudé and Heysteck Streets, Rustenburg.

For more information or assistance, kindly contact the Client Liaison Call Centre on:

Tel: 014 590 1700 or 080 000 6942

OR

Email: phclientliaison@platinumhealth.co.za