



We've made selecting your Benefit Option for 2025 so easy!

Follow these three (3) easy steps to **change your Benefit Option for 2025:**

1

Understand your options and benefits

Read through the 2025 benefit schedule and contribution table to understand the benefits and costs of each option.

2

Consider your needs

Carefully consider your healthcare needs and budget for the year ahead.

3

Make your choice

Decide if you should remain on the same option or need to change to a different option for 2025.

Have you decided to change your option for 2025?

Please let GEMS know via the following channels:



Option Selection Form

Complete the **"Make your choice for 2025"** form and ensure that all your details are correct. Send the completed form to any of the following:

Email: enquiries@gems.gov.za
Fax: 0861 00 4367
Post: GEMS, Private Bag x782, Cape Town 8000

Or hand it in at your nearest GEMS walk-in centre or to your Client Liaison Officer (CLO).



24hr Self-help

- Call our 24-hour automated self-service facility on 0860 00 4367 and select option two (2)
- Select the language in which you want to be assisted.
- Press one (1) and then press zero (0) to change your option.

As the main member, you will need to enter your membership number, ID number and cell phone number.



Online

- Visit www.gems.gov.za and sign into Member Portal (click on 'Login' on the right hand corner of your screen).
- Click the Option Selection icon under Navigate on the Menu to make your option change.



Cellphone

- Dial *134*20018#
- Enter your member number.
- Enter your ID number.
- Select your option.
- Confirm your selection.



GEMS Member App

GEMS is continuously making access easier.

Download the GEMS Member App from your app store, register and make your choice for 2025!