



MAIN MEMBER UNIQUE CODE: _____

IN SUPPORT OF:



APPLICATION FORM

Please fax or e-mail application form through for processing

Marketing & Enquiries: 0823088259 | E-mail: info@bestcareline.co.za | www.bestcareline.co.za

Welcome the Best Careline Identification! Please completed this application form and send it through to us for processing.
Please make sure that all the information that you supply in this application form are correct.

PERSONAL INFORMATION OF THE MAIN MEMBER

Title Mr Mrs Miss Dr Prof Other

Gender Male Female

Full Names	
Surname	
RSA Identity Number	
Date of Birth	

CONTACT INFORMATION OF THE MAIN MEMBER

Primary Contact No.	
Email Address	
Home Telephone	
Work Telephone	
Fax Number	
Home Address	CODE
Postal Address	CODE

ADDITIONAL MEMBERS (SPOUSE/CHILDREN/PARENTS ETC.) – 5 ALLOWED PER APPPLICATION

No.	Name	Surname	RSA Identity Number
1			
2			
3			
4			
5			

ADDITIONAL MEMBERS CONTACT INFORMATION & BRACELET NUMBER(S)

No.	Primary Contact Number	Email Address	Bracelet Number
1			
2			
3			
4			
5			

OFFICE
USE

ADMINISTRATION COST & LOGISTICS (2020 UPDATE)

Application Fee	R100.00 per Application
Annual Membership (Main Member)	No Membership Fees Payable – Considering donating to Mercy-Care
Annual Membership (Additional Member)	No Membership Fees Payable – Considering donating to Mercy-Care
PostNet to PostNet Courier Fee	R150.00 per parcel
Update of Information / Adding Members	Free
Annual Membership (Panic Watch Members)	R600.00 per annum (Network Fee to Intelligent Monitoring (Pty) Ltd)

PRODUCT PRICES (2020 UPDATE)

Woven Wristband R50.00	Silicone Wristband R50.00	NFC Bracelet R300.00	Elite Wristband R250.00
			

Replacement Strap R100.00	Replacement Plate R50.00	Replacement Clasp R80.00	Strap with Steele Plate R100.00
			

Personalized Charm R40.00	MyLifeline Panic Watch R1500.00	Membership Card R50.00	Safety Belt Cover w/ Card R200.00
			



BANKING DETAILS

ABSA Bank (Savings) – Branch Code: 632005 – Account Nr: 9283641668
 Reference UNIQUE CODE – Send your Proof of Payment to info@bestcareline.co.za
Additional banking costs may be charged, depending on your bank.

METHOD OF PAYMENT:

Cash	<input type="checkbox"/>
Electronic Transfer (EFT)	<input type="checkbox"/>
Direct Bank Deposit	<input type="checkbox"/>

APPLICATION & INFORMATION

1. Best Careline Identity will only process this Application Form if all the applicable fields are filled in and signed.
2. Best Careline Identity will only approve the membership when the application/initial fee is paid in full.
3. Best Careline Identity will provide an **INFORMATION FORM** to each applicant that needs to be filled in correctly for the final database.
4. Best Careline Identity will create a database for each client according to the information that we receive.
5. Best Careline Identity will accept no responsibility for any information that is submitted incorrectly.
6. Best Careline Identity may not give, cede or delegate this instruction to any third party without my written permission.
7. I hereby authorize Best Careline Identity to capture and store my personal and medical information on a safe and secure database in order to make it available in an emergency to emergency service personnel in order to provide more efficient service
8. By signing this application, you accept and acknowledge that your information may be provided to a medical practitioner on a "need-to-know" basis.

IDENTIFICATION ARM BANDS & EMERGENCY NUMBER

9. The Best Careline Identity Emergency Number (0829555911) is not a toll-free number and charges will be deducted as per agreement with service provider i.e. MTN/Vodacom/Cell C etc.
10. All calls to the Best Careline Identity Emergency Number will be recorded for quality and safety purposes.
11. EqiGate is the official Service Provider to Best Careline Identity rendering service to monitor and answer our emergency number.
12. You can only be assisted if contacted on our 24/7 Identification Emergency Number, no other number e.g. Agent Number/Marketing etc.
13. The client is responsible to wear his/her Emergency Identification arm band at all times.
14. Best Careline Identity will accept no responsibility if information can't be provided to a medical practitioner if you are not wearing your Emergency Identification arm band/identification plate.
15. Our **Silicone Wristband** is made of 100% pure silicone, an allergic reaction to any of our products cannot be prevented by us. If such a situation should arise, the client cannot hold Best Careline Identity liable for any reactions and/or injuries.
16. In accordance with the SA Consumers Act, your wristband will not be replaced/repaired/refunded after 6 months of receiving the bracelet and a fault is reported.
17. If your unique code is not recognizable, replace your wristband. Best Careline Identity will not be held liable for a missing code/illiterate code
18. Availability of a specific wristband depends on the stock availability from our suppliers. Should you choose a product that is not available, you will have to take an available product until your specific needs can be met.
19. Our **Elite Wristbands** and other personalized charms may take up to two weeks to delivery.
20. Our **NFC Wristbands** may take up to two weeks to deliver. The bracelet needs to be programmed according to your profile.

TRACKING PENDANT & PANIC WATCH

21. The Tracking & Panic (unit) watch is supplied by MyLifeline.
22. The unit comes with a sim card which may never be removed from the product.
23. The unit comes with a magnetic charger, it is the client's own responsibility to keep his unit charged and ready for use.
24. A panic sent via the unit may take a few minutes to transmit to our portal, ensure that a message "**PANIC SENT**" displayed on the screen.
25. You will receive a product specific leaflet with your unit from MyLifeline which is also applicable to these Terms and Conditions.
26. It is your own responsibility to keep your unit "On" at all times.
27. Your GPS accuracy will be best outdoors, test your device outdoors for the first time.
28. A unit may take at least one week to set up and prepare for delivery.
29. EqiGate is the official Service Provider to Best Careline Identity rendering service to monitor and answer your panic notification.

FREE SMARTPHONE APP

30. The Best Careline Identity smartphone App is available on Google PlayStore™ as '**My Careline Identity**'
31. The Best Careline Identity smartphone App is currently (Feb 2020) only available on Android devices.
32. The Best Careline Identity smartphone App is available to all clients with a unique code on our database.
33. The Best Careline Identity smartphone App must be downloaded using data coverage and cannot work without an internet connection.
34. The Best Careline Identity smartphone App has a built in Panic Button which should be held for 3 seconds to activate emergency services.
35. EqiGate is the official Service Provider to Best Careline Identity rendering service to monitor and answer your panic notification.
36. False activation of emergency services is considered a criminal offense.
37. Any information edited through the Best Careline Identity smartphone App by the user will be changed immediately when saved.
38. Without a GPS signal we will not be able to locate your panic/distress. You need to turn on your location.

SERVICES & PAYMENTS

39. Best Careline Identity is an Identification & Activation Service only; we will not be liable for any charges from emergency medical service(s) who used this product to sustain information of the client.
40. Any services activated through and by us are not free. Should there be any invoices or accounts, it will strictly be on the client's own costs.
41. When you need an ambulance, our call center will confirm if you request Private, Military or Government services. Private Services will have charges if you do not belong to a medical scheme.
42. Best Careline Identity will not collect membership fees. Consider donating to Mercy-Care NPC Pty Ltd.
43. Please keep in mind that all services are limited to the national boundaries of the REPUBLIC OF SOUTH AFRICA.
44. Additional bank charges may be charged, depending on your bank. We cannot be held accountable for the additional charges.
45. If the wristbands are not retrievable at our office, it will be couriered to the client for the client's account. We only courier through the PostNet to PostNet service.
46. Best Careline Identity cannot be held liable for an incorrectly referenced payment or untraceable payment(s) where PoP was not submitted.

CANCELLATION OF SERVICE

47. Cancellation has to be provided in writing with a 30 day notice. Although cancelling will not remove you from our database.

DONATIONS TO MERCY-CARE PTY LTD

48. Mercy-Care Pty Ltd is a non-profit company and does not form part of Best Careline Identity Pty Ltd
49. Best Careline Identity Pty Ltd terminated its membership fees (Effective from 1 March 2020) with the aim of allowing its members to rather donate fees to Mercy-Care Pty Ltd
50. Mercy-Care Pty Ltd confirms that they will assist non-medical aid members of Best Careline Identity Pty Ltd (within its available resources)



DONATIONS CAN BE MADE TO MERCY-CARE PTY LTD VIA ABSA BANK
SAVINGS ACCOUNT – ACCOUNT NO. 123456789 – BRANCH CODE: 632005

Please use reference: 'BCL DONATION' – Send your Proof of Payment to info@merccycare.co.za
Additional banking costs may be charged, depending on your bank.

I, _____, hereby accept the Terms and Conditions on Application Form Page 3 and 4. I acknowledge the provided information to be true and correct and it can be used to start my information database at Best Careline Identity. Other information will be provided on the INFORMATION PAGE. I herewith understand that my information may be used on a "need-to-know" basis and may be provided to a medical practitioner if necessary.

I also acknowledge that any information provided by me incorrectly can influence medical treatment in a negative way and I cannot hold Best Careline Identity accountable for any incorrect or outdated information.

By signing this document I acknowledge that Application Form Page 1, 2, 3 and 4 has been filled by me and I find it to be complete and correct.

Signature of Account Holder

Date Signed

Witness

Place Signed