



CHANGE OF PERSONAL INFORMATION

PURPOSE

The purpose of this policy is to ensure that MHR panel members contact MHR to update their personal information when their personal information changes. It further aims to ensure that the correct procedure is followed when a panel member's personal information changes.

SCOPE

This policy applies to:

- MHR Panel Members
- MHR Office Personnel

DEFINITIONS

| Term | Definition |
|--------------|---|
| MHRM | MHR Management system |
| Panel Member | Successful candidate registered with MHR |
| SANC | South African Nursing Council |
| SANC APC | SANC Annual Practising Certificate/SANC licence receipt |

POLICY STATEMENT

Panel members' personal information must be updated when changed to ensure accurate information is displayed on MHRM which enhances the quality service offered to clients.

PROCEDURE

| Step | Action |
|------|--|
| 1 | <p>Panel member to contact the nearest MHR office and complete a “Change of personal information” form if any of the following changes:</p> <ul style="list-style-type: none"> • Residential or postal address. • Surname change/Marital status (An original certified copy of marriage or divorce certificate needs to be submitted as proof, as well as an original certified copy of SANC APC). |
| 2 | <p>Panel member to submit original certified copies of any additional qualifications obtained during the registration period with MHR.</p> |
| 3 | <p>Panel member to complete the relevant documentation at the nearest MHR office if any of the following details changes:</p> <ul style="list-style-type: none"> • Banking details - Complete a “Confirmation of banking details and payment option” form and submit the following proof of banking details: <ul style="list-style-type: none"> ○ Original stamped bank statement OR |

| | |
|----------|---|
| | <ul style="list-style-type: none"> ○ Stamped letter from the bank confirming banking details OR ○ Cancelled cheque ● Tax status - Complete a “<i>Leave and Personal Tax</i>” form indicating the correct tax option. ● Leave status - Complete a “<i>Leave and Personal Tax</i>” form indicating the correct leave option. |
| 4 | Weekly bank changes report must be checked and signed by the MHR Branch Manager/Assistant Branch Manager and must be kept on file for at least 3 (three) years . |

ASSOCIATED DOCUMENTS

| Document | Location |
|--|-------------------------------|
| Confirmation of banking details and payment option | MHR Secured docs |
| Leave and Personal Tax | MHR Secured docs |
| Change of personal information form | MHR Secured docs |
| VL014 Bank changes in last 7 days report | Distributed by MHR Pay Office |