

FREQUENTLY ASKED QUESTIONS

Payment Portal Security

Is the online payment portal secure?

Yes. The payment portal uses encrypted, industry-standard security to protect your personal and financial information. We have various safe and easy payment options available for your convenience. The available payment options will be displayed as part of the on-screen prompts when clicking on the secure link – these are: debit or credit options and instant EFT (electronic funds transfer).

Will Life Healthcare ever ask for my banking PIN, password, or OTP?

No. Life Healthcare will never ask for your card pin, online banking password, or one-time password (OTP) via voice call, SMS, or email.

Should I share my payment link with anyone?

No. Your payment link is private and linked to your account. Do not forward or share it with anyone.

What should I do if I suspect a fraudulent or fake link?

Do not click on the link. Contact the Life Healthcare accounts department (086 173 3863) immediately to verify the payment request.

Are payments completed on Life Healthcare's website?

Payments are processed via the secure link you received. Card payments and instant EFT payments will be redirected to your bank's secure online banking platform to authorise the transaction.

Life Healthcare is committed to making your payment experience simple, secure, and stress-free.

Need assistance?

Our team is ready to assist you. If you have questions about your account or need assistance with online payments, please contact the Life Healthcare accounts department on **086 173 3863**.