

Important Notice: Introduction of DebiCheck for Contribution Collections:

GEMS will be introducing DebiCheck for selected Direct Paying Members and Pensioners from 7 September 2026. Affected members will receive a banking confirmation request to approve a DebiCheck mandate for contribution collections. Contributions will be deducted from the approved bank account on the last day of the month or the first day of the following month. Please action the request from your bank promptly to avoid any interruption to your contribution payments.

What is DebiCheck?

DebiCheck is a secure debit order confirmation process regulated by South African banks. It enables members to electronically confirm their debit order mandate directly with their bank, helping to prevent unauthorised debit orders and ensuring greater protection of your banking information.

What You Need to Know

Members included in this phase of the implementation will receive communication and banking instructions from their bank requesting them to confirm and accept a DebiCheck mandate.

Once approved, contributions will be deducted from the nominated bank account on the last day of the month or, where applicable, on the first day of the following month, in accordance with the approved collection arrangements.

What Action is Required?

If you receive a DebiCheck confirmation request from your bank:

- 1. Review the mandate details carefully.**
- 2. Follow the instructions provided by your bank.**
- 3. Approve the DebiCheck mandate within the stipulated timeframe to avoid any disruption to your contribution collections.**

Further communication and guidance will be provided to affected members before implementation. For assistance, please contact the **GEMS Contact Centre on 0800 00 4367 (toll-free)** or visit **www.gems.gov.za**.



DISCOVER THE
**BRILLIANCE
OF GEMS**

Contact details

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