



CHANGE OF PERSONAL INFORMATION (MHR PANEL MEMBERS)

PURPOSE

The purpose of this policy is to ensure that MHR panel members update their personal information on the MHR4me app, or, alternatively, contact MHR to update their personal information whenever it changes.

SCOPE

This policy applies to:

- MHR Panel Members

DEFINITIONS

Term	Definition
Panel Member	A successful candidate registered with MHR
SANC	South African Nursing Council
SANC APC	SANC Annual Practising Certificate/SANC licence receipt

POLICY STATEMENT

- MHR panel members' personal information must be updated promptly when changed to ensure accurate information is recorded on MHR's system, as this enhances the quality of service MHR offers to clients.
- MHR panel members must update applicable personal information on the MHR4me app or contact their local MHR office or the relevant MHR region's admin office if their personal information changes.
 - **MHR Central (*Free State, KwaZulu-Natal, Eastern and Northern Cape*):**
Email: admin.central@mhr.co.za | **Tel:** 051 411 4111 / 0860 647 647
 - **MHR North (*Gauteng, Limpopo, Mpumalanga and North West*):**
Email: admin.north@mhr.co.za | **Tel:** 0860 647 647
 - **MHR Western Cape (*Western and Southern Cape locations*):**
Email: admin.wc@mhr.co.za | **Tel:** 021 943 6226 / 0860 647 647

PROCEDURES

1. BANKING DETAILS CHANGES

- Panel members can update their banking details on the MHR4me app and upload the necessary proof for MHR to review and approve during office hours, Monday to Friday.
- Alternatively, Panel members can notify MHR if their banking information changes and submit a completed '**MHR Confirmation of Banking Details and Payment Option**' form. **NB:** Please note that it takes two (2) working days for MHR to update banking details after receiving a completed '**Confirmation of Banking Details and Payment Option**' form. Hence, if your banking details change, please inform MHR immediately.

2. EMPLOYMENT STATUS/TAX CHANGES

Panel members must inform MHR if their employment status changes. Specifically, if they are no longer permanently employed or if they become permanent employees, they must complete the '**MHR Leave and Personal Tax**' form to indicate their correct tax status. The correct tax status assists MHR in deducting the correct tax from panel members' earnings.

3. SURNAME OR MARITAL STATUS CHANGES

Panel members must submit the following documents to the relevant MHR admin office:

- Surname change:** Certified copy of ID or proof from the Department of Home Affairs. Nursing panel member should also submit a certified copy of their SANC APC if they changed their surname at SANC.
- Marital status change:** Marriage or divorce certificate. Panel member can also update their marital status on the MHR4me app and upload the necessary proof.

4. RESIDENTIAL AND POSTAL ADDRESS CHANGES

- Panel members must update their residential/postal address on the MHR4me app.
- Alternatively, panel members must inform MHR if their Residential or Postal Address has changed and complete an '**MHR Change of personal information**' form.

5. EMAIL ADDRESS AND CONTACT NUMBER CHANGES

Panel members must inform MHR if their email address or contact number has changed.

6. ADDITIONAL QUALIFICATIONS

- Panel members can upload relevant additional qualifications using the MHR4me app.
- Alternatively, panel members can email a certified copy of the awarded qualification to the relevant MHR admin office.

ASSOCIATED DOCUMENTS

Documents/Policies	Location
Change of Personal Information form	MHR Office
Change of Personal Information (MHR Office) Policy	MHR Office
MHR Confirmation of banking details and payment option form	MHR Office
MHR Leave and Personal Tax form	MHR Office