



Covid-19 Information

Dear Member,

Malawi registered cases of Coronavirus from 2nd April 2020. MASM would like to encourage members to observe strict rules of hygiene and all Government directives. This includes but not limited to frequent washing of hands with soap or use of hand sanitizers with 60% - 80% alcohol and observing social distancing. Below is some information to keep you safe as MASM's emphasis is on prevention.

Covid-19 infects humans and causes flu like illnesses. Symptoms of Covid-19 include running nose, sore throat, cough, and fever. It can be more severe for some persons and can lead to pneumonia or breathing difficulties. This disease can sometimes be fatal. Older people (over 60 years old) and people with underlying medical conditions appear to be more vulnerable to becoming severely ill with the virus.

People living or travelling in an area where the Covid-19 virus is circulating may be at risk of infection. Those infected in Malawi are people who have recently travelled from high risk countries or who have been living or working closely with those travellers, such as family members, co-workers or medical professionals caring for a patient.

If you have not travelled from an area where COVID-19 is spreading or have not been in contact with an infected person, your risk of infection is low. It is understandable that you may feel anxious about the outbreak, but know that 80% of those infected recover without any intervention.

The importance of taking steps to avoid contagion cannot be over-emphasised. In this regard, the WHO protocols especially relating to personal hygiene practice and isolation are well-documented and very much in the public domain. MASM urges its members to acquaint themselves fully with these measures and adopt them immediately.

Protect others from getting sick

When coughing and sneezing **cover mouth and nose** with flexed elbow or tissue

Throw tissue into closed bin immediately after use

Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick

World Health Organization

Current Updates from MASM

- 1 MASM partners in South Africa and India have advised suspension of formal foreign referrals in obeisance to their local authorities regarding the pandemic.
- 2 MASM is subject to all local authority emergency directives regarding prevention of Covid-19 infection and handling of suspected or confirmed Covid-19 cases. MASM has suspended the Saturday Aerobics sessions at Blantyre Sports Club as part of a response to government directive.
- 3 In the event of a complete lockdown, MASM has a Business Continuity Plan where it will reorganise its personnel, temporarily, to be working remotely. However, to continue providing the best possible service to its members, MASM will keep the offices open.
- 4 MASM would like to request that visits to its offices be kept to an absolute minimum. Therefore, MASM encourages all its members to use telephonic and electronic communications.
- 5 Further, to facilitate social distancing, MASM has put in place the following measures:
 - a. Where possible payments to be done via online transactions.
 - b. Where possible queries to be communicated via telephone or emails.
 - c. Where possible services that require pre authorisation to be sent via telephone or emails.
- 6 Electronic payment options are: **National Bank Mo626, Airtel Money, TNM Mpamba, FDH Mobile, Eazy Mobile NBS Bank, Ecobank Mobile, Standard Bank 247 and First Capital Bank facility.**

7 The bank details are listed below:

BANK NAME	:	STANDARD BANK
ACCOUNT NAME	:	MASM-FCDA
ACCOUNT NUMBER	:	9100001306437
SWIFT CODE	:	SBICMWMX
RECEIVING BANK	:	DEUTSCHE BANK TRUST
CODE	:	BKTR US33

BANK NAME	:	STANDARD BANK
ACCOUNT NAME	:	MASM
ACCOUNT NUMBER	:	9100002189701
BRANCH	:	CORPORATE BANKING CENTRE

BANK NAME	:	NBS BANK
ACCOUNT NAME	:	MASM
ACCOUNT NUMBER	:	14350667
BRANCH	:	BLANTYRE

BANK NAME	:	NBS
ACCOUNT NAME	:	MASM FCDA ACCOUNT
ACCOUNT NUMBER	:	14223843
SWIFT CODE	:	NBSTMWMW
RECEIVING BANK	:	CITIBANK NEW YORK, 11 WALL STREET
CODE	:	CITI US33

BANK NAME	:	FMB BANK-LILONGWE
ACCOUNT NAME	:	MASM LILONGWE
ACCOUNT NUMBER	:	0200616668

BRANCH	:	LILONGWE BRANCH
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BANK NAME	:	FMB BANK BLANTYRE
ACCOUNT NAME	:	MASM
ACCOUNT NUMBER	:	0200615552
BRANCH	:	BLANTYRE

BANK NAME	:	FMB BANK MZUZU
ACCOUNT NAME	:	MASM CURRENT ACCOUNT
ACCOUNT NUMBER	:	0003707000111
BRANCH	:	MZUZU BRANCH

BANK NAME	:	NATIONAL BANK
ACCOUNT NAME	:	MASM
ACCOUNT NUMBER	:	1002775348
BRANCH	:	TOP MANDALA

BANK NAME	:	ECO BANK
ACCOUNT NAME	:	MASM
ACCOUNT NUMBER	:	0010137000203301
BRANCH	:	BLANTYRE

BANK NAME	:	FDH-BANK
ACCOUNT NAME	:	MASM COLLECTION ACCOUNT
ACCOUNT NUMBER	:	8500000123392
BRANCH	:	UMOYO

Note: Check the status of your MASM account using MASM Mobile App or MASM USSD. To set up the MASM USSD, dial *425# on your phone and follow the text instructions.

MASM contact details:

Switchboard Landlines

Blantyre: +265 (0) 820 298
+265 (0) 820 370
Lilongwe: +265 (0) 776 427
+265 (0) 776 503
+265 (0) 776 426
Mzuzu: +265 (0) 311 376
(Office Hours)

Hotlines

Blantyre: +265 (0) 887 081 011
+265 (0) 888 707 100
Lilongwe: +265 (0) 888 731 119
+265 (0) 887 081 012
Mzuzu: +265 (0) 887 081 101

Emails: infodesk@masm.mw – For membership issues
approvals@masm.mw – For procedure approvals and prescriptions
finance@masm.mw – For payments
claims@masm.mw – For provider and member claims queries

8. Service Providers

MASM will support registered Service Providers to use telemedicine upon arrangement in order to limit hospital visits by patients with respiratory symptoms.

9. Latest Statistics

For all the latest global statistics, please visit WHO website:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports>

For all latest local statistics, please visit Ministry of Health and population-MW Covid 19 National Information dashboard:

<http://covid19.health.gov.mw>

By Dr T Dzingomvera, Medical Advisor-MASM