

26 August 2019

Dear Member,

RESPONSE TO ALLEGATIONS IN THE STAR OF 26 AUGUST 2019

Polmed has noted with utter dismay an article that was published in The Star newspaper of 26 August 2019, titled “**Looting within Polmed leaves its members fuming**”. The said article contains a number of factually incorrect pieces of information relating to remuneration of Trustees, the legal standing of Ms R Phiyega as a trustee of the Board, Polmed’s Annual General Meetings (AGMs) as well as the alleged non-payment of claims by Polmed.

Although Polmed did provide the journalist who wrote this article with correct information as requested, The Star completely ignored our response and went on to publish an article that is devoid of truth and integrity. We have raised our concerns with The Star about their editorial integrity and journalistic ethics in this regard.

As a valuable member, we urge you not to be distracted by such misinformation. Polmed remains one of the best medical schemes in the country, offering rich and comprehensive benefits to members in a cost-effective manner.

On the issues raised in the article referred to above, Polmed would like to re-iterate the following:

Remuneration of Board Members

In terms of our Policy Guidelines for Trustee Remuneration as approved by the 2015 AGM, members of the Board shall be entitled to such remuneration/honorarium and other fees in respect of services rendered in their capacity as members of the Board and to such reimbursement in respect of travelling, accommodation and other expenses, which they may incur in attending meetings of the Board, as the AGM may from time to time determine.

The current Board fees rate was approved at the 2015 AGM held in Polokwane. Since then there has been no increase in the Board fees rate. Furthermore, the Board did not consider a fee increase since the 2015 AGM.

In view of the above, we consider the remuneration of our Board members to be above board and does not translate into the so-called “looting” mentioned in the article, and the Scheme has and will continuously report to members through the Annual Integrated Report.

The appointment of Ms R Phiyega as a Board Member

Ms Phiyega was duly elected by members of the Scheme and thus enjoys the full legal status accorded to other Board members.

Annual General Meetings

Polmed has held Annual General Meetings every year as required by the legislation, but these meetings have been disrupted by some members who do not have the interests of Polmed members at heart.

Despite our commitment to comply with the regulations and the law, a handful of disgruntled members have in the last four years attended our AGMs with no other intention but to disrupt them.

Polmed’s member claims payment

We believe that Polmed’s benefits are among the most generous offered by any medical scheme in South Africa, and the Scheme has for the past few years, spent all member contributions received to pay for members’ healthcare claims.

However, if members have any enquires and/or complaints regarding any of our service offerings, there are several avenues and channels they can utilise to raise their concerns and complaints, such as:

- assistance at Regional Offices;
- assistance through the Call Centre;
- through email;
- via our online WeChat facility; and
- escalation in case of members not entirely satisfied with the above platforms, may be directed to the Principal Officer or the Complaints, Dispute and Resolutions

Committee of the Board, and if not satisfied can escalate further to the Council for Medical Schemes (CMS).

Conclusion

Polmed is committed to continue providing our members, who perform a critical and invaluable service to South Africans, with excellent service

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Neo Khauoe', written in a cursive style.

Ms Neo Khauoe
PRINCIPAL OFFICER