



FAQ's

1. When will this merger happen?

A. The merger date is set for 1ST October 2010.

2. What will my scheme now be named ?

A. The scheme will be named ThebeMed Medical Scheme.

3. Will my option or plan name change?

A. If you are on the ThebeMed options there will be no change. The Suremed Explorer and Shuttle options will merge with the ThebeMed Universal option.

4. As a Suremed member how will I get in contact with ThebeMed?

A. The contact details for ThebeMed are:

Call centre number 0861843236

Web: www.thebemed.co.za

5. Where can I get the full details of the merger?

A. The complete Exposition Document detailing the merger can be found on the scheme web sites www.thebemed.co.za or www.suremed.co.za or can be viewed at the Offices of the Schemes in JHB and Secunda (for Thebemed) or in PE (for Suremed) or at the offices of the CMS in Pretoria.

6. How and who approves a merger?

A. The Council For Medical Schemes will approve the merger once the members have voted.

7. When can I vote?

A. All the members will receive voting (ballot) correspondence. Please read the documentation you receive and make sure your vote is received by the 8th September 2010. It is highly recommended that you participate in the voting process.

8. Why should I vote yes?

A. There are many reasons:

- Reduction in overhead costs
- Greater financial stability
- Wider benefit options
- Better growth opportunities

9. As a Suremed member where must I send my claims to now?

A. There will be no change to the Challenger and Navigator claims process. Shuttle and Explorer members will have to send their claims to ThebeMed as of the 1st October 2010.

10. As a Suremed member do I get a new member card?

A. Yes, all the Suremed members will get new cards with the new scheme details.

11. Must I inform my service providers?

A. The schemes, as part of the merger process, will inform all of the service providers but you should also inform your service provider if you wish.

12. Will the Board of Trustees (BOT) change and if so, how?

A. Yes the Board of Trustees will be reconstituted with all Suremed BOT members joining the Thebemed BOT?

13. As a Suremed member what happens with my savings account?

A. Any credit balance your savings account will be refunded to you in due course.