

2011 BENEFIT CHANGES AND CONTRIBUTIONS

Dear Member

Enclosed, please find your 2011 Member Guide together with your Netcare 911 car sticker and Multiply flyer.

In reviewing the benefits and contribution increases for 2011, the Board of Trustees' main goal was to continue to provide affordable high quality healthcare, whilst ensuring the long-term sustainability of the Scheme. As in the past, we continue to focus on member education in order to encourage members to claim responsibly and to take control of their health.

The Scheme continues to offer two options, namely the Standard Option and Extended Option and we wish to advise members that the benefit structures on both options remain unchanged for 2011.

We have introduced minimal changes, which will be implemented with effect from **01 January 2011**:

- All benefits on both options has been increased by 5%.
- The contribution on both options has been increased by 7.5%.

Please note that the Designated Service Provider (DSP) for Chronic Medication on the Standard Option has been reviewed and as of **01 January 2011, Medipost Courier Pharmacy** will be the new provider (refer to page 09 of the member guide for more information). If you or any member of your family are taking any Chronic Medication, you will be contacted by Medipost in due course.

Remember that it is still **compulsory** for members on the **Standard Option** to obtain their chronic medication through Medipost and no benefit will be accessible through any other service provider.

Although it is not compulsory for members on the **Extended Option** to utilise Medipost, any differential in the dispensing fee between Medipost and the pharmacy where members obtain their medication will be for the member's own account (co-payment). We would like to encourage members on the Extended Option to utilise Medipost.

The 2011 Option Choice Form for members was circulated with the September payslips. We kindly request that you complete Section One on the option form even if you are not changing your option for 2011 to ensure that the Administrators have your correct contact details on record. The completed forms must be handed to your HR Administrator by close of business on 15 November 2010.

Please call the Nampak SA Medical Scheme contact centre on **0860 10 10 47** if you should have any questions or queries on the 2011 Member Guide

I would like to take this opportunity, on behalf of the Board of Trustees, to wish you and your family a blessed festive season and a healthy 2011.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sue Steyn'.

SUE STEYN
PRINCIPAL OFFICER

14 October 2010