

November 2023
Guardian plan

Dear Member

2024 BENEFITS AND CONTRIBUTIONS

Transmed Medical Fund hereby presents the Fund's benefits for 2024. Accompanying this letter is your benefits guide, which will assist you in understanding how to best manage your medical benefits.

Benefit changes 2024

Transnet continues to provide significant funding support to the Guardian plan, which enabled the Fund to retain all existing benefits on this plan for 2024.

- Benefit limits have been increased in line with anticipated tariff increases.
- Selected appliances and prostheses limits have been increased in line with the current cost of appliances and prostheses.

Should you require assistance or clarity with any benefits, please call our customer service department on 0800 110 268 and speak to our customer service agents, who will gladly assist you.

Contribution increases 2024

Contributions will be increased by 2%. The enclosed benefits guide for 2024 provides full details.

Please note that these benefit and contribution changes are still subject to approval by the Council for Medical Schemes.

24-hour pre-authorisation service

Transmed would like to remind you of the 24-hour pre-authorisation service (toll free on 0800 225 151) to direct you to appropriate treatment facilities during an emergency and when admission is required. This service is available every day for all admissions and after hours, weekends and public holidays in case of emergencies.

Ambulance service

In case of a medical emergency when an ambulance is required, please contact Europ Assistance on 0800 115 750. This service is available 24 hours a day, seven days a week.

Hello Doctor

Hello Doctor is a mobile-based service that provides you with direct access to qualified doctors for health advice and information on your phone, tablet or computer.

If you need medical advice, request a call or chat by logging in via our app or website. Alternatively, dial *120*1019# and follow the prompts. For technical support, send a WhatsApp to +27 73 778 4632.

Continued overleaf

Changes to your banking and contact details

Kindly ensure that Transmed has your latest banking and contact details and alert the Fund if any of your details change.

It is critical for Transmed to have up-to-date details of members on our system to facilitate communication.

In closing

On behalf of the Board of Trustees, I would like to wish you and your family a healthy and prosperous 2024.

Yours faithfully

A handwritten signature in black ink, appearing to be 'P. Wassermann', written in a cursive style.

PETRUS WASSERMANN
PRINCIPAL OFFICER