

November 2021
Guardian plan

Dear Member

2022 BENEFITS AND CONTRIBUTIONS

Transmed Medical Fund hereby presents the Fund's benefits for 2022. Accompanying this letter is your benefits guide, which will assist you in understanding how to best manage your medical benefits.

Benefits 2022

Transnet continues to provide significant funding support to the Guardian Plan, which enabled the Fund to retain all existing benefits on this plan for 2022. The funding did, however, not allow any benefit enhancements and the benefit limits had to remain unchanged.

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 increase 2022

Contributions will be increased by 2%. The enclosed benefits guide for 2022 provides full details.

Please note that these 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. It supplements the 24-hour emergency line (toll free on 0800 115 750), where an ambulance can be requested in case of a medical emergency.

Personal information

It is important that the Fund has your correct information to ensure that you receive Fund communication via post, SMS and email. Updating your information will not only ensure that our records are kept up to date, but will also assist us in further improving the quality of our service to you.

Should any of your contact details, such as your postal or email address or telephone numbers change, or if these details were not provided to the Fund, please update your information. You can update your contact details by contacting Transmed through one of the following channels:

- Customer service department: 0800 110 268
- Email: membership@transmed.co.za
- Fax: 011 381 2041/42
- Post: Premium management department, PO Box 2269, Bellville 7535.

Continued overleaf

Protection of personal information

The Protection of Personal Information Act, 2013 (POPIA) regulations came into effect on 1 July 2021.

The purpose of POPIA is to protect your right to privacy and to regulate how personal information is processed by public and private organisations.

It is important that Transmed has your and, of equal importance, any of your adult dependants' latest contact details on record. By law, any person who is 18 years of age and older is regarded as an adult and the POPIA privacy law therefore also entitles your adult dependants to confidentiality of their Transmed membership information.

You can update your and your dependants' contact details by contacting Transmed through one of the following channels:

- Customer service department: 0800 110 268
- Email: membership@transmed.co.za
- Fax: 011 381 2041/42
- Post: Premium management department, PO Box 2269, Bellville 7535.

In closing

COVID-19 has touched the lives of many of our members and their families. While we seem to be over the worse phase of the third wave of the pandemic, Transmed nevertheless encourages you to continue to take the necessary precautions to avoid being infected. Please also remember that the Fund pays in full for COVID-19 vaccinations for yourself and your registered dependants who are eligible for vaccination.

On behalf of the Board of Trustees, I would like to wish you and your family a healthy and prosperous 2022.

Yours faithfully



PETRUS WASSERMANN
PRINCIPAL OFFICER