



31 October 2024

Dear Valued Member,

I hope this message finds you well.

This communication aims to provide an update on Scheme matters.

First and foremost, I would like to reassure you that your trusted scheme – Sizwe Hosmed is operating and is in good hands. Our doors are open, we are financially stable and paying claims.

I am pleased to report that we are diligently implementing the Scheme's Turnaround Strategy and are optimistic about the future of the Scheme.

We have just completed our 2025 Benefit Design and recently launched our new 2025 products. The Scheme is undertaking extensive communication using multiple platforms including the website, social media, letters, SMS and newsletters to ensure that all members know and understand the 2025 benefit improvements and changes.

Our teams are also visiting places of employment to offer face-to-face engagements with members, explain the 2025 benefits and what members can look forward to in the new year and respond to queries.

Our contact centre team is also on standby to respond to telephonic queries. Call 0860 100 871 for assistance and any questions you may have.

I want to reassure you that we are here for you. Thank you for your trust and loyalty. Your support drives us to continually strive for excellence. We are more than just a medical scheme; we are your partner in health, committed to delivering the benefits and services that matter most to you.

We are here for you, today and always!

Sincerely,

Ms. N. Tshobeni

Principal Officer

JOHANNESBURG

7 West Street
Houghton Estate
Johannesburg
2198

+27 (11) 725 0040

CAPE TOWN

7th Floor
Norton Rose House
8 Riebeeck Street
Cape Town
8000

+27 (21) 402 9600
+27 (21) 418 1400

DURBAN

19 Hurst Grove
Clifton Grove
Musgrave
Durban
4000

+27 (31) 304 4829
+27 (31) 304 4839

GQEERHA

Ground Floor Block E
Southern Life Gardens
70 - 2nd Avenue
Newton Park
6000

+27 (41) 503 1000
+27 (41) 503 1302

WELKOM

Corner House
Cnr Buiten & Graff Str
Welkom CBD
9459

+27 (57) 353 1475
+27 (57) 353 1478

**EMAHLAHLANI
(WITBANK)**

71 Mandela Drive
Cnr. Plumer & Mandela Dr.
(Opposite Lollipop Daycare)
Emahlahlani
1043

+27 (13) 690 3342
+27 (13) 690 3187

LEPHALALE

Shop 11 Stand 2633
Ellisras
X16 Onverwacht

014 880 0614

