

SUREMED COMPCARE MERGER FREQUENTLY ASKED QUESTIONS

1.	Why do members need to vote?	A Scheme belongs to its members. It is a requirement of the Scheme's Rules, Rule 31.3, that members need to vote whether they are in favour of the amalgamation or not. Only then can the amalgamation proceed.
2.	Why does Suremed have to merge?	CMS suggested Suremed find a Merger Partner due to their current size and lack of growth. After a detailed analysis of the industry, and advice from both Suremed and CompCare's Actuaries, both Boards of Trustees have decided that it is in the best interest of the members to merge the Suremed Health with CompCare Medical Scheme. The merger will result in a larger and more sustainable scheme for all members.
3.	Is CompCare or Suremed insolvent?	No – neither of the two Schemes are insolvent in fact, both Schemes have some of the highest solvency ratios in the industry.
4.	What will happen to Suremed members?	Suremed will merge into CompCare which means on the merger date, all the Suremed members will transfer and become CompCare members. As a member you will be contacted by the CompCare team to ensure that you select a CompCare option that best suits your specific requirements. You don't need to do anything further; the transfer of members and their information will be done electronically.
5.	Which option should I choose?	<p>CompCare has 12 options available of which the Suremed members will be able to select any one of them if the merger is successful. As part of the analysis we have done, the current 4 Suremed options compare the best with the following CompCare options:</p> <ul style="list-style-type: none"> • Challenger • Navigator • Explorer • Symmetry • Unisave • NetworX

		<ul style="list-style-type: none"> • Shuttle 	Network
6.	Why did Suremed choose to merge with CompCare?	Suremed considered various schemes based on size, reserve levels, solvency, benefit options, benefits, contributions, and membership growth. Actuarial reviews were conducted, and the most appropriate scheme was selected taking into consideration where members would experience the least impact and seamless transition.	
7.	How many members do Suremed have? (What is the scheme size compared to others)?	Suremed is the smallest open medical scheme in South Africa with around 1 100 principal members, offering 4 benefit options to its members.	
8.	What will happen to Suremed's reserves?	The reserves will be transferred into the reserves of CompCare.	
9.	Will Suremed's name change?	Yes – Suremed will merge into CompCare and become part of CompCare. The Suremed name will not be used anymore.	
10.	Will my monthly premium be affected because of the merger?	Taking into consideration the comparison of the two schemes options, the proposed 2024 CompCare rates should compare very well with the proposed 2024 Suremed rates and should be more or less the same. However, CompCare has 12 options available, and your monthly premiums depends largely on which CompCare option you choose to suit your specific needs. The 2024 rates are not authorised by the Council for Medical Schemes (CMS) yet. Once the 2024 rates are authorised it will be communicated to all members as part of the annual year-end communication. The changes in contributions will come into effect from 1 January 2024.	

11.	Will the benefits remain the same?	The comparison that was done between the two scheme's options indicated that for the majority of the options the CompCare benefits are more favourable, but this once again is dependent on which CompCare option you select. The CompCare benefits have been reviewed as part of the 2024 rates and benefits process and changes in benefits will take effect from 1 January 2024.
12.	As a member, can I cancel my membership?	Yes, you may. A member can cancel their membership with any of the two Schemes at any time by giving 1 months' notice. It is however not advisable for members to leave the Scheme as the merged Scheme will result in a bigger, better, and more sustainable Scheme for all members.
13.	How will the members benefit from the merger?	<p>The actuarial analysis indicates the following benefits:</p> <ul style="list-style-type: none"> - The amalgamated Scheme is financially stronger and more sustainable over the long run. - A bigger Scheme with improved negotiating power with service providers. - Suremed members will have access to more choice of options to better suit their specific health requirements. - Improved benefits for Suremed members, dependent on which option they select.
13.	Where is CompCare's Headquarters located?	The CompCare office is in Sunninghill – Gauteng.
14.	If I am a new Suremed member, will current waiting periods still be applicable to my new CompCare option?	Yes – the current waiting periods will be transferred with your membership to the new benefit option.
15.	When will Suremed members be moved to CompCare?	The target date for the merger with CompCare is on the 1 st of January 2024. However, if the merger process takes longer, each Scheme will continue as

		an independent Scheme until such time as the CMS authorises the merger.
16.	Will the Suremed members living in Mozambique be covered by CompCare?	Yes, most definitely. You will receive the level of cover associated with the CompCare option you selected.
17.	How will my claims be processed and refunded if I am living in Mozambique?	Suremed and CompCare is in the process to implement the same monthly payment of premiums, refunding of claims, hospital and procedure authorisations and chronic medication processes to ensure all the current Mozambique members receive the same level of service they currently receive from Suremed.
18.	Will there be any waiting periods, late joiner fees or exclusions applied to Suremed members transferring to CompCare?	<p>The transfer of Suremed members to CompCare was done on the premise that the same principles that are currently in place, apply to all Suremed members who become members of CompCare. This means that no new waiting periods will be enforced, no exclusions will be applied, nor any late joiner fees will be applied other than is currently in place or applicable to your current Suremed membership. So, the same conditions that are currently in place will transfer to CompCare.</p> <p>Suremed members will therefore have access to their CompCare Benefits from day 1, without any restrictions.</p>