

MEDI BRIEF

JUNE 2022

2022 AGM report

The 53rd Annual General Meeting was conducted virtually on 18 May 2022.

During the last two virtual Annual General Meetings we enjoyed active participation from our members from all over South Africa, with more members than in pre-pandemic years where we held the meeting at a physical location. This year we again received a record number of members informing us that they would attend the AGM, but were disappointed when realising that most of these members didn't join us on the day; in fact, we just managed to reach the necessary quorum of 30+ members. Our Rules state that the meeting would have to be postponed if a quorum can't be established, or in this year's case, if we had lost just one or two members during the meeting. The process of preparing and conducting an AGM is complex, takes months and a team of specialised people. Costs to conduct an AGM are ultimately paid by your contributions. We can't avoid these costs, as it is a legal requirement to conduct an AGM, but we can avoid having to incur this cost twice, due to the lack of member interest. This is your Scheme; as a member you are a shareholder with all the rights and responsibilities. We know you are still interested in your Scheme and membership and hope to see you at the 2023 AGM! Please join us in thanking those members who were present in the meeting – we appreciate your participation!

If you had problems joining the AGM that we could have solved, or if you have any other feedback on how we can improve the AGM for you to join next year, please email us at agm@angloms.co.za.

The Meeting in summary:

- The Council for Medical Schemes participated in the meeting.
- The virtual meeting tools were explained, and LUMI introduced as virtual meeting provider.
- The Principal Officer, Mrs Fiona Robertson, informed members about the changes on the Board of Trustees.
- Colleen Elliott, the Scheme's Chairman established the quorum and noted the apologies and proxies received.
- The meeting confirmed the minutes of the 2022 AGM as correct.
- The chairman reported on matters arising from the minutes of the previous meeting.
- The report of Trustees included information on the improvements of the Scheme's investments, Covid-19 vaccinations administered to AMS members and the return of members to pre-pandemic healthcare.



- The chairman reassured the members that the Scheme continues to honour the long-term funding commitment to members.
- The reasoning behind contribution increases was explained, membership demographics detailed, and the competitiveness of the Scheme and its plans were confirmed.
- Marius Jacobs, head of Finance at Discovery Health, took the meeting through the highlights of the 2021 Annual Report.
- PWC was re-appointed as the Scheme's Auditor by the members present in the meeting.
- The meeting re-elected the Disputes Committee for the ensuing year, comprising Mr Cas Badenhorst, Mr Philip Laubscher, and Ms Nonhlanhla Payne.
- The meeting was informed about the fees that Trustees receive for their service. After the performing of a benchmark exercise, the fees were adjusted for 2022 to be in line with comparator groups.
- The Principal Officer responded to matters placed before her, which will be touched on in future articles of Medibrief.

Before closing the meeting, the Chairman assured the meeting that the Scheme is monitoring and keeping abreast of developments around the imminent promulgation of the National Health Insurance Bill.

After the AGM, Dr Ryan Noach, CEO of Discovery Health, gave an insightful presentation on the economic impact of Covid-19, healthcare trends emerging post Covid-19 and a short Covid-19 update. We really appreciate that Dr Noach made time for our members in his busy schedule and can only recommend watching this presentation.

The recording of the AGM and the presentation of Dr Ryan Noach are available on the AGM page after logging in to the member area of the Scheme website.

Tax certificates

We will soon send your tax certificate for the tax year ending 28 February 2022. As we informed you in the February 2022 edition of MediBrief, we will only send you the tax certificate and not the detailed breakdown of your claims (tax summary) to limit the personal information we are sending via email or post. The tax summary is not a SARS requirement, but should you still require it, you can:

- Log in as a member on www.angloms.co.za, go to 'My Documents', select 'Tax Certificate' and then select 'Tax summary', or
- Access, email or download it from the Anglo Medical Scheme app; select 'My plan & benefits' and then 'Documents' to find your tax certificate and tax summary,
- Email us on member@angloms.co.za, or call us on 0860 222 633.

Stay safe in the world of digital information

As we all enjoy more convenient and efficient new digital tools in all areas of life, such as shopping, transport, banking and medical scheme apps, we need to keep up with our online awareness and safety.

Learn how we manage and process your personal information

We explained in the past that, as a medical scheme, we need to manage and process your personal information, for us to be able to provide our services to you, to fund your healthcare needs and to fulfil our legal and regulatory obligations.

While we are doing this with great care, you also have certain responsibilities as a member. Please always keep your contact details up to date, learn how we process your personal information and how we keep it safe. If you have not familiarised yourself with our privacy policy, please do so. In the footer of the Scheme website, you will find a link to our Privacy page <https://www.angloms.co.za/portal/ams/privacy>.

Don't share your membership information

You should never share your password to the Scheme website of the app, nor your membership information or card, whether it is the physical card or the virtual card in the Anglo Medical Scheme app. Remember that only you and your registered dependants may use the benefits of your membership. Should you let anybody else use your membership benefits it is considered fraud – a criminal offence with consequences. The law, in our case the Medical Schemes Act, is clear: members that defraud their Scheme will be terminated and the matter will be handed over to the relevant employer. You can imagine that employers would not want to continue employing a staff member that has committed a criminal offence.

Watch out for online fraud

According to the Surfshark Alert database, South Africa reached the top ten countries worldwide in terms of cybercrime density, affecting individual people, with phishing being the most common cybercrime experienced. Phishing is the attempt to trick the recipient of a message to reveal sensitive information or to deploy malicious software on to your device, such as ransomware. This could be an email from a source that looks similar to a trusted organisation, such as SARS or your bank, asking you to confirm your personal or log-in details. We have also seen an increase in scammers sending a link to WhatsApp users, claiming that users can win a reward, for example a voucher from a well-known retailer, by filling in a simple survey. A few red flags to look out for:

- If it looks too good to be true, or if senders are pushing for urgency, your alarm bells should ring.
- As soon as anybody is asking you for sensitive information like your bank information or log-in information, be alert!
- Random characters in the links or sender addresses, or misspelt words will also give it away, these are used to trick your spam filters.
- If it doesn't look professional, it probably isn't.

Just take it slow when reacting to unknown online requests, keep your antivirus software up to date to include the latest protection and keep up with online security knowledge. We are doing everything we can from our side to keep your information safe. If you ever have doubts about Scheme communication or suspicious transactions on your membership please call us on 0860 222 633.

Do you have further questions on the articles in this edition? Contact us on the numbers and addresses listed here:

Visit www.angloms.co.za to learn more about your Scheme and benefits.

Find all previous MediBrief editions in the Info Centre > Knowledge Library.

Member Queries:

Value Care Plan: 0861 665 665, anglo@primecure.co.za

Standard and Managed Care Plan: 0860 222 633, member@angloms.co.za

Claims: claims@angloms.co.za