

Appreciating AMS as supportive partner when you most need it

When our members share their stories and experiences with AMS, we are reminded of the impact the Scheme has on their lives. Today, we bring you a heartfelt account from one of our members, Celine. Interestingly, Celine's journey with AMS began not with her own membership, but before that, through her parents-in-law, who were longstanding members of our Scheme. Here is Celine's story, a poignant reminder of the support and reassurance that AMS provides in times of need.

"My father-in-law was gravely ill and spent four weeks at Flora Life Hospital. He was battling prostate cancer, emphysema, and was dependent on a ventilator. This period was incredibly traumatic for our family and friends.

Despite the circumstances, we found solace in the exceptional care he received.

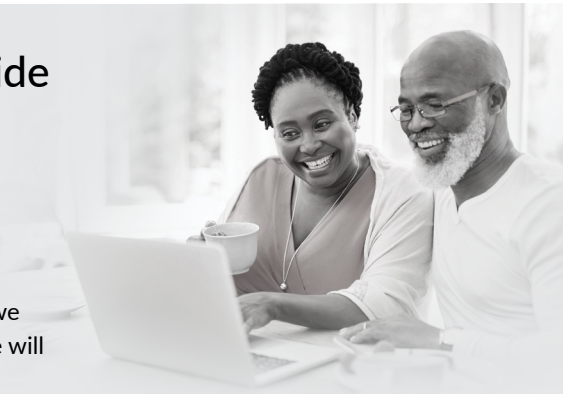
Amidst the distress, my mother-in-law was burdened with the worry of mounting hospital bills. She feared that the funds would deplete and that we might have to transfer Dad to another hospital before he sadly passed away. But, thanks to AMS, she didn't have to worry about any of the hospital bills. Everything was taken care of.

In times of crisis, having a reliable medical aid like AMS is a blessing. We are truly fortunate to have such a supportive partner when we need it the most."

Transitioning to Digital: Your Benefit Guide

As we mentioned last year, due to challenges with the South African postal services and the rising costs of printing, the Scheme is gradually transitioning towards electronic communication. As introduced last year, members who receive their statements and MediBrief by post, will receive a printed version of the Benefit Guide in November. However, if you are a member who receives statements and MediBrief via email, we trust you are also able to access the Benefit Guide electronically and we will not be sending you a printed copy.

Should you, however, still require a printed copy of the Benefit Guide for any reason, please reach out to us at member@angloms.co.za, attention: Communication Manager, and provide your reason for needing a printed copy for us to consider your request. We are continually improving our communication tools, for example, with the recent addition of WhatsApp and Scheme apps. We are also developing a new digital Benefit Guide that will be easier to access on computers, laptops, tablets, and phones. You will still be able to access the current Benefit Guide on our website at www.angloms.co.za > Plans & Benefits > "Benefit Guide" and via a link that we will email to you. This is part of our commitment to keeping you informed and engaged, while also embracing more sustainable practices.



Join us for our year-end presentations in November

One of the things that make AMS unique is that you can meet and connect with us. This could be meeting a Client Liaison Officer at your workplace, attending our AGM, or our physical and virtual year-end meetings in November, where we inform you about your benefits and contributions for the year ahead.

If you are employed, these meetings will be offered at your workplace. Please follow your employer's internal communication to find out when and where your meeting will take place.

If you are retired, you will be able to attend dedicated pensioner meetings as per the schedule below. Please make use of these meetings and stay in touch and informed. Should some of the sessions not attract enough interest, we reserve the right to cancel them and will inform the members that intended to participate. Therefore, please RSVP, so we can keep you informed of any changes to the meeting details. On the other hand, should you feel that we are missing a meeting in your region, do let us know. If there are enough members that would like to join, we are more than happy to add additional dates and venues.

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Should you not be able to meet us in person, join us for a virtual meeting. At all our meetings, you are welcome to ask general questions about the Scheme and your benefits. We recommend that if you have personal membership questions, to raise them with the CLOs outside the meeting for privacy reasons. Should it be needed, we will get back to you with feedback thereafter.

Central region members – this is a great opportunity to meet your new Client Liaison Officer, Zikhona Mbele! We introduced her in the June issue of MediBrief. This will be Zikhona’s first year-end meeting with pensioner groups in Gauteng, Mpumalanga, and Limpopo, and she is already excited to personally connect with you and to get to know our membership better.

Yes, of course, we will still do our traditional lucky draw! Pensioner members attending the year-end presentations will participate in our lucky draw. Could you be the one that will bring home a grocery voucher this year? RSVP today not to miss out.

Dates and details

Whichever meeting you would like to attend, please RSVP to your CLO by 18 October 2024, including your name, membership number, and the date you would like to join.

Physical pensioner presentations:

Below are our suggested meeting venues, depending on member interest and the number of RSVPs received.

Eastern Region (KZN) – Megan Collins

KwaZulu-Natal	Date	Time	Address
Mondi Merebank Sports Club	01/11/2024	10:00	Mondi Sports Club, Travencore Drive, Merebank
Fern Hill Hotel and Conference Centre	08/11/2024	10:30	R103, Midmar, Howick
Port Shepstone Country Club	14/11/2024	10:30	Cussonia Road, Port Shepstone
Mondi Richards Bay, Conference Room 1	19/11/2024	10:30	7 Western Arterial Road, Alton, Richards Bay

Central Region (GP) – Zikhona Mbele

Gauteng	Date	Time	Address
Hotel Apollo	07/11/2024	10:00	158 Bram Fischer Drive, Ferndale, Randburg
Mpact Springs Mill	08/11/2024	10:00	82 Steel Road, New Era, Springs (Please use main entrance)
Moseho Home t/a New Takalani Home	12/11/2024	10:00	Next to Lesedi Clinic, 7947 Ramalongwane Street, Diepkloof Zone 6, Soweto
Great Park Synagogue	14/11/2024	10:00	Cnr Glenhove Road and 4th Street, Houghton

Southern Region (WCP/ECP) – Mishkah Martin

Eastern and Western Cape	Date	Time	Address
Stay Easy Century City	14/11/2024	10:00	Century Blvd, Milnerton Cape Town
Community Hall, Vergelegen Wine Estate	15/11/2024	10:00	Lourensford Rd, Somerset West
Premier Resort The Moorings	20/11/2024	11:00	1 George Rex Dr, Rexford Knysna

Please use the below email addresses to let us know if you are attending:

- **Eastern Region (KZN)** – Megan Collins: megan.c@angloms.co.za
- **Central Region (GAU)** – Zikhona Mbele: zikhonam5@angloms.co.za
- **Southern Region (WCP/ECP)** – Mishkah Martin: Mishka.m@angloms.co.za

Virtual meetings

- 5 November 2024 at 10h00
- 6 November 2024 at 10h00

All our pensioner members are welcome to attend any of the virtual meetings, regardless of where they live. If you let us know that you will attend, we will send you access details and information closer to the time.

Joining us online for the first time?

All you need is a device with an internet connection. Our meeting tool is Microsoft Teams, but you don’t even need to download this app, you can just use your normal browser on your computer, laptop or phone to join us.

Do you have membership or Scheme questions? Contact us on the numbers and addresses listed here:

Value Care Plan: 0861 665 665 | anglo@primecure.co.za | Standard and Managed Care Plans: 0860 222 633 | member@angloms.co.za and claims@angloms.co.za

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