



ANGLOVAAL GROUP MEDICAL SCHEME

COMPLAINTS AND APPEALS PROCESS

The Rules of the Anglovaal Group Medical Scheme ("Scheme") allow members to lodge complaints or appeals. The first step would be to lodge your complaint with the Scheme's administrators, Discovery Health, by either: (a) calling on **0860 100 693**; or (b) sending an email to service@discovery.co.za; or (c) by post to PO Box 652509, Benmore, 2010.

If no satisfactory response is received, the complaint may be escalated to the Principal Officer (PO Box 652509, Benmore 2010), who may refer it to either the Board of Trustees or an Independent Disputes Committee.

If no satisfactory outcome is achieved, you can lodge your complaint with the Council for Medical Schemes (CMS), which oversees all medical schemes and will treat each individual case on its merit.

Complaints can be submitted to the CMS, by any reasonable means such as a letter, fax, email or in person. The relevant contact details are as follows:

Fax: 086 673 2466

Email: complaints@medicalschemes.com

Postal address: Private Bag X34, Hatfield 0028

Physical address: Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157

Website: www.medicalschemes.co.za