



**CIRCULAR**

Reference: CMS online again  
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## **Circular 11 of 2015: CMS online again after emails delayed**

Dear CMS Stakeholder,

We apologise for the delayed responses to your emails over the past two days. Unfortunately our email server malfunctioned causing the delay. We wish to inform you that the email system has been fixed and is operating normally.

During the down time, a backup system was used to receive emails, however the Complaints Adjudications Unit was largely affected, leading to a backlog in responding to the incoming emails. This has also affected the timeous logging of new complaints. We are attending to the backlog and undertake to acknowledge and respond to all correspondence in due course.

We apologise for the inconvenience. Thank you for your understanding and patience.

**Jaap Kugel**  
**Chief Information Officer**  
**Council for Medical Schemes**

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