



CIRCULAR

Reference: CMS Customer Care number not functional  
Contact person: Susan Makolomane  
Tel: 012 431 0500  
Fax: 012 430 7644  
E-mail: [information@medicalschemes.com](mailto:information@medicalschemes.com)  
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Circular 1 of 2015: CMS Customer Care Centre number not functional

Dear CMS Stakeholders,

Your attention is drawn to a technical issue which has arisen with the Council for Medical Schemes (CMS) Smart Access number 0861123267 (0861 123 CMS), which directs callers to the CMS Customer Care Centre. This matter is receiving our urgent attention.

You are requested to phone the CMS main reception telephone number (012) 431 0500 until this matter is resolved. Upon calling this number, you will be directed to either the Customer Care Centre or the Department of your choice to assist with your queries.

We will notify all stakeholders once this situation is resolved.

We apologise for any inconvenience caused.

Kind Regards

A handwritten signature in black ink, appearing to read 'E. Conradie', is positioned above the typed name.

Dr Elsabé Conradie  
General Manager: Stakeholder Relations  
Council for Medical Schemes