



CIRCULAR

Reference : Consumer Protection Act
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Date : 4 July 2011

Circular 26 of 2011: Invitation to comment on Consumer Protection Act

The Office of the Registrar would like to invite all medical schemes, administrators, managed care organisations, healthcare brokers and broker organisations as well as members of medical schemes and the general public to make submissions on the Consumer Protection Act 68 of 2011.

The Consumer Protection Act applies to the medical schemes environment as well and affects the Council for Medical Schemes (CMS) and all of industry.

The CMS supports the objectives of the Consumer Protection Act and has embarked on a cooperative process with the Consumer Commission to align the provisions of the Medical Schemes Act 131 of 1998 with the Consumer Protection Act. This will necessitate medical schemes aligning their systems and processes with the Consumer Protection Act accordingly.

In order to facilitate a spirit of cooperation between the CMS and the Consumer Commission in achieving the objectives referred to above, the Registrar of Medical Schemes has met with the Consumer Commissioner and the following has been agreed:

- A steering committee will be established to develop an Industry Code of Conduct which will take into account requirements of the Consumer Protection Act.

- A Memorandum of Understanding will be concluded between the CMS and the Consumer Commission defining how interaction and cooperation between the two regulators will take place.
- The Minister of Trade and Industry will be approached for an interim exemption while compliance with the Consumer Protection Act is facilitated.

To ensure that the concerns which medical schemes, administrators, managed care organisations, brokers and any other stakeholders may have in complying with the legislation are properly addressed, the Registrar is inviting submissions from industry and other interested parties in relation to the Consumer Protection Act.

All submissions must reach the CMS by no later than close of business on Friday, 15 July 2011.



Dr Monwabisi Gantsho
Registrar & Chief Executive
Council for Medical Schemes