



CIRCULAR

Reference : Attendance of trustee training sessions
To : Boards of Trustees and Principal Officers of medical schemes
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Circular 43 of 2011: Trustees must show up or pay up

The Council for Medical Schemes (CMS), regulator of medical schemes in South Africa, has presented several training sessions for trustees over the past few years with great success, receiving positive feedback and fostering good relations between ourselves and industry.

These trustee training sessions have always been done at no cost to those attending.

But we have noted with concern that certain medical schemes register delegates to attend such sessions and then fail to make an appearance – or to cancel their registration in good time.

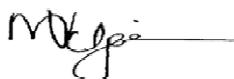
Such behaviour gives rise to the adverse consequence of the CMS having to fund the expenses for those participants who fail to attend. The fact that the wasted expenditure is funded from levy monies, gives further cause for concern.

Trustees and Principal Officers of medical schemes are accordingly called upon to ensure that:

- participants honour these engagements; and
- they give notice of at least five (5) working days in the event of them no longer being able to attend.

In order to optimise our services and to ensure that effective trustee training continues to be facilitated, the CMS will have no choice but to consider alternative cost recovery methods where delegates fail to honour their RSVPs.

We look forward to strengthening our relations with trustees and Principal Officers.

A handwritten signature in black ink, appearing to read 'Milly Viljoen', with a horizontal line extending to the right.

Milly Viljoen
Manager: Training & Education
Council for Medical Schemes