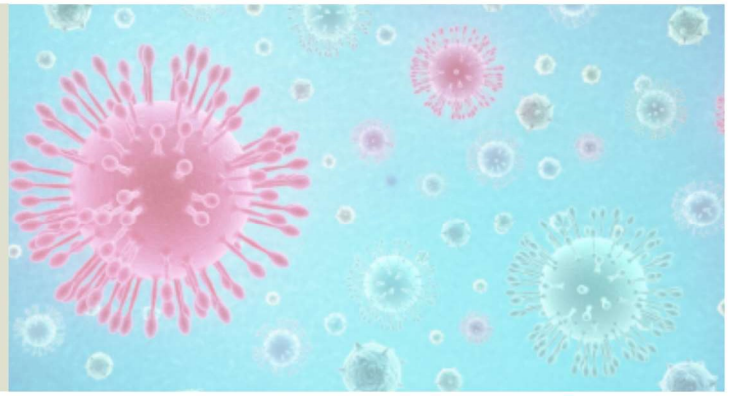




(COVID-19). CORONA VIRUS



Mediplus members

On Sunday, the 15th of March 2020, South African President Cyril Ramaphosa declared a national state of disaster in South Africa due to the COVID-19 pandemic. This state of disaster may last for three months if not extended or cancelled.

Following this declaration, Mediplus SA are implementing phases of an action plan which should enable the receiving, processing and reimbursement of claims to run smoothly during this period of uncertainty. We also hope to minimize employee exposure and risk to the Scheme.

According to the World Health Organization, one of the standard recommendations to prevent infection is to avoid close contact with possible infected people. In an effort to contain and delay the impact of the virus every person needs to protect themselves and fellow humans, whether at home, in the community, healthcare system, workplace or the transport system. Outbreaks of the virus may require restrictions and self-quarantine without prior warning.

In this first phase we request you to submit claims and queries electronically, rather than visiting our offices, to the following email addresses:

- Membership queries and applications: Membership@mediplussa.com
- General and claims queries: Clientrelations@mediplussa.com
- Submission of claims: Backoffice@mediplussa.com

Please download the Mediplus mobile application to have easy access to your membership profile, follow us on Facebook and register on our website to keep yourself updated with the latest information.

Mediplus team

Ricardo Palermo
CEO