

WHAT?

The Council for Medical Schemes (CMS) is a statutory body established in terms of the Medical Schemes Act 131 of 1998 to provide regulatory oversight to the medical scheme industry. The CMS' vision is to **promote vibrant and affordable healthcare cover for all.**

WHO?

The CMS governs the medical schemes industry and therefore your complaint should be related to your medical scheme. Any beneficiary or any person who is aggrieved with the conduct of a medical scheme can submit a complaint.
We are for you.

WHEN?

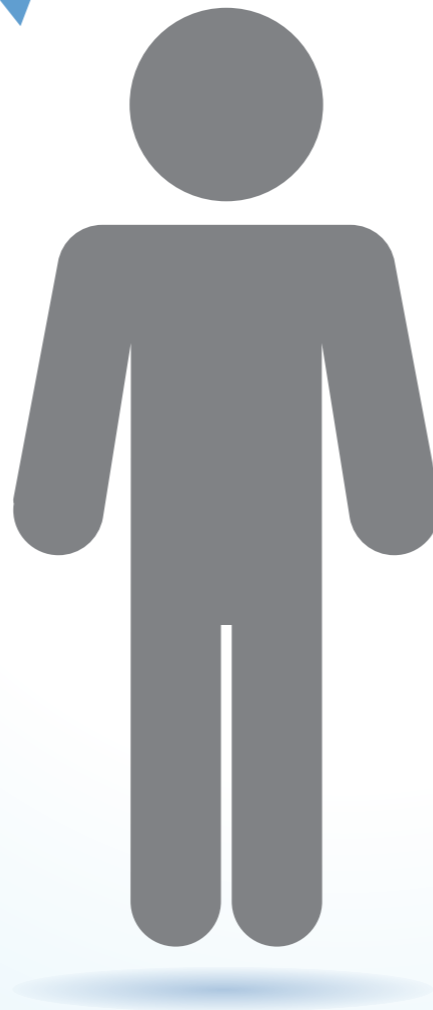
When you need us! The CMS protects and informs the public about their medical scheme rights and obligations, ensuring that complaints raised are handled appropriately and speedily.
We are for health.

HOW?

Complaints against your medical scheme can be submitted by letter, fax, e-mail or in person at our Offices from Mondays to Fridays (08:00-17:00). The complaint form is available from www.medicalschemes.com. The CMS also provides telephonic advice and personal consultations, when necessary.

WHY?

It is our mission to regulate the medical schemes industry in a fair and transparent manner.
We are for life.



WHERE?

At our Customer Care Centre: **0861 123 267**
On our Website: www.medicalschemes.com
At our Address:
Block A, Eco Glades 2 Office Park
420 Witch-Hazel Avenue
Eco Park, Centurion

The Council for Medical Schemes

For you. For health. For life.

