SAMWUMED
Real Heritage. Real People. Real Health Care.

Dear Valued Member,

30 October 2026

Re: SAMWUMED Members' suspension and re instatement matter.

SAMWUMED understands the importance of having medical aid to ensure our members and their families at Emakhazeni Local Municipality, are covered in the event of needing comprehensive medical care. We are also committed to fairness, accountability and transparency to our members and promote the highest level of professional and ethical behaviour, in line with our Scheme Rules.

It has recently been brought to our attention that there is information being circulated from Emakhazeni Local Municipality, citing that the Scheme has failed to honour its commitment to its members and members being encouraged to move to another medical scheme. This information is misleading and incorrect.

The occurrences that resulted in members being suspended and subsequently being reinstated, was as a result of contributions not being paid by the Municipality within the required time and has been communicated with the Municipal Manager. The Scheme is arranging discussions with the Emakhazeni Executive Management, to assist in resolving and correcting the discrepancies from the Municipality side, including agreed repayment arrangements, to ensure that our members are not negatively impacted.

As a medical aid provider and your Scheme of choice, we remain committed to you as our valuable members and want to ensure you continue enjoying your medical aid benefits.

Should members have any queries relating to their membership status or contributions, please contact the Scheme on Whatsapp 060 019 3547 or phone 0860 104 117.

Sincerely

Francina Mosoeu

SAMWUMED Principal Officer

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