

Dear valued member,

2020 has been a challenging year for all South Africans. As a Scheme, we have not been immune to this and have been adjusting and adapting to the new normal while still ensuring effective and efficient service delivery to all our members and their families.

Each year, the Scheme invites and encourage members to review their healthcare and financial needs and take the opportunity to exercise their right to change their option for the following year. This year however, the option selection period has been delayed due to consultations with stakeholders in order to ensure that members get the most out of their benefits in 2021.

The Scheme will therefore communicate the date for the option selection period to members as soon as consultations with stakeholders have been concluded.

We apologise for any inconvenience caused in this regard.

Yours in health

GEMS Member Service and Experience