

# 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.**

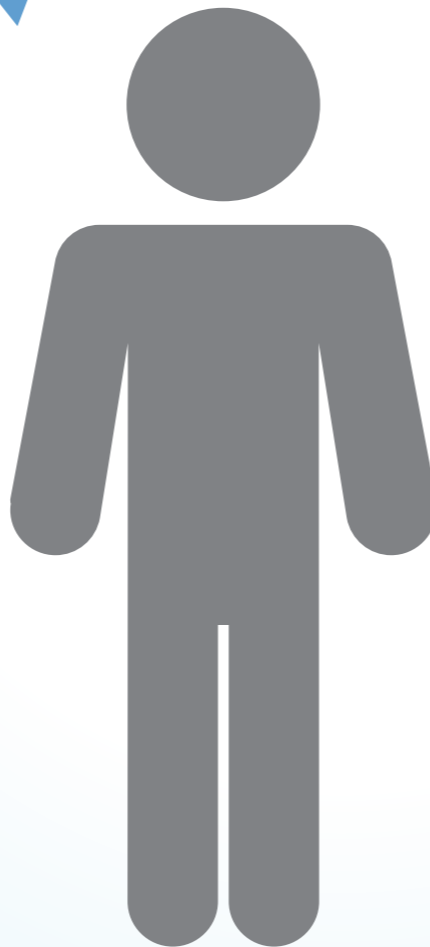
# HOW?

**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](http://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](http://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.**

