



2008

**MINUTES OF THE 85TH ANNUAL GENERAL MEETING
HELD ON 23 JULY 2008**

**MINUTES OF THE 85TH ANNUAL GENERAL MEETING OF TELEMED MEDICAL SCHEME
HELD AT TELEMED HEAD OFFICE, 4 THIRD STREET, MARLANDS, GERMISTON
ON WEDNESDAY, 23 JULY 2008 AT 16:00**

1. PRESENT

1.1 Trustees

BA Bets - *Acting Chairman*
JJ Bezuidenhout
GF Dempsey
L Louw
N Potgieter
M Raath
F Vian
A Minnaar
DF Fredericks

M Laubscher - *Secretary*

Management

L La Grange - *CEO*
G Britton
T Du Toit
S La Grange
R Olivier
V Premnand
M Smit
M Tsiane

Individual members

PJ Grobler
M Morris
NRO Grimbeek
EJ van der Watt
O Truter
D Hurrel
P Greyvenstein
F Conradie
R Coetzee - *Representative: Audit Committee*

Apologies

J Prinsloo - *PricewaterhouseCoopers*
K Scheepers - *Chairman: Audit Committee*

1.2 Opening and welcome

The Acting Chairman, Mr B Bets, welcomed everyone present to the 85th Annual General Meeting of TeleMed and extended a special welcome to Mr Rabie Coetzee as the representative for the Audit Committee.

Mr Bets introduced Mr Leon La Grange to the members as the new Chief Executive Officer of TeleMed. Mr La Grange gave a brief summary of his vision for TeleMed and introduced the new management team.

1.3 Constitution

Mr Ben Bets explained that the AGM meeting had been rescheduled to a later date owing to delays in finalising the financial statements. Although in contravention of the Rules, the members condoned and accepted the postponement of the meeting because of the reasons stipulated. In terms of Rule 26.1.3, attendance by 15 members at an Annual General Meeting constitutes a quorum. As the number of members present exceeded 15, the Acting Chairman declared the meeting properly constituted. The agenda was duly read and accepted.

1.4 New mission and vision statement

A video clip of TeleMed's new mission and vision statements was screened.

2. MINUTES OF THE 84th ANNUAL GENERAL MEETING HELD ON 19 JULY 2007

The minutes of the 84th Annual General Meeting held on 19 July 2007, distributed prior to the meeting, were accepted as read and approved.

3. MATTERS ARISING FROM THE PREVIOUS MINUTES

The following was noted in respect of the meeting held on 19 July 2007:

3.1 Outstanding account at pharmacy – Mr E van der Watt

The complaint was handled by Monica Smit and satisfactorily resolved.

3.2 Saving accounts

The Board, in conjunction with Management, investigated the matter and it was satisfactorily resolved.

3.3 Query escalation process

It was agreed that the query escalation process required further improvement. The CEO assured members that this would receive priority.

3.4 Increase in subscriptions

This was dealt with satisfactorily.

3.5 Late payment of accounts

The matter was handled and dealt with satisfactorily.

4. REPORT OF THE BOARD OF TRUSTEES FOR THE YEAR ENDED 31 DECEMBER 2007

The Report of the Board of Trustees, circulated with the financial statements, was accepted. The Acting Chairman read a letter from a member expressing concern about the solvency of the Scheme. He assured those present that TeleMed is financially sound and that the stability and longevity of the Scheme was closely and consistently scrutinised by the Board, the Audit Committee and the Council for Medical Schemes. Mr Rabie Coetzee, in his capacity as an independent member serving on the Audit Committee, concurred with the statements made by the Acting Chairman.

5. ADOPTION OF THE SUMMARISED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2007

The financial statements were approved.

6. APPOINTMENT OF AUDITORS

PricewaterhouseCoopers was reappointed as the auditors for TeleMed for 2009. The Board will review the appointment during 2009.

7. DISPUTE COMMITTEE

The meeting re-elected Esmé Prins, Charles Harebottle and Monty Morris to serve a further two year term.

8. ANNOUNCEMENT OF NEWLY ELECTED BOARD OF TRUSTEE MEMBERS

The Acting Chairman explained that only two valid nominations had been received for the two vacancies on the Board of Trustees. As a result, Frank Dempsey and Neville Potgieter had been re-elected to serve a further three year term.

9. OTHER MATTERS

There were no other matters for discussion.

10. GENERAL

10.1 Escalations

Members were unsure of whom to contact when trying to resolve specific issues. The CEO undertook to address these and other concerns raised relating to the query escalation process.

10.2 Gold Select

Complaints had been received regarding the handling of the Gold Select initiative. Members felt that they had not received adequate information about the proposed changes. It was agreed that the availability of healthcare providers in small towns was problematic and this was being addressed by management.

11. ADJOURNMENT

Mr Frank Dempsey thanked the Acting Chairman, Mr Ben Bets, for his dedication to TeleMed during a particularly challenging period. He also thanked Mr Leon La Grange and wished him well in his new position as CEO. The Acting Chairman conveyed his appreciation to the trustees and management for their consistent support and valuable service.

There being no further business to discuss, the meeting adjourned at approximately 17:00.



BA BETS
CHAIRMAN