



Rand Mutual - Since 1894

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Reg. No. 2012/190552/07

10 January 2017

Dear Healthcare Provider

RMA system enhancements

Rand Mutual (RMA) is pleased to inform you of several enhancements to its MSP Portal that we believe will give you a better user experience.

The new developments, which will go live on Thursday, 12 January 2017, will ensure enhanced efficiencies, better turnaround times and improved communications.

While we have worked tirelessly on the back end to ensure that these enhancements add value to your online experience with RMA, you will notice only subtle changes on the front-end of the MSP Portal. Please find attached a help guide that will assist you with any queries you may have when first using the updated system.

The enhancements demonstrate RMA's commitment towards achieving service excellence.

For further queries in this regard, please contact us on 0860 222 132 or contactcentre@randmutual.co.za.

Yours sincerely,

RMA Medical Department

**RAND MUTUAL
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5 Park Lane, Parkside,
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Centre de la Vie
5th Floor, Suite 505
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Die Heuwel, eMalaheni

Johannesburg Branch
23 Wellington Road, Parktown

Klerksdorp Branch
Ground Floor, Sanlam Building,
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TEBA Office, 226 Moshoeshoe Road,
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Mthatha Office - Eastern Cape
TEBA Office, 9 York Road,
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Pretoria Branch
Podium at Menlyn, 3rd Floor,
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Rustenburg Branch
Montana Park Building,
Cnr Loop and Van Alphen streets
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Welkom Branch
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Rand Mutual Admin Services (Pty) Ltd in an authorised Financial Services Provider, FSP No. 46113, and is the appointed FSP and intermediary for The Rand Mutual Assurance Company Limited and RMA Life.