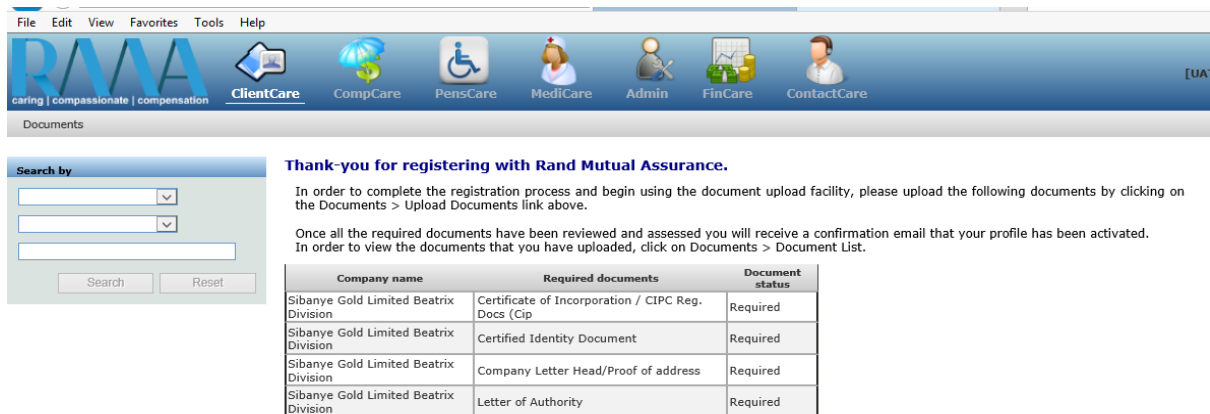


A step-by-step guide to loading your claims documentation on C-Filing

1. NEWLY REGISTERED USERS

Step 1:

Once logged in, the below screen will appear requesting the user to upload the required documents as per Figure 1 below.



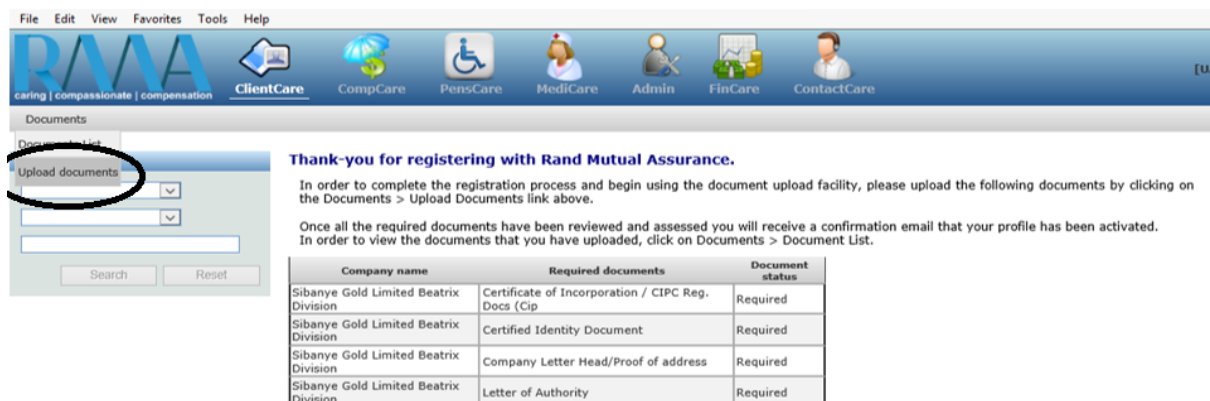
The screenshot shows the RMA web application interface. The top navigation bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this is a blue header with the RMA logo and navigation icons for ClientCare, CompCare, PensCare, MediCare, Admin, FinCare, and ContactCare. The main content area is titled 'Documents' and contains a search box on the left and a central message area. The message area includes a 'Thank-you for registering with Rand Mutual Assurance.' notice and a table of required documents.

Company name	Required documents	Document status
Sibanye Gold Limited Beatrix Division	Certificate of Incorporation / CIPC Reg. Docs (Cip)	Required
Sibanye Gold Limited Beatrix Division	Certified Identity Document	Required
Sibanye Gold Limited Beatrix Division	Company Letter Head/Proof of address	Required
Sibanye Gold Limited Beatrix Division	Letter of Authority	Required

Figure 1

Step 2:

Hover your mouse over the Documents menu, then click on "upload documents" as per Figure 2 below.



The screenshot shows the RMA web application interface with the 'Documents' menu open. The 'Upload documents' option is highlighted with a black circle. The rest of the interface, including the search box and the table of required documents, is identical to Figure 1.

Company name	Required documents	Document status
Sibanye Gold Limited Beatrix Division	Certificate of Incorporation / CIPC Reg. Docs (Cip)	Required
Sibanye Gold Limited Beatrix Division	Certified Identity Document	Required
Sibanye Gold Limited Beatrix Division	Company Letter Head/Proof of address	Required
Sibanye Gold Limited Beatrix Division	Letter of Authority	Required

Figure 2

Step 3:

Once you have clicked on “upload documents” as per Step 2, the screen below will appear. Capture the relevant details and attach the document as per the document type. Refer to Figure 3 below.

RMA - Upload And Index Document -- Webpage Dialog
×

Document Details

Document Category:

Document Type:

Member Number:

Member Name:

CF Registration Number:

Contact Person Name:

Date of Signature:

Fax Number:

Cell Number:

Telephone Number:

Tracking Number:

Year Of Concern: *

Box Number:

Date Received: *

File to Upload:

File loaded successfully, click on the Submit button to complete the process.

Disclaimer: By clicking the submit button you understand and agree that the information captured and document uploaded does not guarantee payment of a medical invoice. Rand Mutual Assurance does not take responsibility for incorrect submissions and by utilising this facility you take full responsibility for loading any incorrect information or documents. Erroneous information and/or incorrectly loaded documents will lead to a rejection of your invoice. Unauthorised attempts to upload and/or change information on the MSP portal are strictly prohibited and are subject to prosecution under the Electronic Communications and Transactions Act of 2002.

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Figure 3

Step 4:

After uploading the required document, click on submit and a "file successfully loaded" message will appear as per Figure 4 below.

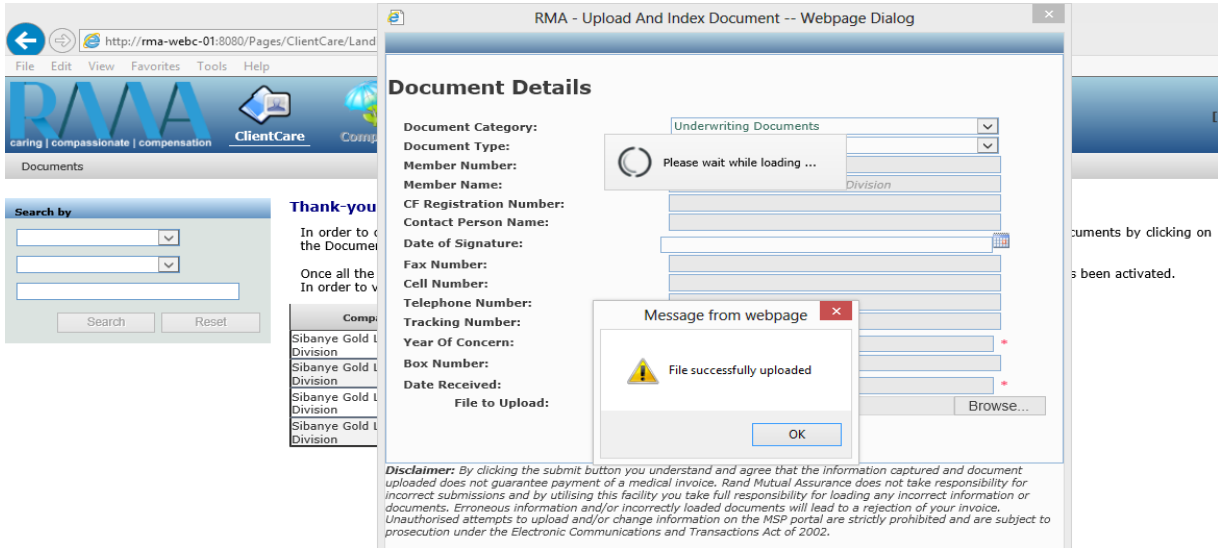


Figure 4

Step 5:

Once a document is uploaded and has been submitted successfully, the status will appear as per Figure 5.

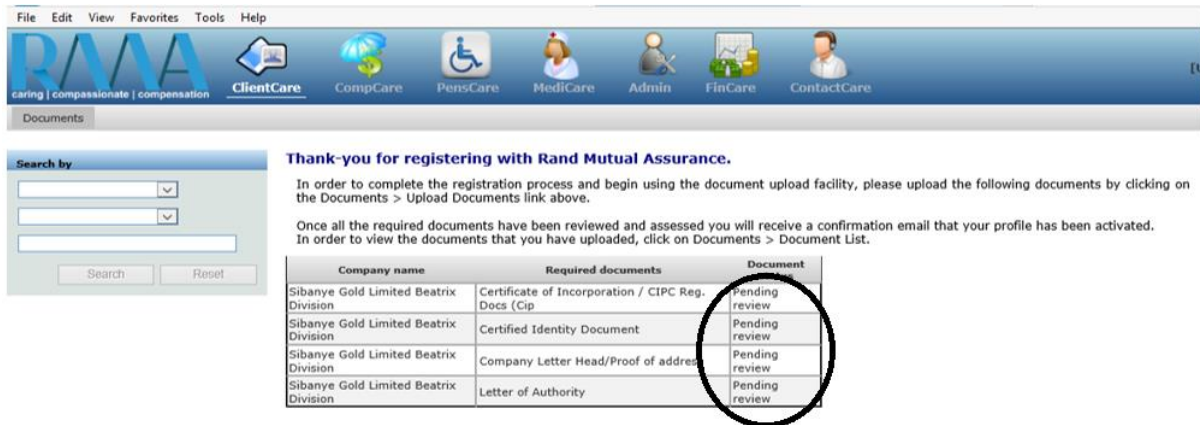
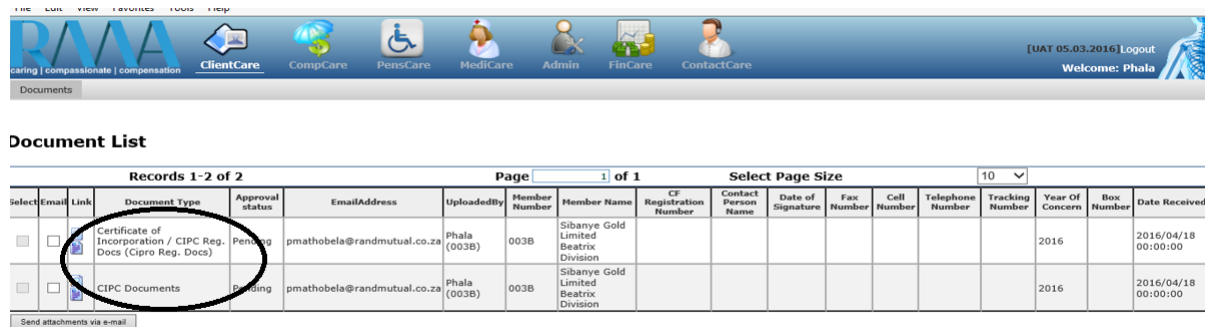


Figure 5



Step 6:

To view all documents submitted, hover your mouse over “documents” and select “document list” as per Figure 6. A list of all successfully uploaded documents will appear.



Documents

Records 1-2 of 2 Page 1 of 1 Select Page Size 10

Select	Email	Link	Document Type	Approval status	EmailAddress	UploadedBy	Member Number	Member Name	CF Registration Number	Contact Person Name	Date of Signature	Fax Number	Cell Number	Telephone Number	Tracking Number	Year Of Concern	Box Number	Date Received
<input type="checkbox"/>			Certificate of Incorporation / CIPC Reg. Docs (Cipro Reg. Docs)	Pending	pmathobela@randmutual.co.za	Phala (003B)	003B	Sibanye Gold Limited Beatrice Division								2016		2016/04/18 00:00:00
<input type="checkbox"/>			CIPC Documents	Pending	pmathobela@randmutual.co.za	Phala (003B)	003B	Sibanye Gold Limited Beatrice Division								2016		2016/04/18 00:00:00

Send attachments via e-mail

Figure 6

Step 7:

A confirmation email will be sent to the user once RMA has vetted the required documents and activated the user. Example attached

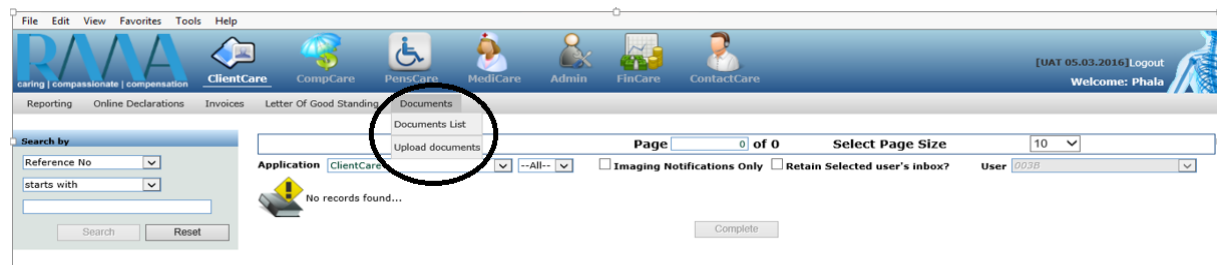


UAT 05 03 2016 -
Online activation su

2. EXISTING C-FILING USERS

All existing C-filing users will have an “upload documents” functionality appearing on the menu tab. To upload documents or to view a list of uploaded documents, the above process applies.

1. To upload documents: *Documents tab->upload documents->Fill required information->Submit*
2. To view uploaded documents: *Documents tab->documents list (see below).*



File Edit View Favorites Tools Help

RMA caring | compassionate | compensation

ClientCare CompCare PensCare MediCare Admin FinCare ContactCare

Reporting Online Declarations Invoices Letter Of Good Standing Documents Documents List Upload documents

Search by Reference No starts with Application ClientCare --All-- Imaging Notifications Only Retain Selected user's inbox? User 003B

Page 0 of 0 Select Page Size 10

No records found... Complete