



Caring | Compassionate | Compensation

Reg. No. 1899/000876/06

5 May 2016

Dear valued Employer

## Uploading of documents online

Rand Mutual Assurance (RMA) is pleased to inform you of a new document upload solution that allows for enhanced efficiencies and will better streamline documents sent to RMA, resulting in quicker turnaround times.

The new document upload functionality is available on C-Filing, RMA's online claims and earnings management solution, and is quick and easy to use. Please refer to the attached guides with steps on how to upload documents using this solution for either claims or Return of Earnings (ROEs) respectively. It is important to note that the RMA system supports Internet Explorer (IE) version 7 upwards. Other browsers such as Firefox, Safari and Opera are not supported by, or compatible with, our system.

Documents to be uploaded include any documents required by RMA in support of your claim. To optimise the functionality, users should upload one document at a time, for example the Final Medical Report only. Users should not try to upload multiple documents simultaneously, for example the First Medical Report and the Progress Medical Report together.

By utilising this functionality users take full responsibility for the submission of documentation.

We strongly urge all employers to use this new functionality to ensure an optimisation of the document management process, and ultimately a better service.

Should you opt not to use the new service you may continue to email your documents to [RMAScannings@randmutual.co.za](mailto:RMAScannings@randmutual.co.za). However, please note that this option has a slower response time. As all communication is directed through our Contact Centre you will not always receive any direct communication from the [RMAScannings@randmutual.co.za](mailto:RMAScannings@randmutual.co.za) email box. Should you wish to do a follow up on submitted documents, we request that you please do so through the Contact Centre.

To ensure that documentation uploaded is processed without undue delays, kindly ensure that all documents uploaded contain the following critical information:

## THE RAND MUTUAL ASSURANCE COMPANY LIMITED

BDO Building, 1st Floor,  
22 Wellington Road, Parktown, 2193  
PO Box 61413, Marshalltown, 2107

Tel: 0860 222 132

Fax: 0860 222 203

[contactcentre@randmutual.co.za](mailto:contactcentre@randmutual.co.za)

[www.randmutual.co.za](http://www.randmutual.co.za)

Fraud Line: 0800 21 22 56  
(Outside SA) +27 31 571 5743

### Carletonville Branch

Terenure Building, 124 Kaolin Street  
Carletonville,  
Fax: 018 788 1917

### Durban Branch

Mayfair on the Lake, 3rd Floor,  
5 Park Lane, Parkside,  
Umhlanga Ridge,  
Fax: 031 536 3700

### eMalaheni Branch

Centre de la Vie  
5<sup>th</sup> Floor, Suite 505  
Crn Beatty Ave and Woltemade Str  
Die Heuwel, eMalaheni  
Fax: 013 653 9859

### Johannesburg Branch

23 Wellington Road, Parktown

### Klerksdorp Branch

Ground Floor, Sanlam Building,  
29 President Kruger Street  
Klerksdorp,  
Fax: 086 637 2394

### Maseru Office - Lesotho

TEBA Office, 226 Moshoeshoe Road,  
Industrial Area, Maseru  
Tel: 00266 22 314 897 x 127

### Mthatha Office - Eastern Cape

TEBA Office, 9 York Road,  
Mthatha  
Fax: 047 531 3520

### Pretoria Branch

Podium at Menlyn, 3rd Floor,  
43 Ingersol Road,  
Cnr Lois and Atterbury roads,  
Menlyn, Pretoria  
Fax: 012 471 4315

### Rustenburg Branch

Montana Park Building,  
Cnr Loop and Van Alphen streets  
Rustenburg,  
Fax: 014 594 9223

### Welkom Branch

Stateway Chambers, 2<sup>nd</sup> Floor  
329 Stateway Road, Welkom  
Fax: 086 627 3419

### Xai-Xai Office - Mozambique

TEBA Office, Bairro 6, CoCa Missava,  
Recinto da Wenala  
Casa #3, Xai-Xai  
Tel: 00258 282 6990,  
Fax: 00258 282 6990

### Directors:

Prof TV Maphai (Chairman),  
D Motsepe (Deputy Chairman),  
JPL Bezuidenhout, JS Gardner,  
AJ van Vuuren, R Naidoo, A Letshele,  
Dr JP Steele, M Pillay, H Masondo,  
MP Lynam, DB O'Brien, HJ Schalekamp,  
B Adam, B Singh (Chief Executive Officer)

### Alternate Directors:

PJW Buys, S Motloutng, HM Perry, Dr M Mentz

### Company Secretary:

K Linstrom



- Claim number
- Practice number in respect of medical reports

**Several RMA email boxes to be closed:**

As a result of the above, several email boxes, currently used for document submissions, will be closed in order to better manage these documents. The affected mailboxes (listed in the attached document) will remain open for a limited period and will be permanently closed as from 21 May 2016. Please be advised that during this period, these mail boxes will not be manned and will have an auto reply to this effect, directing you to the [RMAscannings@randmutual.co.za](mailto:RMAscannings@randmutual.co.za) email address.

We thank you for your co-operation and in partnering with us on the above so that we may be able to offer you an enhanced service.

Yours sincerely,

**RMA Records Management Department**

