

RMA

Rand Mutual - Since 1894
Caring | Compassionate | Compensation

Connect



Mining

December 2016 Issue 4



FESTIVE WISHES

➤ 2017 Policy
Renewal Period

Improving Our
Service to you

Disability Rights
Awareness Month



Happy Holidays!



Festive Wishes



I would like to take this opportunity to say thank you for your ongoing support during 2016 and for entrusting us to take care of your compensation needs.

As we wrap up the year, we take time to reflect on the highs and lows of the year that has past. The key theme this year was service, having started the year with some service challenges, particularly in our Contact Centre. We took a critical look at these challenges and placed much time, effort and resources into addressing these. I am pleased to report that great improvements have been experienced with a high level overview of these advances discussed on page 4. In addition, there were enhancements to our IT system that improved up time and response times. We also moved our system into the cloud, allowing for better scalability and flexibility.

This year we brought on board Nomfundo Mcilongo as the General Manager for Sales and Marketing. She is currently developing a number of exciting value-added products, which will be available in 2017. She has also set up a team of sales and service consultants as an additional service arm to you, our valued client.

A true highlight of the year was the opening of our 122-bed Rand Mutual Care Facility in Welkom. This was opened by the Minister of Labour, Hon. Mildred Oliphant, in April. This facility demonstrates our commitment to offering our beneficiaries the best care possible, and to delivering on our promise of Caring, Compassionate Compensation.

I would like to wish you and your families a joyous, peaceful and restful festive season. If you are travelling, please drive safely. We at RMA look forward to continuing to be of service to you into 2017.

Jay Singh
Chief Executive Officer



2017 Policy Renewal Period

The policy renewal period is already upon us. Here are some important dates to remember. We appeal for your assistance to adhering to these dates to ensure a smooth process over this period.



1. 2017 Premium Invoices

Date invoices issued and sent by RMA

6 – 8 December 2016

Sent by email, but also available for download on C-Filing



2. Earnings Declarations

Earnings declaration deadline with actual payroll costs for 2016

31 January 2017

Is there a difference between estimated earnings and actuals?
An adjustment is made to the premium.



3. Letters of Good Standing

- Invoice received?
- Earnings declared?
- Payment made to RMA?

Letter of Good Standing (LOGS) issued by RMA

Sent by email, but also available for download on C-Filing.

(Please note your current LOGS only expires end January 2017.)

Improving our service to you



RMA is committed to being a customer-centric organisation and we have thus embarked on several initiatives to ensure that we deliver on this commitment to you.

We know that earlier this year we experienced some challenges at our Contact Centre due to high volumes related to the annual renewals period, and we have taken numerous steps to address this.

1. Improvements in the Contact Centre



56%

Improvement in service levels at the Contact Centre over the period, April – November 2016.

Key highlights from July to November 2016 include:



Average service levels:
90.22%



Abandonment rate:
4.37%



Average speed of answer:
34 seconds

“This has been a great team effort and our clients come out winners at the end of the day with the greater efficiencies and improved service levels,” says General Manager Claims, Ernest Hadzhi



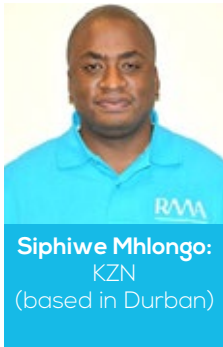
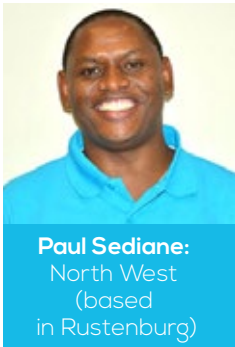
2. Introducing Sales Consultants and Stakeholder Liaison Officers



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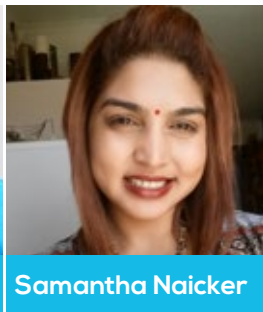
The number of Sales Consultants and Stakeholder Liaison Officers appointed to support you.

Sales Consultants



We will soon add Sales Consultants in Limpopo, the Eastern and Western Cape and the Free State. They are available to RMA clients for both service requests, and most importantly are there to assist you find solutions that'll ensure you and your employees are fully protected.

Stakeholder Liaison Officers



RMA offers workshops and training to you, our clients, your employees and associated unions on request. This area will also be expanding soon to ensure that we reach all corners of South Africa where our clients are based.

3. Client Service Centres



We also understand that some of our clients prefer walk-in services. For this reason, we are adding to our physical presence nationally. We have opened a Cape Town office and will open an office in Port Elizabeth and another in Bloemfontein in the first quarter of 2017.

Cape Town office:
Century City Business Centre
No1. Bridgeway Road
Bridgeways Precinct,
Century City

Our service team continues to grow and we expect to cover all the South African business nodes with this growth.

Caring in Action: Disability Rights Awareness Month

As South Africa commemorated National Disability Rights Awareness Month between 3 November and 3 December, ending with International Day of Persons with

Disabilities on 3 December, RMA held true to its promise of Caring, Compassionate Compensation in three separate events that showcase care in action.

The theme of this year's Disability Rights Awareness Month (DRAM) is: "Persons with disabilities – Equal participants in shaping a sustainable future".



Young amputee, Ubuko Mpotulo, is overjoyed as he receives a gold medal for courage from gold medal Paralympian and 10 times Boston Marathon winner, Ernst van Dyk. They are joined here by Eastern Cape Premier, the Hon. Phumulo Masualle.



Sport-loving Ubuko shows off his soccer skills on his new legs against Paralympian, Ernst van Dyk.

RMA Care in Action 1 – RMA sponsors legs for sporty boy

RMA handed over prosthetic legs for eight-year-old boy, Ubuko Mpotulo, at a breakfast session at the Frere Hospital in East London with VIP guests in attendance, including the Premier of the Eastern Cape, Hon. Phumulo Masualle, the Eastern Cape Health MEC, Phumza Dyantyi, and RMA clients from the East London area.

At a very young age Ubuko had to have his legs amputated following health complications, but he has never let this hold him back.

"A few months ago, Ubuko came to RMA's attention when his grade one teacher, Janey Stevens of College Street Primary School in East London, sent out a heartfelt plea for sponsorship of prosthetic legs for this young man to RMA's prosthetic partner, Marissa Nel," says Nomfundo Mcilongo, General Manager: Sales & Marketing.

"Ubuko has been using basic prosthetic limbs to enable him to be mobile. This high-spirited little boy made the best of his existing prosthesis, but most certainly fitting prosthetic limbs more appropriate to his activity level will enable him to participate in physical activities with his friends."

The new prosthetic legs were specially built for him by Marissa Nel & Associates and were fitted with Vari-Flex Junior feet that are specially made for children, and particularly those who require the additional energy response.

The prosthetic legs were presented to Ubuko by none other than South African Paralympic medallist Ernst van Dyk during a special ceremony at the East London Health Resource Centre.

"We don't want anything to stand in Ubuko's way of being the best he can possibly be. We believe that his positive attitude and determination will take him far in life, and it is our privilege to be able to sponsor his prosthetics from RMA. As a company that is both caring and compassionate, RMA believes in giving

hope to people. Anybody can be a winner, no matter what obstacles they have had to overcome – so is the triumph of the human spirit, that anything is possible," says Mcilongo.

"We hope he will be inspired by Ernst to pursue sport professionally, as he has certainly demonstrated a passion and talent for sport. No matter what path Ubuko chooses with his new legs, we are confident that he will go on to make a significant contribution to this country and will continue to be an inspiration to all who know him," she concluded.

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RMA Care in Action 2 – Four beneficiaries receive new prosthesis at workshop



Four beneficiaries benefited from the prosthetics made during the prosthetic workshop. The team are (back row, from the left) Icelandic prosthetist and orthoptist, Professor Anton Johannesson; Paralympian, Ernst van Dyk; RMA pensioner, Willem Bekker; RMA's prosthetics partner, Marissa Nel; and General Manager: Medical from RMA, Dr. Deodat Kritzinger. (Front, from the left) prosthetic beneficiaries Johanna Hadzhi, Olympia Phara and Harry Liebenberg.

On 22 November, RMA hosted an advanced prosthetics techniques workshop at its Rand Mutual Care Facility in Welkom, bringing together experts in rehabilitative care for people with physical disabilities.

"We were proud to host Icelandic prosthetist and orthoptist, Professor Anton Johannesson, who shared some of his considerable knowledge and techniques, which will have far-reaching benefits in terms of extending improved quality of life to many individuals, for years to come," says Dr Deodat Kritzinger, General Manager: Medical.

"These techniques, which emphasise the need for rehabilitation immediately after an amputation, help patients to get mobile more quickly after their amputation. This has both psychological benefits for the individual, as well as physical benefits as the likelihood of developing certain co-morbidities that often arise after amputation are also reduced.

Prostheses made and fitted using the techniques demonstrated by Prof Johannesson were then presented to four people at the close of the workshop. Beneficiaries include RMA pensioners. DrKritzingeradds:"Itisourcherishedhope

that the insights shared at the workshop will help to speed up the rehabilitation process so that individuals can recover more quickly after amputation. We believe therefore that these techniques will help us to better fulfill our promise of caring, compassionate compensation."

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Icelandic prosthetist and orthoptist, Professor Anton Johannesson, shared some of his knowledge and techniques for prosthetics at a specialised workshop hosted at the Rand Mutual Care Facility in Welkom. The new techniques emphasise the need for rehabilitation immediately after an amputation. Here he demonstrates on RMA pensioner, Willem Bekker.

RMA Care in Action 3 – Amari School Children



RMA Events Co-ordinator, Mmapula Ntshudisane, hands over one of the Santa Shoeboxes donated by RMA staff to a delighted Amari school pupil at the Rand Mutual Care Facility in Welkom.



Gold medal Paralympian, Ernst van Dyk, assisted by Stephen Chaotsane from Marissa Nel & Associates, donate their time to fixing the wheelchairs of six pupils of the Amari School for children with intellectual and physical disabilities.

Six children from the Amari School, a school for children with intellectual and physical disabilities, had their wheelchairs mended and maintained at the Rand Mutual Care Facility in Welkom. The school caters for children from the Welkom and surrounding community and currently has 226 children.

The delighted children were treated to Santa Shoeboxes donated by RMA staff while their wheelchairs were being mended by gold medal Paralympian, Ernst van Dyk, together with staff from Marissa Nel & Associates.