



UPDATE ON MEDICAL AID INTEGRATION

Dear Colleagues,

The transition from Remedi Medical Scheme to either Bonitas Medical Fund or Discovery Health Medical Scheme is well underway for legacy Distell employees within HEINEKEN Beverages South Africa (“HBSA”, or “the Company”).

To access a copy of the previous communications issued on this topic, click on the links: [medical aid integration update](#) and [medical aid integration - what you need to know](#).

As a reminder, you will need to select an option on Bonitas Medical Fund (Bonitas) or Discovery Health Medical Scheme (Discovery) for the 2024 benefit year. You will until 13 December 2023 to make your medical scheme and option selection. You and your dependents on Remedi will be moved to the medical scheme and option you select with **no waiting periods or late joiner penalties**. Your new membership will commence on 1 January 2024.

The transition to Bonitas and Discovery was necessary due to Remedi being a closed medical aid scheme. The Company had the option to remain with Remedi, but on the condition that HBSA move all its employees to Remedi, as partial employee membership to Remedi was not accepted by the Remedi Board. This would have significantly limited employee flexibility and choice, as legacy HEINEKEN South Africa employees already had the option to belong to either Discovery or Bonitas. Combined, Discovery and Bonitas have over 30 option plans to choose from, whereas Remedi only has 3 options to choose from.

Therefore, the option of having Remedi as a third medical aid scheme available to employees, was not possible. Bonitas and Discovery were selected after a thorough exploration of various alternatives and taking into account that HBSA already offers Bonitas and Discovery to their employees. Therefore, you will no longer be able to remain on Remedi from 1 January 2024 and the Remedi membership will be terminated automatically on 31 December 2023. Please carefully consider your new options and **make your selection by 13 December 2023**.

All qualifying legacy Distell employees and pensioners who either qualify for or currently receive a PRMA subsidy will continue to qualify for or receive the PRMA subsidy following the change. However, please bear in mind that the subsidy had to be redefined, as a result of the introduction of Bonitas and Discovery Health Medical Scheme, with effect 1 January 2024. You may refer to the communication with the subject **Message from Heineken: Post-retirement medical aid subsidy update** sent on 23 October 2023 for more information on the subsidy changes.

You can get assistance in various ways to finalise your medical aid and option selections:

1. Attend a webinar – [click here](#) to book a spot on a Teams webinar hosted by the different medical schemes.
2. Attend an onsite session – [click here](#) to see when Alexforbes and the medical schemes will be on site for information sharing and in-person consultations. *The list will be updated soon to include more sessions – please revisit this link in future.* For the **pensioners sessions** - [click here](#).
3. Book a 20 minute virtual consultation with an Alexforbes consultant – *time slots will be activated in due course – please return soonest* and [click here](#) for the dates and times to book, once available.
4. Use the [website](#) to get more information including plan comparisons, calculators, brochures, communication, network lists and more - <https://health.alexforbes.com/heineken/>.
5. E-mail heineken@alexforbes.com with any additional questions

Remember to come prepared to the individual sessions with information about your unique health requirements, including chronic conditions, medication and dependents.

Making your selection:

There are no forms to complete as we will use your current information from Remedi to complete the application process with your new medical scheme:

- **Step 1:** Log onto <https://health.alexforbes.com/heineken/>.
- **Step 2:** Go to the **making your selection** tab.
- **Step 3:** Logon using your ID or passport number as your username and password **HBSA2023**.
- **Step 4:** Your personal information and Remedi information will reflect, please check that it is correct and make changes to contact details that have changed. You cannot change dependants here - please e-mail heineken@alexforbes.com should you wish to make changes to your dependants which will only be done after your selection.
- **Step 5:** Go to the drop-down menu for Bonitas or Discovery.
- **Step 6:** Once you have selected your scheme, select the option that you would like from the drop-down menu.
- **Step 7:** Accept the privacy statement.
- **Step 8:** Press submit - you should receive confirmation of your change request and an email will be sent to you.

If you are unable to complete your selection on the website, please complete the option change form – [download here](#) - and return to heineken@alexforbes.com. Once you have made your selection, your details will be sent to the scheme you have selected to process your application.

Please allow 4-7 days for processing. The scheme will send you an email and SMS welcoming you to the scheme and provide you with a membership number.

You may only make one selection so should you change your decision, please e-mail heineken@alexforbes.com to reset the submission.

How do I register for chronic medication?

Once a membership number has been issued, we will obtain your current chronic registration from Remedi and transfer this to your new medical scheme. Please note that different medical schemes have different chronic conditions, medicine formularies (lists), preferred pharmacies and entry criteria. The new medical scheme's rules apply with regard to the chronic condition, medicine on the formulary and chronic benefit limit.

How do I register for managed care programmes?

If you need to register on any other programmes, like the Diabetes, HIV or Oncology programme, please do so by completing the scheme's process once you have a membership number. If you need any assistance, please do not hesitate to e-mail us on heineken@alexforbes.com.

What happens if I have pre-authorisations for 2024?

If you are having a hospital procedure in January 2024 and have already pre-authorised this with Remedi, you will need to do this with the new medical scheme as well.

Please feel free to reach out to the Alexforbes team to discuss your medical scheme options for 2024. You may contact us on heineken@alexforbes.com.

We appreciate your cooperation and understanding as we work to ensure a smooth transition for everyone involved.

Best regards,

Enid



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