



A registered medical scheme
Registration no. 29/4/2/1068

Dear DBBS Member,

CHRONIC MEDICATION SERVICE PROVIDER APPOINTED AS DESIGNATED SERVICE PROVIDER (DSP) AND SOCIETY DISPENSARIES SOLD TO A PRIVATE PHARMACY GROUP

Following careful consideration of the legislative changes, industry best practice, the financial position of the dispensaries and the associated impact on the De Beers Benefit Society and its members, the Trustees have decided that it is no longer financially viable to continue operating the DBBS dispensaries in Kimberley, Lime Acres and Cullinan. (The Benefit Society dispensary in Kleinzee was closed on 31 August 2008 due to the reduction of members on-mine and the subsequent operational losses incurred, and replaced by an on-mine clinic service.)

In view of the above, the Trustees have approved the appointment of Chronicare Medicines as the designated service provider (DSP) for the provision of chronic medication to Society members from 1 January 2009.

In addition, the Trustees have also approved the sale of the DBBS dispensaries in Kimberley, Lime Acres and Cullinan to Lauren Lyn James (Pty) Ltd, a retail pharmacy group associated with Chronicare. These dispensaries will remain operational, albeit under new ownership, and have been sub-contracted by Chronicare to continue dispensing chronic and acute medication to Society members.

For those members who do not have access to the Kimberley, Cullinan or Lime Acres dispensaries, or the clinics at Kleinzee or Koingnaas, Chronicare will courier chronic medication in the same manner as is currently being done by the dispensary in Kimberley.

Please read the remainder of this letter for more information about how these developments will affect you and to answer any questions you might have in this regard.

In a nutshell...

With effect from 1 January 2009:

- The dispensaries in Kimberley, Lime Acres and Cullinan will be sold, but will continue to offer the same services to members as before. Most of the current staff will be employed by the new owners. This means that if you live near one of these dispensaries, you may continue to collect your chronic and acute medicine from them as in the past. (If you live in Kleinzee or Koingnaas, you are not affected by the sale of the dispensaries. You will continue to collect your chronic and acute medication from the Kleinzee and Koingnaas clinics as you do at present.)
- As in the past, your doctor is still required to register you on the Society's chronic medication programme by calling 086 000 4747.
- You will receive your chronic medication from Chronicare — either via courier, mail or directly from the existing Kimberley, Cullinan and Lime Acres dispensaries operated by the new owners. Except for having to order your chronic medication through Chronicare, nothing will change.

- If collection is not possible, your chronic medicine will be delivered to you free of charge either via courier or to your nearest post office if you prefer this method. You will be notified via SMS by Chronicare when your chronic medicine is dispatched.
- All diabetics will be required to register on the Chronicare Diabetes Programme by contacting Chronicare on telephone 0860 102 304 or 011 660 4005. Chronicare currently has more than 8000 members registered on this programme and delivers cold chain medication, under controlled conditions, directly to them. Members who require regular testing will receive a free Glucometer. The Society will write to all diabetics to provide more detail in this regard.
- If you collect acute medication from the dispensaries in Kimberley, Cullinan and Lime Acres, they will charge an agreed lower tariff and no additional administration levies will be charged (as is generally the case with other retail pharmacies).
- If you buy any item that is excluded from your Society medication benefit from the dispensaries, for example shampoos, nappies, etc., you will have to pay for it either with cash/credit card at the time of purchase, or per debit order. Recoveries for exclusion items will no longer be made from payrolls.

More information...

<p>About Chronicare Medicines</p>	<p>Chronicare Medicines is an established courier pharmacy that provides chronic medication to a number of medical aid schemes in South Africa, distributing medicine to over thirty thousand members monthly.</p>
<p>When will the new arrangement become effective?</p>	<p>The change will take effect on 1 January 2009.</p>
<p>Will the current DBBS dispensaries close down?</p>	<p>No, they will continue to operate as before, but under the ownership and management of Lauren Lyn James (Pty) Ltd.</p> <p>You can continue to collect your acute and chronic medication directly from these dispensaries at no additional cost. The dispensaries will charge an agreed lower tariff for acute medication and no additional administration levies will be charged (as is generally the case with other retail pharmacies).</p>
<p>What if I do not live near the dispensaries?</p>	<p>Chronicare will dispense all chronic medication to Society members who do not live in the immediate area of one of the dispensaries. Chronic medication will be dispatched by courier or mail from Chronicare's premises in Krugersdorp.</p> <p>If you live in Kleinzee or Koingnaas, you are not affected by the sale of the dispensaries. You will continue to collect your chronic and acute medication from the Kleinzee and Koingnaas clinics as you do at present.</p>

What do I have to do if I am already registered on the Society's chronic medication programme?

All current data will be transferred to Chronicare and all you need to do, is to call them on 0860 102 304 or 011 660 4005 when you require a new batch of medication.

When your prescription expires, you must fax or e-mail your new prescription to 086 688 0070 or info@chronicare.co.za along with your membership details. (You must note that you are a DBBS member and provide your member number, as well as your telephone and cellphone numbers.) Alternatively, you can visit the Chronicare website at www.chronicare.co.za and order your medicine online.

How do I go about getting my chronic medication delivered to me if I am a new chronic medication user?

From 1 January 2009, you must follow these two easy steps to have your chronic medication delivered to you:

1. As in the past, your doctor is still required to register you on the Society's chronic medication programme by calling 086 000 4747.
2. Once your doctor has received authorisation from the Society, fax or e-mail your prescription to 086 688 0070 or info@chronicare.co.za. (You must note that you are a DBBS member and provide your member number, as well as your telephone and cellphone numbers.)

How long will it take before I get my medication?

If you are already registered on the Society's chronic medication programme, you should receive your medication within 2 working days of placing your order or submitting your prescription.

Will chronic medication be dispensed automatically?

No, as in the past, chronic medication will not be dispensed automatically and you must order it from Chronicare at least 10 working days before you need it.

How many months' supply of chronic medication will Chronicare dispense at a time?

Chronicare will provide you with two months' supply of medication at a time, and one free delivery per two month cycle is provided for. It is your responsibility to ensure that all medication required per two month cycle is ordered simultaneously. Additional free deliveries are provided for in cases where new chronic medication is prescribed in the interim. As in the past, any other additional deliveries will be for your account.

Where can I obtain acute medication?

You may continue to collect your acute medication from the dispensaries in Kimberley, Lime Acres and Cullinan as before. These dispensaries will charge an agreed lower tariff for acute medication and no additional administration levies will be charged (as is generally the case with other retail pharmacies).

If this is not convenient, you may also collect acute medication from any other retail pharmacy in South Africa. However, as in the past, if you choose this option, it is important that you check that the pharmacy charges the current Single Exit Price with a professional fee

<p>Where can I obtain acute medication? <i>(Continued)</i></p>	<p>added at 26%, limited to a maximum of R26 per item dispensed. If a higher pricing structure applies, you will have to pay the difference as an additional administration levy. (This is in addition to the normal 30% co-payment in terms of the rules of the Society for acute medicines.)</p>
<p>Will Chronicare courier acute medicine with a chronic medication order?</p>	<p>Chronicare will, provided that they stock the requested item and it is ordered along with a chronic medication order.</p>
<p>Where can I register any complaints regarding Chronicare's service?</p>	<p>Chronicare will deal with all complaints. Please call 0860 102 304 or 011 660 4005 and ask for the De Beers Benefit Society team. Alternatively, you can e-mail any complaints to info@chronicare.co.za, or fax them to 011 660 4099 or 086 688 0070.</p>
<p>When is the final day on which I can order chronic medication to be couriered from the Kimberley dispensary?</p>	<p>You may place such orders up to 19 December 2008. After this date, chronic medication will be couriered from Chronicare's offices in Krugersdorp, and you will be redirected to Chronicare.</p>

We trust that you will find this new arrangement, which has been introduced in the best interest of the Society and its members, practical and satisfactory. Should you have any other queries or concerns, or require any assistance during the change-over period, please contact the Society on 053 807 3400, or call Chronicare on 0860 102 304.

Yours sincerely

Leon Coetzee

Principal Officer