

ER24 - Frequently asked questions...

What services will ER24 offer me?

- 24-hour access to the ER24 emergency call centre
- Dispatch of emergency response
- Emergency telephonic advice
- Information and advice hotline
- Medical transportation whether by ambulance or aircraft
- Inter-hospital transfer

What should I do while waiting for an ambulance?

Members and their registered dependents will receive emergency medical advice and assistance. ER24's operators will guide you through a medical crisis situation, provide emergency advice and organise for you to receive the support you need – available at all times. If you have called for emergency transportation, ER24 will coach you telephonically on what you should do at the scene of the accident, while you are waiting for the arrival of the response team.



Is there a limit on medical transportation?

In the past, you and your dependants' benefit limit for ambulance services was R800 per person per year. Now, with ER24 providing all such medical transportation services, **this benefit is no longer limited** – provided your medical transport is authorised by ER24.

How long will it take for help to reach me in an emergency?

ER24 promises that, from the time the call is made, help and support is on the way. They commit to doing everything humanly possible to get you real help, real fast.

ER24, by virtue of the number and geographical spread of the partners (hospitals, service providers, etc) involved, will be able to render physical assistance in a short time. ER24 offers "realhelprealfast" because they have suitable facilities around the country and work with a national grouping.

Who will assist me in the event of an emergency?

Assistance is provided by the nearest appropriate service provider – i.e. you will not have to wait for an ambulance to come from a distant, central location. ER24 will dispatch the service nearest to you/the scene of the emergency. They will also send the appropriate rescue service – one that is equipped to deal with your emergency.

KEEP US IN ON YOUR BEAT WITH BENEFIT POST!

We'd like to hear from you.

Is there something that you'd like to know more about?

e-mail us at:
benefitpost@debeersgroup.com

or write to:
Benefit Post
c/o De Beers Benefit Society
P O Box 1922
Kimberley 8300

BENEFIT BEAT

COMMUNICATING WITH MEMBERS OF THE DE BEERS

BENEFIT SOCIETY

JULY 2004 ■ ISSUE NO.18



Medical evacuation deal offers you "realhelprealfast"!

The preferred provider network arrangement that the Society has with Medi-Clinic has resulted in another benefit for Society members.

Thanks to a deal between the Society, Medi-Clinic and ER24, members and their dependants will, from 1 August 2004, have free unlimited access to emergency medical transportation on a 24-hour basis, provided this is authorised by ER24.

Where will I enjoy cover?

You and your registered dependants are covered in:

- South Africa,
- Botswana,
- Namibia,
- Lesotho and Swaziland



Society's Query Line: Tel no. 053 807 3400



Call ER24 (SA) 084 124

See page 2 for tel. numbers in other countries.

GOOD NEWS

As a member, you and your registered dependants are automatically covered by this new service.

You do not need to register as your name is already on the ER24 database.

Read the information pack inserted with this newsletter for more information on all the ER24 services now available to you!

Getting help in a medical emergency – it's your call...



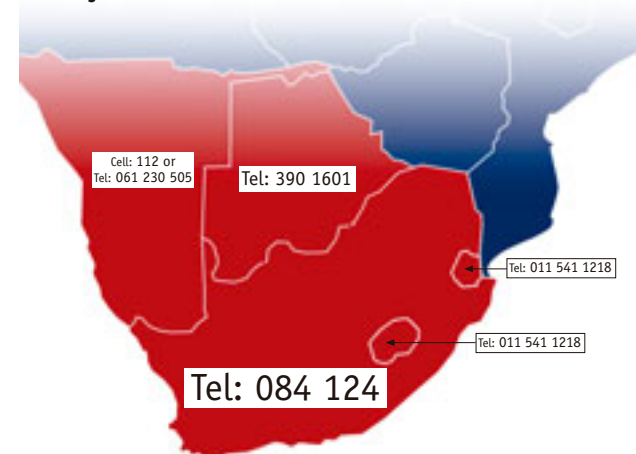
In an emergency, it may be difficult to remember even the simplest number. For this reason an ER24 and Medi-Clinic stationery pack is included to help you have the emergency number within reach at all times. Included in the pack are two car stickers and two telephone/cell phone stickers. Please contact the Society should you need more stickers.

Make sure that not only you, but also your family members know where to find the number – it could mean the difference between life and death.

What information you need to give ER24 in a medical emergency:

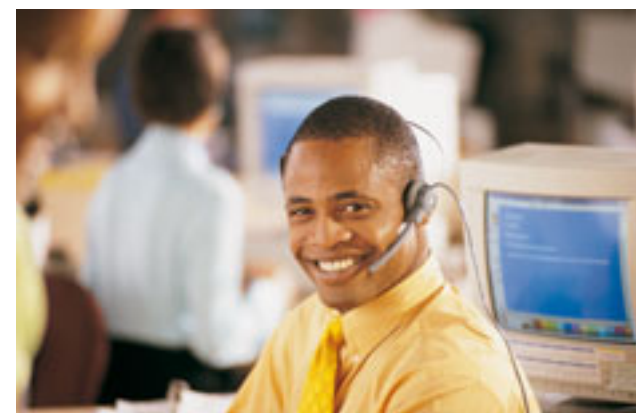
- Your personal particulars (and state that you are a De Beers Benefit Society member)
- The place and telephone number where you/your dependant(s) involved in the emergency can be reached
- A brief description of the emergency and the nature of the assistance you need

From 1 August 2004, whether you need "real help real fast" or simply some medical advice, just call the appropriate number below to get to ER24's centralised Emergency Call Centre, where highly skilled professionals are ready to assist you.



Call Centre

The ER24 Call Centre is equipped with professionally qualified staff who will react to all medical emergencies timeously, efficiently and competently. They are also equipped with the necessary expertise, experience and skills to assess a medical emergency and dispatch the necessary medical care needed, whether by air or road, to get members and their registered dependents to the nearest hospital where appropriate medical care is available.



IMPORTANT

Should you request medical transportation in a situation which is not considered to be a medical emergency, you will be advised of this in advance by ER24. There will be no benefit and you will be personally liable to pay the account. Please read the contents of your information pack from ER24 carefully, to fully understand what is covered.

PLEASE NOTE:

- ER24's response will only be covered in a medical emergency situation.
- Only dependants registered with the Society will be eligible.

What qualifies as a 'medical emergency'?

A medical emergency means an accident or illness that requires immediate and/or urgent emergency medical transportation.

Turn to the back page for more information on the new ER24 service...

Trustee Elections – who was chosen?

Thanks for your participation in nominating and voting for the new Trustees!

Recently you, the members, nominated and elected member Trustees for the De Beers Benefit Society. We report here on who received the most votes and will therefore be representing your interests at board level for the next three years...

The Society's Board of Trustees consists of eight Trustees, four of whom are elected by members and the other four appointed by the Company.

ALL Trustees represent ALL members, irrespective of the region in which they are located.

Member elected:

TERRY BALDWIN



Terry, recently retired, was the Mine Secretary for Kimberley Mines. In addition to serving on the Benefit Society Board for another term, he is in his second term as a member-elected Trustee of the Pension Fund.

He joined the Society in 1990 and had 13 years' service with the Company. He is a CFA (SA), FIAC and FICB (SA). His experience includes being past chairman of the Finsch Mine Staff Consultative Committee and current chairman of the Grahamstown Club. Terry, who is married with three children and has eight grandchildren, enjoys playing chess, reading, watching TV and fishing.

STEVE MARTIN



Steve is the Senior HR Manager at Cullinan Diamond Mine (previously known as Premier Mine). Having joined the Society in 1982, he has 22 years' service with the Company. He holds a B Soc Sc degree from the University of Cape Town, with HR Management, Industrial Sociology and Economics as majors.

Steve is married and has two children, and enjoys hunting and motorbike racing.

BERNARD BISHOP



Bernard is a pensioner. He joined the Society in 1965 and had 37 years' service with the Company. In this time, he served as Group Accountant at NamDeb Head Office and Group Company Secretary with De Beers Services in Windhoek.

He is a Fellow of the Chartered Institute of Secretaries and Administrators (FCIS), as well as an Associate of the Institute of Administration and Commerce (AIAC). Bernard enjoys reading, music and working out at the gym. He is married to Trish, with whom he lives in retirement in Stellenbosch.

HANNES BRITZ



Hannes is the Mine Secretary for Namaqualand. He joined the Society in 2000 and has four years' service. Being born and bred in the Free State, he obtained his degree from UOFS.

He has 10 years' managerial experience and a B Juris LLB degree. Before joining De Beers, he worked for Anglo American and was a legal adviser at a Local Authority. Hannes enjoys road-running and canoeing.

Company appointed:

Robin Crawford, Stuart Brown, Roger Ketley and Leon Coetzee will be serving with the above four gentlemen, as the Company-appointed Trustees.