

January 2024

Dear Pick n Pay Medical Scheme Members

FAREWELL FROM THE PRINCIPAL OFFICER

It is with mixed emotions that I write this letter to inform you of my decision to step down from my position as Principal Officer of the Scheme at the end of this month. After 16 years of involvement with the Scheme, I have decided that it is time for me to move on to new challenges and opportunities.

During my tenure, I have had the privilege of serving in various roles, both with the Scheme's Administrator and serving the Board and the Scheme members as a fellow Pick n Pay colleague, most recently as your Principal Officer. It has been an incredible journey and I am grateful for the experiences and opportunities that the Scheme has afforded me.

As I move on to new opportunities, I hope to leave behind a legacy of empathy and compassion. I believe that these values are essential to the success of any medical scheme. I am proud of the work that the Board of Trustees, with the support of our service providers, has accomplished. As the healthcare industry continues to navigate the various challenges it faces, I am confident that the Scheme will continue to make a positive impact in the lives of those it serves. The challenges we face are significant, but I believe that our shared ethos of making a difference where it counts most will guide us through these challenges.

A replacement will be recruited to fill my position. Until such time, Mr Vaughan Pierce has offered to act as interim Principal Officer. Our Administrator will be available to assist Vaughan with the transition process and provide any necessary support. Please refer to the contact details below for alternative points of contact:

- Email: principalofficer@pnpms.co.za
- Phone: 0800 004 389.

I would like to express my heartfelt thanks to the Board of Trustees for having entrusted me with this position. It has been an honour to work alongside such a committed group of individuals and to serve our members.

To the members of the Scheme, I would like to extend my heartfelt thanks for your support throughout my tenure. I wish you all good health and longevity and I hope that you will continue to be a part of this wonderful Scheme for many years to come.

As always ... take care.

PAMELA BOTHA
PRINCIPAL OFFICER: PICK N PAY MEDICAL SCHEME