

TO WHOM IT MAY CONCERN

RE: Affinity Health National Bargaining Council Private Security Sector Health Insurance

Welcome to the NBCPSS approved Health Insurance, administered by Affinity Health in accordance with the main collective agreement. We are excited to be partnering with the NBCPSS to offer your employees access to private healthcare. To ensure that your employees are registered and are able to access their health benefits, Affinity Health has undertaken to work closely with yourselves. We understand that each employer has protocols that we would like to incorporate in the implementation phase and ongoing monthly membership process. The information contained in this letter focuses on the implementation and sign-up phase for your employees.

Your company will be given access to the NBCPSS Health Insurance online portal, which allows Employers access to all aspects of their membership information.

Affinity Health has a dedicated Employer Support Team that will be assisting you in joining the Health Insurance. The consultant assigned to your company will be contacting you shortly to work through the information that is required for the implementation phase and if there are any protocols we need to factor into the implementation. Included in this letter are some important documents that require your attention:

- Implementation Phase Rollout (Phase 1)
- Employer Registration document
- Member Schedule – Import Template (CSV parameters)
- Premium Payment Information (Phase 2)
- NBCPSS Health Insurance – Summary of Benefits.
- Affinity Health SARS Code for Premiums (Fringe Benefit Code 3801)

Employee education and product awareness training will take place with your employees over the next few weeks. Further information will be sent to you shortly.

Our contact details for (Employer Name) are:

Email	employer@nbcpshealth.co.za
Call Centre	0861 22 22 45
Please Call Me and WhatsApp	060 797 2350

We look forward to working closely with you.

Kind Regards

NBCPSS Employer Support

PHASE 1 – IMPLEMENTATION

Step 1: Employer Registration

You will be assigned a dedicated Employer Consultant who will be responsible for assisting you in the implementation phase. Your Employer Consultant will be contacting you telephonically to introduce themselves and guide you through the steps highlighted below:

- Register your organisation as an Employer on the NBCPSS Health Insurance (Attached Employer Registration Document)
- Please complete this document and return the document with the supporting documents required.
- A unique Employer number will be allocated to you.
- Your dedicated Employer Consultant will provide education to you and any staff you wish on the NBCPSS benefits.

Step 2: Employee Registration

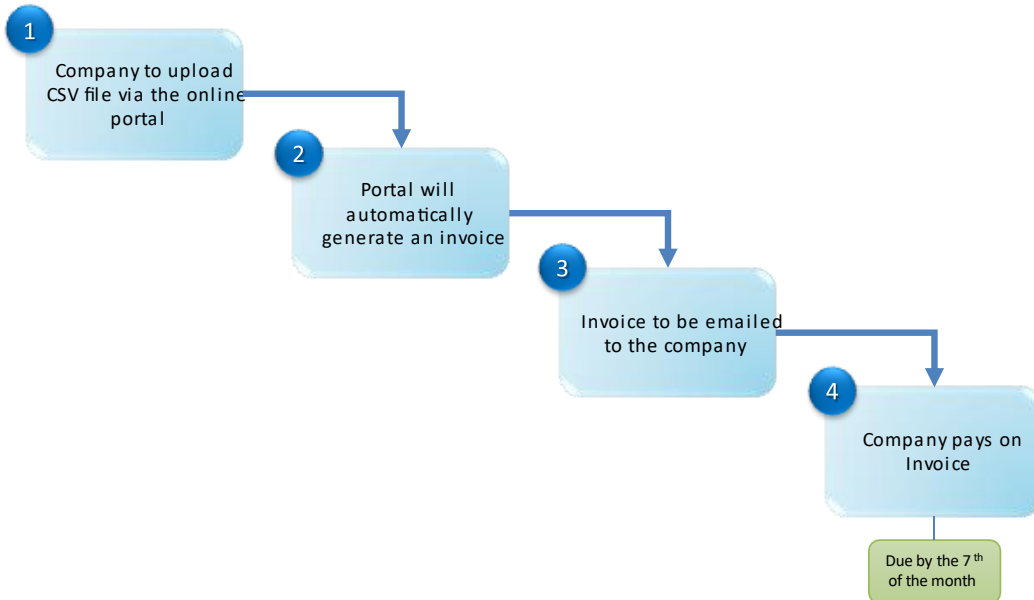
- Once we have registered your Employer group on our portal you will be supplied with your login details.
- To register your employees who will need benefits for the month you can either provide an electronic schedule or import the schedule onto our online portal.
- Below is important information regarding the information required and the format of the file.
 - File Format CSV
 - To ensure the successful uploading it is essential we get the information requested below:
 - No mixed media i.e. all date formats to be consistent.
 - A template of the file with the relevant fields will be sent to you.

Employee Name
Employee Surname
Date of Birth
ID Number
Passport Number
Employee Number
PSIRA Number (if available)
Employee Cell Number
Employee Gender
Employee Marital Status
Date of Employment
Employer Branch (If Applicable)

- Once the upload is successful your employees will receive a SMS with a link to their temporary membership certificate and a benefit guide.

PHASE 2 – PREMIUM COLLECTIONS

PAYMENT PROCESS



Important payment dates and information:

- Payment is due by the 7th of the month.
 - If no payment is made for a member, the member will be suspended.
 - If no payment is made for the employer, the employer will be suspended.

The banking details are:

NATIONAL RISK MANAGERS (PTY) LTD
 First National Bank
 Business Cheque
 Account No: 62821611432
 Reference: (You will be provided with your Employer Reference Number)

PHASE 3 – MEMBERSHIP PACKS

- Membership cards will be issued after payment has been received.
- The membership packs will be prepared and sent to the designated person at the company for distribution.
- Lost Cards will be reissued at a replacement fee will be R50.

REMINDER OF IMPORTANT CONTACT DETAILS:

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