



### Open Letter to All Health Care Brokers

#### Wynsam Wealth to Sue Discovery Health (Pty) Ltd

This letter is about our court action against the administrator of the Discovery Health Medical Scheme and the role that we all can play. This is addressed to all brokers in SA who deal with healthcare.

Financial services companies, brokers and other role players have been in the media for all the wrong reasons of late. There seems to be very little good news for the people that we serve and are supposed to protect. Advisors are not seen in a positive light by many and often components of the press have cast us as fat cats who do nothing other than serve our own interests at the expense of our clients who trusted us.

We would like to show that some of us do care. Hence we have taken up the issue that you are reading about in the press. I have fielded a number of calls that address this issue from brokers and this letter sets out our intentions with the case and how we can help you.

Firstly we believe that Discovery Health (Pty) Ltd, the administrator of Discovery Health Medical Scheme and part of the listed Discovery Holdings, were not entitled to bill the ancillary fee to your and our clients. The Medical Schemes Act in section 21 A expressly prohibits this action. Discovery Health Pty Ltd pretended to us and our clients that this fee was compulsory, it should have been highlighted as optional. We want to get this money back for our clients. This money was not paid into the scheme, where any surplus could have been for members benefit, but rather to the administrator.

**Is Wynsam Wealth trying to steal your clients?** No, not at all. We have made arrangements with brokers for them to be able to handle all the correspondence about the case on behalf on their clients. This makes you, the broker look good. You will be looking after your clients interests. We will not contact the clients directly with any Wynsam marketing material at all in these instances. We want to partner with brokers who want to do what's right for their clients, not fight them in the market place. Its time brokers stood together to be counted, to look after our clients.

**Must a client appoint Wynsam as broker?** Any member may join the case. It is not, and will not become a prerequisite that they have Wynsam Wealth as advisor or broker.

**Will Wynsam charge the members for the case?** No, win or lose, no client will be liable for any of the costs. Nor will Wynsam take any percentage of the monies recovered. This can be seen in the power of attorney.

#### **Contact Details:**

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Wynsam Wealth cc

Reg. No. 2001\039852\23 Member: Wynand Venter AFP.  
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**That being so, what's in it for Wynsam?** We hope to grow our business as a result of this. That means that if a member approaches us directly, not through a broker, we will ask them if they have a broker and if they are happy with the service that they currently receive. If they say that they do have a broker, and they are happy, we will not pursue the matter further at all.

If they say that they don't know who their broker is, have not heard from him/her for years or since they signed up as a member, they will be asked if they would like to avail themselves of our services. There will be no pressure to do so, remember that anyone can join the case; they do not have to use our other services to do so.

**Why are Wynsam signing up clients?** We all want to grow our businesses. Key to doing it, is to do it correctly. We will not actively target any client who is being looked after by their broker. However if a client wants to know more about our services then we will tell them. We have no intention of stealing an active healthcare broker's clients. Even if we did though, it would be very short sighted as we all know that, people deal with people that they know, in our industry. You own the relationship with your clients. I would hope that if you called my clients they would say that they are not interested.

However there are many people who do not have access to a broker, have not heard from anyone for many years, not had any advice on benefits or premiums or help with claims at all. These are the ones that we hope to be able to help, to sign up as clients and to grow our business with. We think there are enough people out there exactly like this.

To recap, if you approach us to help your clients we will not target your clients at all. We will respect the relationship that you have with your clients. We will, if you so wish, channel all communication about the case through your brokerage. We will not market to them.

If, however, a client comes to us directly we will enquire as to whether they are happy with the service they receive and if they would like to use our services.

I have read Discovery's response to the case and must say that it changes nothing with regards to the merits of the case or the legality of the way the fee was charged.

We believe that brokers should be standing together on issues like these and not trying to kill each other in the market place. Would it not be great if instead of painting us as fat cats the press had something good to say about us? The more we stand up for the rights of our clients the better for all of us and the industry as a whole.

I am very happy to discuss any of these issues with fellow brokers. Please give me a call or send me an email.

Yours truly,

Wynand Venter  
Wynsam Wealth

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