

## Communique to stakeholders

3 May 2021

### NEW FEEDBACK SYSTEM FOR CLAIMANTS

Tshiamiso Trust is pleased to announce a new system to provide feedback to people who have lodged claims to establish what stage in the 8-step claims process their claims have reached:

<https://www.tshiamisotrusted.com/information/how-to-claim/>

This will be a two-way process:

1. Firstly, the system will automatically send text messages to claimants at each stage that the claim reaches in the claims process.
2. Secondly, it will be possible for any claimant who has lodged a claim to check for information on how far in the process the claim has reached using the channels mentioned below.

The system will tell claimants one of the following, with additional explanations of the stage:

- **Claim Lodged:** Claim documents being assessed.
- **Benefit Medical Examination:** Benefit Medical Examination scheduled.
- **Medical Panel Assessment:** Medical report being assessed by Medical Panel.
- **Trust Certification:** Trust Certification Committee assessing documents.
- **Mine Agent Review:** Record of service being checked by mines.
- **Approval and Payment:** Your claim has been approved. Payment to follow soon.

It will also advise when a claim is found to be unsuccessful, at which stage it was unsuccessful and will advise of the right to appeal against such a finding.

This system can be accessed in the following way:

- **Send the message “Hi” to +27 87 250 0066 on WhatsApp.**
- **When you receive a reply select a language from the eight languages available.**
- **Select Option 11 - Track my claim status.**
- **Enter your AP number that contains 9 digits (The AP number is the Trust’s reference number. It is a unique number which will be used in all communication with a claimant. This AP number will appear on the status SMS that will be sent to the claimant). Please leave no spaces between the AP and the numbers or anywhere else, as it then won’t work.**
- **If you are in South Africa ONLY, you may access the system on SMS by dialling 44172. Apologies, but this number cannot work outside South Africa on SMS. It should be noted that doing this will incur the usual cost of an SMS.**
- **You may also access the system by going on to the Trust’s website [www.tshiamisotrusted.com](http://www.tshiamisotrusted.com) and follow the prompts.**

The languages that a claimant can choose include:

- **Sesotho; isiXhosa; isiZulu; English; Afrikaans; Siswati; Setswana; and Portuguese**

The system will be launched on 3 May with all claimants who have lodged thus far receiving an SMS indicating their current claim status.

Tshiamiso Trust hopes that this system will be of great use to claimants wanting to follow the progress of their claims. The time it takes to process a claim will depend on how complete the documents lodged are, and whether a benefit medical examination is needed. Tshiamiso Trust is seeking to ensure that even the most complicated claim takes no longer than 6 months from date of lodgement.

**For further information please contact:**

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