

## STEP 1

### LOGGING A DISPUTE

A claimant can log a request for a review of the outcome of a claim (referred to as the determination) through the following channels:

- The Call Centre:
  - a. Inside South Africa 080 1000 240
  - b. Outside of South Africa 00 27 10 500 6186
- Any Lodgement Office
- Email [disputes@tshiamisotrust.com](mailto:disputes@tshiamisotrust.com)

#### Important

Disputes can only be logged within 120 days from which the Trust issued the disputed determination to the claimant.

## STEP 2

### ASSESSING THE DISPUTE

The Trust will assess the request for review and assign it to either:

- The Medical Reviewing Authority (applies to disputes that relate to medical findings) or;
- The Certification Reviewing Authority (applies to disputes not related to medical findings, including benefit amounts, notices of ineligibility and service records).

#### Important

If additional information is required, the Trust will contact the claimant.

## STEP 3

### REVIEWING THE DISPUTE

The applicable Reviewing Authority will review the claim as per the logged dispute and make a finding.

The Reviewing Authority is made up of independent experts who were not involved in determining the original claim outcome.

#### Important

If the claim does not meet the requirements of the Trust Deed, it will remain ineligible.

## STEP 4

### COMMUNICATING THE DISPUTE

Once the review is complete, the claimant will receive an SMS, notifying them of the outcome. The SMS will have a link to a notice, which can be viewed on their phone or printed at any TEBA office.

The potential outcomes of a review are:

- Original determination confirmed and upheld
- Original determination changed in full or in part, and the claim will continue from the point at which the original determination was made, with the substituted finding.

#### Important

The decision of the Reviewing Authority is final and binding and cannot be disputed further.