

FREQUENTLY ASKED QUESTIONS ON BOARD ELECTIONS

General information relating to the Bestmed Board of Trustees Election

Bestmed is governed by a Board of Trustees consisting of no more than 10 (ten) persons, half of whom are elected by Bestmed members from the current Bestmed membership (in accordance with the Medical Schemes Act 131 of 1998). The other half is appointed by the Board.

In an effort to ensure fair representation for all Bestmed members, the registered Scheme Rules categorise member-elected trustees into three membership categories. These are:

- 2 (two) members elected from employee groups who are nominated for election by the employee members and thereafter elected by all members of the Scheme.
- 2 (two) members from individual members who are nominated for election by the individual members and thereafter elected by all members of the Scheme.
- 1 (one) member of the continuation / retired / widowed group who is nominated for election by continuation / retired / widowed members and thereafter elected by all members of the Scheme.

As a principal member of Bestmed, you are highly encouraged to take part in the election process, as this will allow you to have a say on the Bestmed members who will represent you on the Board of Trustees.

Bestmed Board of Trustees Elections most frequently asked questions and answers.

Q1. Who may participate in the Board of Trustees elections?

Only Bestmed principal members who are in good standing are allowed to participate in the Board of Trustees elections, i.e., nominate, second, or vote for candidates. Dependants are not permitted to participate.

Q2. What does the reference to “a principal Bestmed member in good standing” mean?

It refers to a principal member whose contributions are up to date and who does not owe any fees to the Scheme.

Q3. What is the nomination period for the 2026 Board of Trustees election?

The nomination period for the 2026 Board of Trustees election opened on Friday, 1 August 2025 and will close at 23:59 on Sunday, 31 August 2025.

Q4. What is the process for nominating a member representative as a candidate for election to the Board of Trustees?

- Bestmed is required to send out a request for nominations to members registered in the different membership categories to nominate and second not more than 1 (one) candidate from the same particular membership category they are registered in.
- There are 3 (three) different members are involved in the nomination process: the candidate, the nominator and the seconder in the same membership category.
- The call for nominations must take place not later than 1 August of the year before a vacancy is due to occur at the Annual General Meeting (AGM).
- The call for nominations consists of the nomination process and the nomination form.
- The completed nomination form, along with the required documents, must be submitted to the Scheme or the appointed Independent Electoral Body (IEB) on or before 31 August of the year before the vacancy is due to occur.

Q5. I want to nominate or be nominated as a candidate, but I do not know other Bestmed members, and I need the names of nominees and a short description of each person.

- During the nomination stage, Bestmed requires members to nominate candidates to stand for election and cannot give a list of names.
- While we appreciate the challenge you may experience in the nomination process, particularly members who joined Bestmed in a private / individual capacity who may not know other members registered in your membership category, Bestmed is not in a position to share any members' information.
- Bestmed will send out a list of candidate names only after the nomination period has closed and vetting has been concluded, which will give members the opportunity to cast their vote.

Q6. What does the voting process entail?

- Voting will not take place if we receive an equal number of nominated candidates required to fill the vacancies and candidates will be declared duly elected at the AGM - subject to them passing the vetting.
- Members will only be required to vote if we receive more candidates than the available vacancies - subject to the candidates having passed the vetting.
- Should members be required to vote, Bestmed will send a communication containing a voting pack detailing the election process and the information of the candidates, along with a ballot paper, for principal members to cast their votes for their preferred candidates.

Bestmed's voting process opens on or before 9 January and closes on or before 9 February of the year the vacancy is due to occur. The candidates with the most votes will be declared duly elected at the AGM.

Q7. When will voting take place?

The voting period for the 2026 Board of Trustees elections will begin on or before 9 January 2026 and close on or before 9 February 2026. Bestmed will communicate the deadlines after the vetting has been finalised.

Q8. By what means will voting take place?

Voting takes place by means of a ballot paper that must be returned through various channels used by the appointed Independent Electoral Body (IEB).

For the 2026 Board of Trustees elections, the appointed IEB, PricewaterhouseCoopers Incorporated (PwC), will be using the following channels to enable members to cast votes:

- Ballot paper voting via email. This will allow members to return completed ballot papers to a dedicated email address.
- Ballot paper voting by using drop-off sites. This will allow members to return completed ballot papers to the various PwC offices that will be communicated.
- Online voting by using the PwC's Online Voting Platform.

Q9. Is voting / participating in the election process compulsory?

Voting or participating in the election process is not compulsory.

However, members have the opportunity to actively contribute to the governance of a medical scheme by participating in the election process or attending the annual general meetings. Member participation in the election process is vital in maintaining the democratic value of the right to vote enshrined in our Constitution. By participating in the election process, as a member, you will be able to exercise your fundamental right to choose, albeit indirectly, the trustees who must represent you. By doing so, you will also be able to influence the quality of Bestmed's governance.

Q10. What does the vetting process entail?

During the vetting process, each nominee will be subject to strict vetting criteria, which an Independent Electoral Body will conduct. The vetting criteria will be based on the provisions contained in the Medical Schemes Act 131 of 1998 and Scheme Rules. Further to the Rules, additional criteria to be used in respect of the vetting process include:

- SA Citizenship / Identity verification
- Background checks
- Qualifications verification
- Criminal record checks
- Credit record checks
- CCMA rulings
- SARS Tax Clearance check

Q11. Where can we access Bestmed's Trustee Guidelines?

The Trustee Guidelines can only be accessed upon written request.

Q12. Can people who are employed by the same participating employer serve as trustees?

According to the Scheme Rules, no more than 1 (one) person serving on the Board may be an employee, contractor or associate of the same participating employer group. Bestmed will communicate the particular employer groups whose candidates will be automatically disqualified from the elections during the nomination phase.

For the 2026 Board of Trustees elections, the members employed by Solidariteit and Sanlam may not be nominated as candidates in this round of elections, as there are existing trustees employed by Solidariteit and Sanlam on the Board of Trustees.

Q13. How will my participation in the Board of Trustees affect my current work?

If you are nominated to stand as a candidate in the election, you will need to ensure that you manage your current commitments as well as the commitments required from a member of the Board of Trustees in fulfilling its fiduciary duties. The Board is responsible for the strategic direction and control of the company and is accountable for overseeing the governance of the Scheme.

Q14. How often would I be required to attend meetings?

The Board meets at least 6 (six) times a year, but additional meetings may be scheduled as needed. The meetings and training sessions are scheduled to take place during business hours and may run past business hours.

Q15. Would I have to travel?

Members of the Board of Trustees may be required to travel. Travelling and accommodation costs will be reimbursed in accordance with the Trustee Remuneration Policy that is published on the Scheme's website at www.bestmed.co.za by clicking on the menu icon (top right) > ABOUT US > Governance > select AGM.

Q16. Is there any financial compensation attached to the position?

Board of Trustees members are remunerated according to the Trustee Remuneration Policy, which is approved by Bestmed members at the Bestmed Annual General Meeting. The Trustee Remuneration Policy is published on the Scheme's website at www.bestmed.co.za by clicking on the menu icon (top right) > ABOUT US > Governance > select AGM.

Q17. What exactly is required from the representative?

A member representative (i.e. members of the Board of Trustees) would be required to perform the duties of the Board of Trustees as outlined in the King Code of Governance Principles in South Africa, (King IV), the Medical Schemes Act 131 of 1998, the Scheme Rules such as Rule 19 which stipulates the duties of the Board of Trustees, the Board or Committee terms of reference and any other applicable law or regulatory provision.

Q18. What happens to a member-elected trustee's eligibility if the status of employment changes during the term of office?

The eligibility status of the member-elected trustee is based on the membership category in which they are elected. Therefore, if a trustee is elected as an employee member representative and they retire or are no longer employees of a participating employer, i.e. continue with Bestmed in their private capacity as an Individual member, they may no longer be eligible to remain on the Board as a representative of that particular membership category. Each case will need to be assessed based on the requirements of the Scheme Rules.

Any election-related queries must be directed to the IEB on 012 429 0505 or email: za_bestmedelection2026@pwc.com. The IEB will be the only party that will respond to any queries related to the nominations and other electoral processes.

The abovementioned IEB telephone and email contact details will only be operational between 08:00 and 16:30, Mondays to Fridays, excluding weekends and public holidays.