

**MEDSHIELD MEDICAL SCHEME**

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An Authorised Financial Services Provider (FSP 51381)



**MEDSHIELD**  
medical scheme

8 September 2023

Dear Medshield Broker

**MEDSHIELD SYSTEM UPGRADE PLANNED FOR 13 – 15 SEPTEMBER 2023**

In a constantly evolving technological environment, it's essential to take steps toward the technical development and enhancement of our system to streamline its capabilities and functions - ultimately contributing to member and broker satisfaction and good governance.

To enable the successful implementation and upgrade of these systems, a freeze period is planned from Wednesday, 13th September until the weekend ending Sunday, 17th September 2023. Unfortunately, until we receive confirmation of the successful take-on balancing and migration of this upgrade, the Finance and Broker Commissions systems and the operational functions and services within Credit Control and Membership will be delayed.

We are taking proactive steps and measures to ensure the successful implementation of this upgrade, with the least impact experienced by our stakeholders.

As the freeze period is effectively only three work days, we foresee minimum delays and thank you for your patience.

Kind regards

Operations Division  
**Medshield Medical Scheme**