



3 April 2017

Dear Doctor,

### **PROCESSING FEES FOR FIRST APPOINTMENT**

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The abovecaptioned matter refers.

As you may be aware, we have been in the business of managing and administering our corporate clients employees' medical benefits programmes for more than 20 years now. From time to time, there have been numerous requests from the corporate clients for us to improve the quality of our management and administration of the delivery of medical treatment to their employees and eligible dependents. One of the main issues that we have to address is to ensure that all our medical providers are legally licensed and the medical practitioners possess valid practicing certificate. Also, the appointment of the medical providers should have a valid tenure and a term of one year should be implemented so that annual review of the performance of the same could be carried out. These requirements have become so important that they are stated in the Service Level Agreement with our corporate clients as one of the items for us to comply with.

As there would be a lot of administrative costs that we would incur in order to comply with the abovesaid requirements, we have decided to impose:-

First Time Appointment Fee – a fee of RM5,000 shall be imposed on successful applicant to our Panel of Providers. Our existing panel of providers are exempted from this fee.

Another reason for imposition of the processing fees is to weed out the so called "Agent" that have been charging prospective applicants all these while and it has now come to our attention of this unauthorised practice. This serves as a formal advice to the doctors that we have not appointed any "Agent" before and will not do now or in the future.

We trust that the above is self-explanatory but should you need further clarification, please do not hesitate to send an email with your queries at our email address [rozita@pmcare.com.my](mailto:rozita@pmcare.com.my) or call our Provider Network Executives.

Thank you.

Regards,

**Adzahar bin Abdul Wahid**  
Chief Executive Officer