



Reference: Healthcare Brokerage Services Survey 2026
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Date: 22 September 2026

RE: HEALTHCARE BROKER SERVICES SURVEYS

To: The Heads of Healthcare Broker Organisations

The Council for Medical Schemes (CMS) is conducting two surveys relating to healthcare broker services in the medical schemes industry. One survey is intended for broker organisations, and the other is for their clients, who use healthcare brokers for benefits or services offered by medical schemes as per the Medical Schemes Act (131 of 1998).

The objective of the surveys is to measure the services offered by healthcare brokers in the medical schemes industry. To achieve this objective, we kindly request your participation in completing the **Brokerage Organisation Survey**.

Survey link: [Click here to complete the Brokerage Organisations Survey](#)

We further request your assistance in distributing the **Brokerage Clients' Survey** link to medical scheme members who are your clients and encouraging their participation in the survey.

Survey link: [Click here to complete the Brokerage Organisation Clients Survey](#)

The outcome of the surveys will be used for statistical purposes only, and all responses as well as the information received will be kept private and confidential. Participation is voluntary, and respondents may withdraw at any time without any penalty.

We would like to express our sincere gratitude for your assistance in distributing the survey link to your clients. The closing date for participation in both surveys is **30 November 2026**.

For more information or assistance with completing the survey, please contact Ms Florence Maphanga at f.maphanga@medicalschemes.co.za.

We look forward to your participation.

Yours sincerely,

Dr Musa Gumede
Chief Executive & Registrar
Council for Medical Schemes