



cc. reg no. 2003/057517/23

The ultimate claims administration solution!

26 November 2018

Dear Practitioner

RE: PAYMENTS TO RIVLINK AFTER TERMINATION IN 2019

Please note that, as per instructions from our accountants and lawyers, any payments made to RivLink after a practitioner's termination date from 1 January 2019 will be charged a 5% transaction fee, as well as a 5% administration fee. This will apply to any and all amounts paid into RivLink's account erroneously.

Please also note that any repayments of these amounts can only be made once RivLink has been provided with the following:

- Letter from the applicable medical aid confirming that bank details have been corrected
- Remittances/Statements detailing the amounts paid to RivLink, as well as the payment dates

These repayments will only take place once every three months, so please ensure that all of your details are confirmed with the medical aids after your termination date to avoid any administration and transaction fees. It is the responsibility of the practice staff, and NOT RivLink, to ensure that the changeovers are completed correctly.

Please feel free to contact us if you have any questions.

Many thanks,

KJ RIVALLAND