

Inquiries: Ms Botse Lebelo
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BDO South Africa Inc.
Wanderers Office Park
52 Corlett Drive
Illovo
2196

4 November 2025

Dear Sir/Madam,

CONFIRMATION OF SERVICES RENDERED TO GEMS BY BDO SA INC

1. I am pleased to confirm that BDO South Africa Incorporated ("BDO SA Inc.") currently serves as the appointed external auditor of the Government Employees Medical Scheme (GEMS/Scheme), for a one (1) year period and renewable for a further four (4) years, effective 1 October 2024.
2. BDO SA Inc rendered external audit services to GEMS for the reporting period ended 31 December 2024, and the contract has been renewed for another year, based on satisfactory services. The value of the contract for the second year, as approved by the governance structures within GEMS is R7 163 350.00.
3. In our experience, BDO SA Inc. has consistently demonstrated the highest standards of independence, integrity, and professionalism in the execution of their audit responsibilities. They have been proactive and constructive in their approach, particularly when addressing complex issues, and have shown a strong commitment to collaborative problem-solving.
4. As part of their role, BDO SA Inc. has actively participated in our Audit & Risk Committee meetings, engaging effectively with those charged with governance. Their insights and input have contributed meaningfully to the oversight and risk management functions of the Scheme.
5. During previous and current audit engagement, I have had the pleasure of working closely with Ms. Chan-ré Pietersen (Audit Partner) and Mr. Matthew Lindsay (Associate Director). Both individuals are approachable and have demonstrate a deep understanding of the medical scheme industry, and developed a pragmatic audit approach given the complexity of GEMS.
6. They have provided valuable technical insight, maintained open and effective lines of communication, and ensured alignment with the finance team prior to engaging with the Audit & Risk Committee on key audit focus areas. Their accessibility, responsiveness, and commitment to quality service delivery have been greatly appreciated.

1

GEMS Vutomi House, 124 Mercy Avenue, Menlyn Maine Precinct, Waterkloof Glen Ext 2, Pretoria.

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GEMS uses an e-signature in line with its policies and the ECT Act 25 of 2002. Should you not agree to this, please notify GEMS to use a format agreeable to you.

The Government Employees Medical Scheme (GEMS) is an authorised Financial Services Provider (FSP No 52861)

7. Based on our experience, we confidently recommend BDO SA Inc. as a provider of external audit services.

Yours sincerely,



Karyna Van Lingen (Nov 4, 2025 13:38:20 GMT+2)

Ms. Karyna Van Lingen

Chief Financial Officer