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19 June 2026

Dear WCMAS Member,

SECURITY COMPROMISE REGARDING MEMBER PERSONAL INFORMATION

We are writing to you in accordance with Section 22 of the Protection of Personal Information Act, 2013 (POPIA), to inform you of a security incident involving a third-party service provider that processes certain information on behalf of Witbank Coalfields Medical Aid Scheme (WCMAS).

On 18 June 2026, we became aware that unauthorised access had occurred within the environment of a third-party service provider. As a result, membership validation files containing member personal information have been accessed by an unauthorised party.

At this stage, the information potentially affected may include member details contained within the membership validation files. We can confirm that no banking details were included in the affected files.

Importantly, there has been no compromise of WCMAS's internal systems, servers or network environment. The incident occurred within the systems of a third-party service provider and not within the Scheme's own IT infrastructure.

Upon becoming aware of the incident, immediate steps have been taken to contain the matter and investigate the circumstances around the unauthorised access. Additional security and monitoring measures have been implemented and we are working closely with the service provider to ensure that appropriate corrective actions are in place.

While there is currently no evidence that the information has been misused, unauthorised access to personal information may increase the risk of phishing attempts, fraudulent communications, or other efforts to obtain additional personal information. We therefore encourage members to remain vigilant and to exercise caution when responding to unsolicited emails, telephone calls, text messages, or requests for personal information.

Our investigation is ongoing, and we will provide further information should additional facts become available.

The Information Regulator has been notified, in accordance with the requirements of POPIA.

There is no interruption to Scheme services or member benefits, and all Scheme operations continue as normal.

We sincerely regret this incident and any concern it may cause. Protecting our members' personal information remains a priority, and we are committed to taking all reasonable steps to safeguard that information.

Should you have any questions or require further information, please contact our Client Service Call Centre on (013) 656 – 1407.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mereese Anthony', written in a cursive style.

Ms. Mereese Anthony
Principal Officer
Witbank Coalfields Medical Aid Scheme (WCMAS)