

Circular 122

26 May 2021

Dear Residents

As per our previous communication, Evergreen Health will take over the management of our Clinic and Care Centre at Broadacres effective 1 June 2021.

In order to provide as much information as possible to residents on what to expect from this change over, we have asked **Elize Porter (MD Evergreen Health)** to be available to answer questions residents might have on Friday 28 May 2021 from 10:00 – 11:00 in the Life Style Centre.

She will gladly answer any questions you might have about the services they will provide and how the billing of services will be done.

We would like to remind you that as a result of taking over the Care Centre, we have further considered the process by which health service fees are collected.

It is with this in mind that we will implement a debit order collection for health services rendered at the village clinics or at the Care Centre. Please find attached a debit order form that you need to complete and sign. Please hand the signed and completed form in to the reception at your village by no later than COB on Monday, **31 May 2021**.

This debit order will be exclusively for Evergreen Health and must not be confused with the debit order for Evergreen Lifestyle Villages. Please note that we will no longer accept cash payments or EFT's.

Should you wish to use the services of Evergreen Health the only payment method available will be via debit order which will be affected on the 01st of each month. A statement reflecting the debit order amount will be sent to you prior to the debit order. (Similar to your levy statement)

Please also provide with your signed debit order authorisation form, proof of banking details in either form:

- Account confirmation letter
- Copy of Bank Statement Account
- Cancelled Cheque

We look forward to answering any questions or concerns you might have.

Regards



Wilma Swart
Village Manager