

Each Member,

24<sup>th</sup> March 2020.

**Covid 19 – Update - St Pauls Garda Medical Aid Society.**

The Management Committee are acutely aware of the worries and concerns of members and their families as regards the potential impact of this dreadful virus. The Society has developed a contingency plan to ensure in so far as it is possible the continued delivery of a customer service and payment of your medical claims.

**As the Society is not considered an “essential service” as directed by Government, staff will not have access to the office and to claims submitted by post. To circumvent this obstacle and for the duration of this crisis, scan your claim form and the original paid receipts to [customerservice@medicalaid.ie](mailto:customerservice@medicalaid.ie) and they will be processed. It is MOST important that only one claim per month is submitted. Please retain the claim and original receipts for submitting to us when this crisis ends.**

**If you don't have access to scanning facilities, please hold onto your claim and submit it to the Society when this emergency has concluded and our offices are reopened. It is most important not to post in claims as they may be lost in the post or otherwise.**

The Society plans to maintain an email and phone service throughout this period. Ideally you are asked to submit queries by email to [customerservice@medicalaid.ie](mailto:customerservice@medicalaid.ie) in the first instance. In the case of very urgent queries only, please ring 01 8991604. The Society's website [www.medicalaid.ie](http://www.medicalaid.ie) has extensive information available particularly in the “**Common Questions**” section which may assist you.

Arising from this unprecedented pandemic the Management Committee is continuing its oversight and monitoring of the operation of the Society by electronic means. They have adopted the audited accounts for 2019 and are pleased to confirm that the Society is in good financial health with an operating surplus of €2.33 million for the year. The subscription fee was last increased on 1<sup>st</sup> June 2017 and it is the intention of the Committee that no increase will apply in 2020 unless Covid 19 has a detrimental effect on the Society's finances. This is a remarkable achievement when viewed against numerous increases being announced by all other insurers on a regular basis. You can view the 2019 Income and Expenditure Account and Balance Sheet on the Society's website.

The Management Committee has decided to defer the Annual General Meeting planned for Westport in the latter part of April.

The election of a new Management Committee is ongoing and ballot papers must be returned by 5pm on 9<sup>th</sup> April 2020. The counting of the votes by the returning Officer, Hughes Murphy and Co Solicitors is planned for 14<sup>th</sup> April 2020 but may have to be deferred to a later date depending on developments around Covid 19. The ballot papers are and will remain in the safe custody of the returning officer until the count can proceed.

The Society will do everything possible to assist our members and their families through this difficult period and wish you all good health and keep safe and look after each other.

- NB. (1). Common Questions (FAQ) – [www.medicalaid.ie/faq.aspx](http://www.medicalaid.ie/faq.aspx)**  
**(2). General Query – [customerservice@medicalaid.ie](mailto:customerservice@medicalaid.ie)**  
**(3). Urgent Queries only – Phone 01 8991604**  
**(4). Scanned Claims Submission – [customerservice@medicalaid.ie](mailto:customerservice@medicalaid.ie)**

Owen Connell  
Secretary