



INTERVIEW WITH MR. DAAN DE KOCK,

Human Resources Manager of McCarthy Toyota
in the Gauteng, KwaZulu-Natal and Cape region

by Danelle van Tonder

WHY DOES THE MCCARTHY GROUP BELONG TO MOTO HEALTH CARE (MHC)

Seeing that it is part of the Motor Industry main agreement, Mr de Kock and McCarthy believes that they should make provision for their employees' medical wellbeing. Although they know belonging to a Medical-Aid Fund is not an obligation, it is imperative for him that the employees should have medical cover.

WHY IS IT IMPORTANT FOR MCCARTHY'S EMPLOYEES TO BELONG TO MHC?

There are two main reasons for Mr. De Kock – the one is the wellbeing of his employees which is very important to him. Secondly, he feels it is necessary for people as they get older to have Medical Scheme benefits they can use.

WHAT ARE THE ADVANTAGES THAT MCCARTHY'S EMPLOYEES RECEIVE WHEN THEY BELONG TO MHC?

They receive up to 50% subsidy which they can attain from the diverse benefit options. He also mentions that McCarthy employees get assistance from McCarthy HR to support them with sound advice where they can.

THE PAY-OFF LINE FOR MHC IS "TAKING CARE OF OUR OWN." DOES MHC REALLY LIVE UP TO IT?

Mr. De Kock agrees with this statement and adds that MHC compares very well to other Medical Schemes, especially after the merging of two schemes to form MHC. He believes it was a good transformation and that consultants are very willing to sort out possible hick-ups. For him the supporting benefits granted from MHC, are very good.

CAN YOU PROVIDE US WITH A PERSONAL MESSAGE FOR WORKERS IN THE INDUSTRY THAT DO NOT YET BELONG TO MHC?

He uses himself as an example mentioning that he thought he was very healthy, until he had a cardiac affection. He adds that if it was not for Medical Aid, he would not be able to pay for the treatment he received and would probably have passed away. People have limited funds and cannot pay for medical benefits when they need it once they are older. With limited funds and today's stressful lifestyle, it is crucial to have medical cover.

HOW CAN A MCCARTHY EMPLOYEE ASCERTAIN WHAT HIS OBLIGATIONS TO THE SCHEME ARE AND WHAT HIS RIGHTS, BENEFITS CONTRIBUTIONS AND LIMITATIONS OR BENEFITS ARE FROM TIME TO TIME?

When McCarthy has any questions regarding the Scheme, they call MHC and they are always willing to assist with the question at hand. McCarthy also invites MHC consultants

for a detailed presentation each year to further inform their employees that belong to the Scheme. He adds that the communication from MHC is great, and that it is important to keep receiving both personal and printed communication.

HOW DOES THE MCCARTHY EMPLOYEES KNOW WHICH BENEFIT OPTION TO SELECT?

McCarthy has an extended HR system in place and everyone has access to it. This system, together with the HR payroll department, assists employees to make an informed decision. They have comparisons and details of each plan.

HOW DO YOU SEE BROKERS FITTING INTO YOUR BUSINESS AND WHAT DO YOU BELIEVE MOTO HEALTH CARE'S ROLE IS IN THAT RELATIONSHIP?

He thinks that this is very necessary. The consultants of MHC giving personal attention to their employees are very effective. He can even say that without the communication from consultants' side, 90% of his employees would not have joined MHC. He states that he has a lot of respect for MHC, especially after the previous hick-ups are now something of the past. Speaking on behalf of other McCarthy managers; they phone MHC when they need assistance and leave the query in the capable hands of the consultants.

WHAT DO YOU EXPECT MOTO HEALTH CARE TO PROVIDE MCCARTHY MEMBERS THAT WE DO NOT CURRENTLY PROVIDE?

He states that MHC has good initiatives in place. A setback he sees is that people tend not to read newsletters, sometimes causing them not to be informed – but that is the member's own blemish. He mentions that he would like all managers and the HR payroll department of McCarthy that are not on MHC, to receive all information regarding the Scheme, subsequently to further assist their employees.

