

MEDIA RELEASE	GEMS suspension of face-to-face services: PSA regards move as further failure of public servants
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The Public Servants Association (PSA) strongly condemns the recent decision by the Government Employees Medical Scheme (GEMS) to suspend face-to-face member servicing and stakeholder engagement for two weeks.

This action, taken under the pretext of “hostility and ongoing actions by the union”, is a cowardly attempt to avoid accountability and silence members who are rightfully demanding the service they pay for. The decision by GEMS is irresponsible and represents yet another failure in a long-standing pattern of poor service delivery. Instead of stepping up to resolve members’ concerns, GEMS has chosen to shut its doors, further disadvantaging the public servants whose contributions sustain the Scheme. This situation is exacerbated by ongoing concerns by members regarding unanswered calls, ignored emails, delays in claims processing, and non-responsiveness to urgent medical queries.

Despite members’ reliance on direct support, GEMS opted to withdraw face-to-face services, fully aware that its alternative communication channels are failing. The PSA rejects the insinuation that member frustration, caused by the Scheme’s inefficiencies, constitutes “hostility”. Public servants are entitled to demand accountability, transparency, and the quality of service promised to them.

Instead of engaging constructively to address systemic service failures, GEMS has chosen avoidance. The PSA demands that GEMS immediately reinstates face-to-face services at all member servicing points. The Ministers of Public Service and Administration and Health, must ensure that GEMS withdraw the illogical decision to suspend face-to-face services. GEMS cannot continue taking members’ contributions whilst evading its obligations.

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