

31 November 2023

Dear Members

Looking back on the part of the year that has gone by, we have encountered challenges that have tested us to the limit. Despite these challenges, we would like to take this opportunity to share positive developments that have been implemented to date.

These are some of the milestones we were able to achieve in this year of the take-on to enhance member experience as well as ensure value for the benefits members are paying for:

- We added into the hospital network 18 additional hospitals springing up in rural provinces, fulfilling our promise of extending comprehensive medical coverage. These provinces include the Eastern Cape, KwaZulu-Natal, Free State and Limpopo.
- We have lowered out-of-hospital scopes co-payment so that doctors and members who perform these minimally invasive procedures safely in Doctors' rooms could benefit from this, whereas in 2022 and the years prior this, co-payment was the same whether the procedure was done in or out-of-hospital.
- The Scheme is now paying for a Continuous Glucose Monitoring machine without going through the ex-gratia process – which is an important but expensive machine for monitoring members living with diabetes.
- The call centre stats on the Voice of the Customer (VOC) 2nd Quarter feedback, remained at an average of 83% for query resolution and 94% said the agent was helpful.
- The membership team's new member activation is within the same day when a completed application with the required supporting documents is received.

We look forward to continuous improvement in ensuring that we provide excellent service and good value to our members.

Yours Sincerely,

SABMAS