

25 June 2025

To: Alliance-Midmed Medical Scheme Members

Dear Member,

2025 ANNUAL GENERAL MEETING: CHAIRPERSON'S REPORT

It is my honour to present this Chairperson's Report, offering a high-level reflection on the Scheme's performance and key developments during the 2024 financial year.

The year under review was one of transition, renewal, and ongoing commitment to member wellbeing. As the healthcare landscape continues to evolve, Alliance-Midmed remains firmly focused on providing reliable, member-centric medical cover — built on transparency, efficiency, and care.

Strengthened Governance and Leadership

In September 2024, the Scheme welcomed newly elected trustees following the Trustee Election process. We thank all members who participated and extend our congratulations to the newly appointed trustees. Your involvement is central to the integrity of the Scheme's governance.

We also concluded an important leadership transition, and I am pleased to announce that Mr PD Theron officially assumed the role of Principal Officer on 1 February 2025. With his experience and strategic vision, we are confident that the Scheme will continue to navigate change with purpose and professionalism.

Expanded Support and Wellness Capacity

To better serve our members, the Scheme expanded its operational capacity with the appointment of key personnel:

- Mrs Hannami Scholtz joined our Client Services team, enhancing our front-office support.
- Mrs Ntombi Ramolutsi took up her role at the Family Wellness Centre as a medical receptionist, contributing to seamless member experiences.
- A third nurse will join the team in July 2025, bringing increased focus to case management, Health Risk Assessments (HRA's), and chronic disease support.

These changes reflect our drive to bring healthcare closer to you — through personal care, early intervention, and consistent communication.

The Family Wellness Centre – Prevention as a Priority

Our Family Wellness Centre remains a central pillar of our health management approach. Through regular HRA's, members are empowered to understand and manage their risk factors — particularly for chronic conditions like hypertension, diabetes, and high cholesterol. We encourage all members to engage with this service and take proactive steps toward better health.

Self-Administered Scheme

E-Mail Address: service@alliancemidmed.co.za Website: www.alliancemidmed.co.za

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Financial and Operational Stability

I am pleased to report that the Scheme's FY2024 external audit was successfully completed, and the audited financial statements are now available on the scheme's website. The Scheme remains in a sound financial position, able to meet obligations while planning ahead for sustainability.

However, financial stability is a shared responsibility. While the Scheme is in good health, we urge members to use their benefits thoughtfully and responsibly. Unnecessary or excessive use of medical services — especially where alternatives exist — can drive up costs for the Scheme and result in higher contributions in the future. Choosing generic medication, following clinical guidance, making use of the Family Wellness Centre, and reporting fraud or abuse, all play a vital role in keeping healthcare accessible and affordable for everyone.

On the operational front, claims processing, member queries, and service provider engagements continue to meet or exceed performance standards — a reflection of our team's ongoing dedication to service excellence.

National Health Insurance (NHI) and the Road Ahead

The signing of the NHI Bill into law brought significant debate and uncertainty within the healthcare sector. While its long-term implications are still unfolding, it has become clear that implementation will be a gradual process. We assure members that your cover and benefits remain unaffected at this time and in the foreseeable future. The Scheme will continue to monitor developments closely, keeping you informed every step of the way.

Closing Thanks

I extend heartfelt thanks to the Board of Trustees, our current Principal Officer Mr. Theron, the dedicated clinical and administrative teams, and our specialist partners for their diligence and care. A special word of gratitude is extended to Mr. Johan Hartzenberg, our outgoing Principal Officer. His years of unwavering dedication to the Scheme have truly laid a strong foundation for its future success, and we collectively wish him all the very best in his future endeavours.

To our members — thank you for your trust, your engagement, and your commitment to protecting your health. We remain at your service, because your health matters.

Yours in health

Sharon Muller
CHAIRPERSON

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