

24 April 2026

Dear Valued Member,

FEEDBACK FROM THE 2026 MEMBER SURVEY

On behalf of the Board of Trustees and the management team at Alliance-Midmed, we would like to extend our sincere gratitude to the members who participated in our recent survey. With 560 of our adult membership responding, we now have a statistically significant roadmap to help us give more value to members.

As an in-house medical scheme, our primary goal is to serve your health interests with transparency. To do that effectively, we must celebrate what works and confront where we are causing you discomfort or financial discomfort.

The Highlights: A Foundation of Satisfaction

The survey results brought very encouraging news. In an industry often characterized by complexity, Alliance-Midmed continues to stand out as a trusted partner:

- **85% Overall Satisfaction:** Our members gave the scheme a strong 85% approval rating.
- **88% Institutional Trust:** You have expressed high confidence in the Board of Trustees to act in your best interests.
- **84% Staff Efficiency:** Our physical onsite administration staff continue to be the heart of our service, providing the "human touch" that remains a cornerstone of our value proposition.

The data confirms a perceptible upward shift in service sentiment over the last couple of years. It is clear that the stability of our local onsite administration function is highly valued by the majority of our membership.

Listening to the Discomfort: Where We Must Improve

While the headline figures are positive, we have looked deeply into the "pockets of discomfort?" where the experience is not yet seamless. We have noted the following:

- **The Communication (49% Demand):** Almost half of our members (49.3%) have expressed an interest in an official WhatsApp channel, and we are actively investigating how to bring you interactive, real-time updates. We want to move away from traditional "broadcast" emails and instead provide quick, bite-sized status alerts that keep you informed and ensure you always have total visibility into your progress.
- **Chronic Care & The "Lingo" Barrier:** Only 68% of our members feel fully informed on how to enroll in Chronic Health Programs. We realize our industry-specific language may be a barrier, leading some members to pay for medication out of their personal savings when the Scheme is already designed to cover those costs under "Risk" benefits.



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- **Digital problems (73% Rating):** While our staff scores **84%**, our digital tools (Website and Mobile App) are trailing. We hear your frustration regarding app login issues and the critical need for more accurate, real-time data synchronization so you can trust the benefit balances you see on your screen.
 - **Benefit Longevity:** Many of you highlighted that some benefits deplete too quickly. We are looking at how to better educate our members on using "Risk" benefits for chronic and wellness needs to help your "Day-to-Day" savings last the full year.

Help Us Make the Scheme Work for You

While an 85% satisfaction rate is a win, it means that 15% of the time we are not meeting your expectations.

If you are a member who feels your specific health needs are not being met, or if you feel the scheme is not working for your lifestyle, we want to hear from you. We don't want to just "manage" a fund, we want to partner with you. If you have ideas on how we can simplify our communication or improve our digital experience, please reach out. We want to ensure that even the smaller payments or levies are understood within the context of the rich, high-end protection we provide.

What's Next?

The Board is currently finalizing a 12-month roadmap. Our priorities include a "hotfix" for the mobile app, exploring an official WhatsApp service channel, and reviewing the rules around benefits and chronic enrollment processes to make them more accessible.

Thank you for your loyalty and your honesty. Together, we are ensuring that Alliance-Midmed remains a scheme that truly listens.

Kind regards,

The Board of Trustees
Alliance-Midmed Medical Scheme