



*medical
aid
society*
there when you need us.



What our members think

Your views matter to us. This is why we recently asked what you think of the Society in a short survey. Thank you to the 330 in-service and pensioner members who took part. Here is a quick snapshot of some key findings.

Happy members. Good value for money

- **More than 80%** of respondents believe the Society offers average or above average value for money.
- **Nearly 70%** said they would rather remain with the Society than join an open medical scheme.
- **Over 80%** felt they had a good understanding of the Society's benefits.
- **Nearly half** the respondents prefer to have comprehensive in- and out-of-hospital benefits, **while 35%** prefer more comprehensive in-hospital benefits with basic out-of-hospital benefits.
- **Less than 15%** of respondents preferred a hospital option or an option with a medical savings account.

Affordability worries

While feedback was mostly positive, an important area of pain for certain members is affordability. Nearly half of all respondents said contributions were unaffordable. This was an area of greater concern for in-service members. **Only 29%** of this group found contributions affordable, **while 78%** of pensioner respondents found contributions affordable. High contributions are the main reason **63%** of in-service members would opt for another medical scheme. The result for pensioner members was very different, with **less than 2%** of this group indicating that they would opt for another medical scheme.

Your Board of Trustees is exploring various ways to make contributions more affordable. Doing this in the current regulatory environment is challenging, so it is not something we can address overnight. However, we are **100% committed** to finding a balance between affordability and richness of benefits. We will continue to listen carefully to your views and will strive to offer you and your family a value for money benefit package.



QUESTIONS OR CONCERNS? TALK TO US
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