



a time to reflect...

The contribution increase for 2019 has been approved by the NHP Board of Trustees at an overall fund average of 6.5%, being 0.15% **below** the 2019 Namaf benchmark tariff of 6.65%. The increase will come into effect as from 1 January 2019.

This compares to a Fund average increase of 7.9% for 2018. The 2019 benefit and contribution increases, as approved by the Board of Trustees, are structured to maintain sound solvency levels and a sufficient surplus margin to allow the Fund to absorb adverse experience. Benefit enhancements are restricted to an inflationary (NAMAF) level in order to ensure that the products remain competitive, whilst keeping contribution increases at a moderate level.

The Board of Trustees is confident that the increase is prudent in that the solvency margins will be maintained whilst, at the same time, acting in a responsible manner towards its membership. The Fund has given due consideration towards reserve levels, utilization and ageing assumptions as well as benefit enhancements, all of which are incorporated into the Fund average increase of 6.5%. **Members need to note that the increases per option may be more or less than the Fund average increase announced above.** Cross subsidization between options is minimized to manage the risk of each option individually.

The Namibian economy is currently in the midst of a recession, witnessed by significant job losses and companies closing down, resulting in a relatively flat membership growth for the year under review, with little or no growth achieved. Despite the current trading environment the Fund remains committed to offering a good value proposition to its members in terms of service excellence, price affordability as well as richness of benefits. As at the end of September 2018 the Fund provided medical aid cover to approximately 63,000 lives.

The Fund appeals to members to act in a responsible manner when utilizing their benefits and to evaluate their approach to conserve benefits for as long as possible. Similarly, healthcare providers are also requested to ensure that cost-effective and appropriate treatment is offered. Only through greater cooperation between all parties can we ensure that claims costs remain at an affordable level in the future. NHP continues with its efforts to raise awareness of fraud, waste and abuse amongst its members, as well as healthcare providers, in support of the Forensic Analytics Investigation Unit which was established in 2018.

The NHP Fund continues to ensure that the highest levels of service standards are maintained in order to ensure that customer satisfaction levels remain high and that our members remain informed about their Fund through our monthly electronic newsletter. The Fund remains committed in its dedication to be innovative in its approach towards offering its members the best possible value for money solution in terms of their future healthcare needs, whilst maintaining a long-term focus on sustainability and affordability.



In confirmation of the above it is worth noting that NHP was again awarded the PMR Diamond Arrow award, with the highest rating in the industry, for the 9th consecutive year in 2018. All funds in Namibia are independently rated against the same criteria and we continue to pride ourselves with this achievement. We are further extremely proud to also again receive the PMR Diamond Arrow award in the category "Companies/Institutions conducting business in the most ethical way", first place overall, for the second consecutive year. This notable achievement also relates to NHP's independent governance assessment based on King III principles, where NHP received an AA rating (High Application) in 2018 with a 96% score in respect of compliance.

NHP is also very proud of the fact that it is the first in the industry to have introduced an electronic voting process for its members in order to vote for new Trustees in the run up to the 2018 Annual General Meeting.

Enclosed please find the new 2019 Benefit Guide, Newsletter with the Option Change Form and a summary of the changes of benefits, for your perusal. Members interested in changing from one option to another should kindly complete the applicable form and submit the same to the Administrator by not later than 18 January 2019. All updates to any changes of address, marital status, as well as e-mail and cellphone details should be communicated to the Fund timeously in order to enable us to interact as effectively as possible with you.

We sincerely wish to thank you for your continued and loyal support during 2018. May I wish you and your loved ones a blessed Festive Season and a healthy and prosperous New Year.

We're about you!



*Joern Wiedow
Principal Officer, NHP*