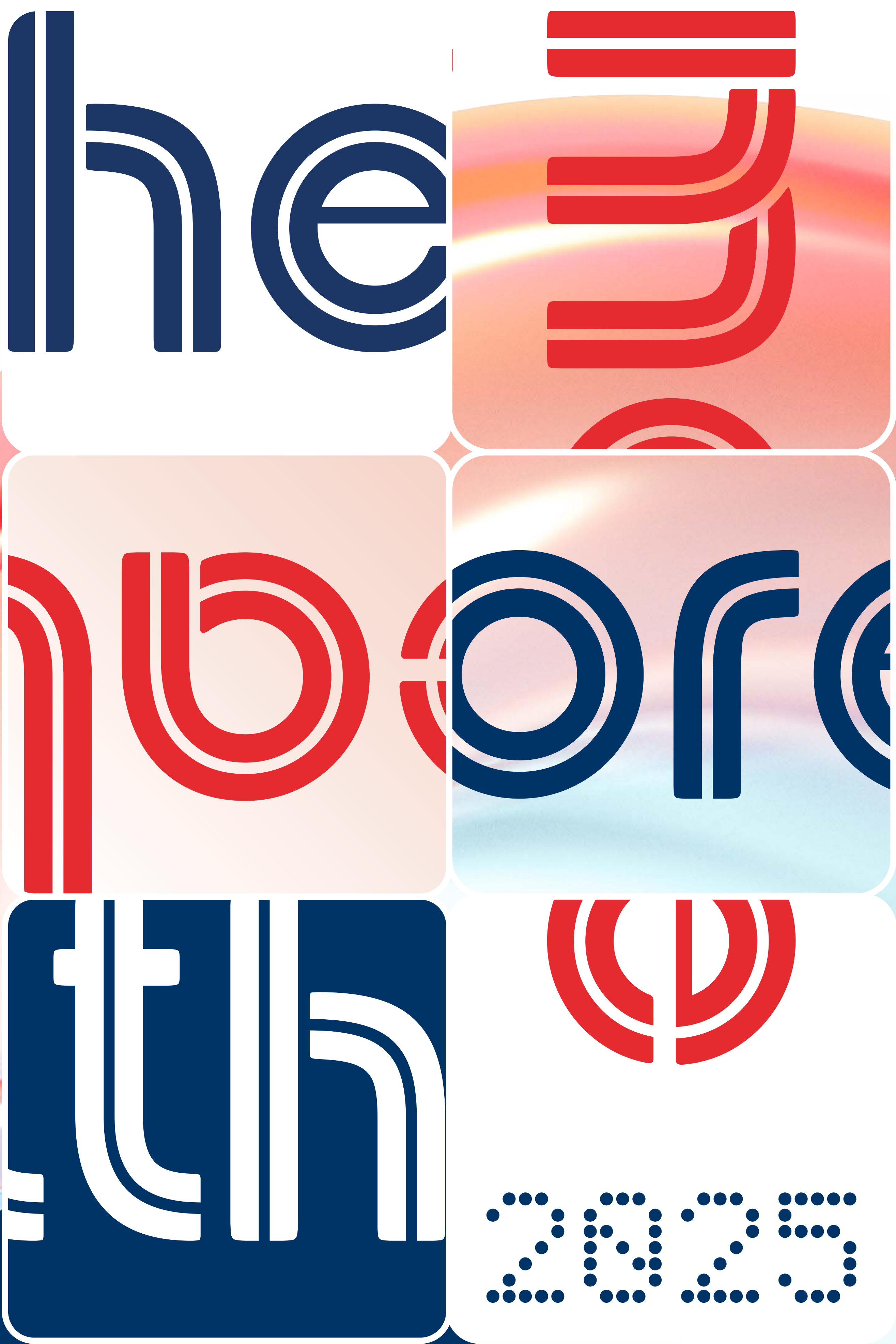


momentum

health solutions



More health ...

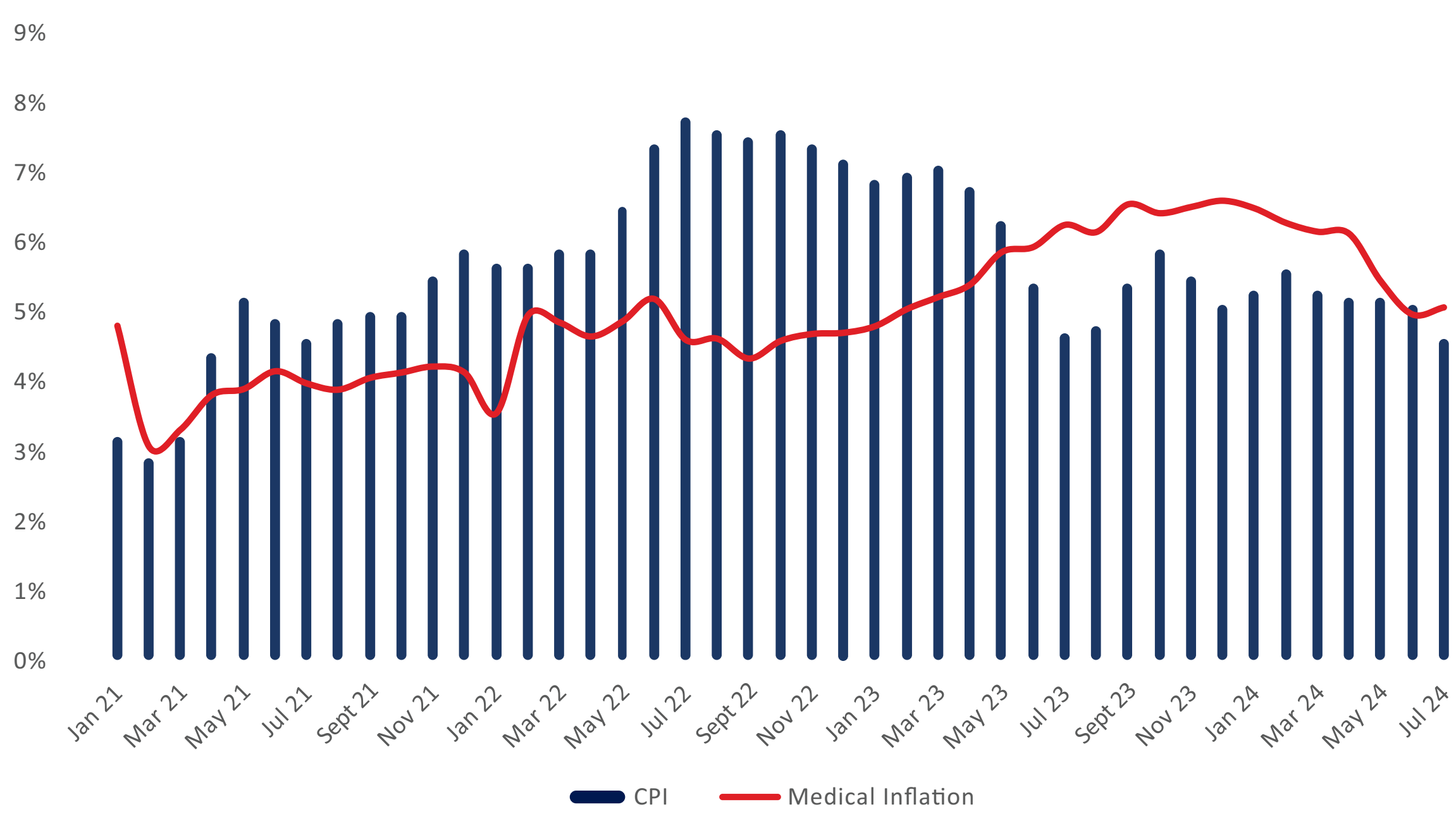
**Don't buy down,
buy better value**

SA economy is tough for consumers

The medical scheme market in South Africa has undergone significant transformation in 2024. The industry has been grappling with an ageing membership profile, increased demand for flexible healthcare offerings, and economic pressures affecting both consumers and healthcare providers. Despite these challenges, the market has shown great resilience. In the last few years, the industry has been focused on analysing the financial impact of the COVID-19 pandemic. Last year, particularly, the focus was on stabilising the industry and addressing the needs of the ageing membership base.

CPI and medical inflation

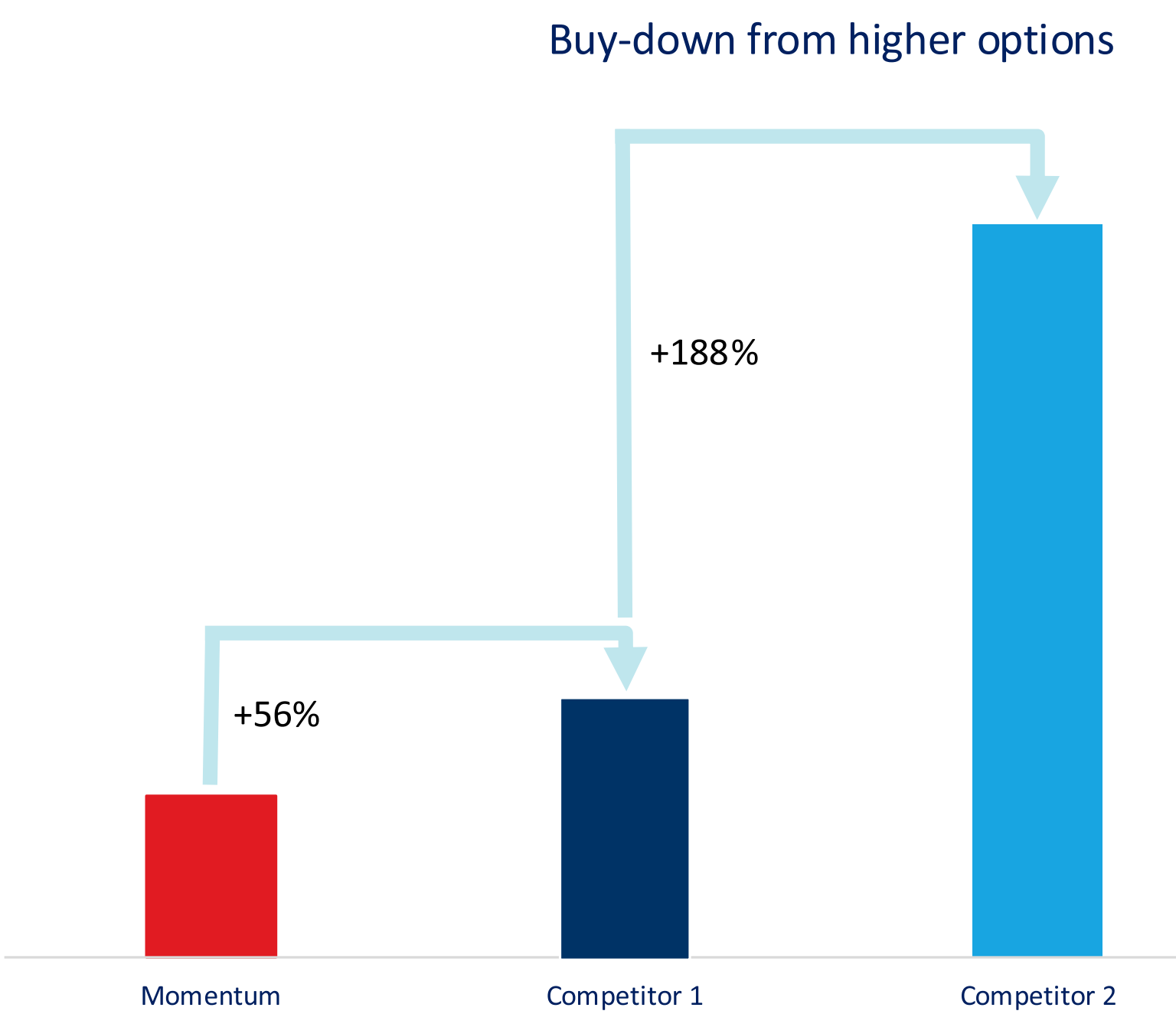
Post COVID-19, medical inflation trended below CPI. Recent data shows this brief respite coming to an end, with medical inflation currently trending higher than CPI by between 2% and 4%, as was the case pre-COVID-19.



Consumers are forced to make a tough choice – buying down to retain cover, but forfeiting benefits in doing so

Across the medical aid industry, consumers have been opting for lower-cost options post-COVID-19, favouring affordability over more comprehensive cover. With Momentum Medical Scheme, members don't need to buy down and lose out on benefits that they need, but cannot afford. Rather, they can opt to make use of provider choice, giving them access to extensive provider networks and saving over R1 000 per month.

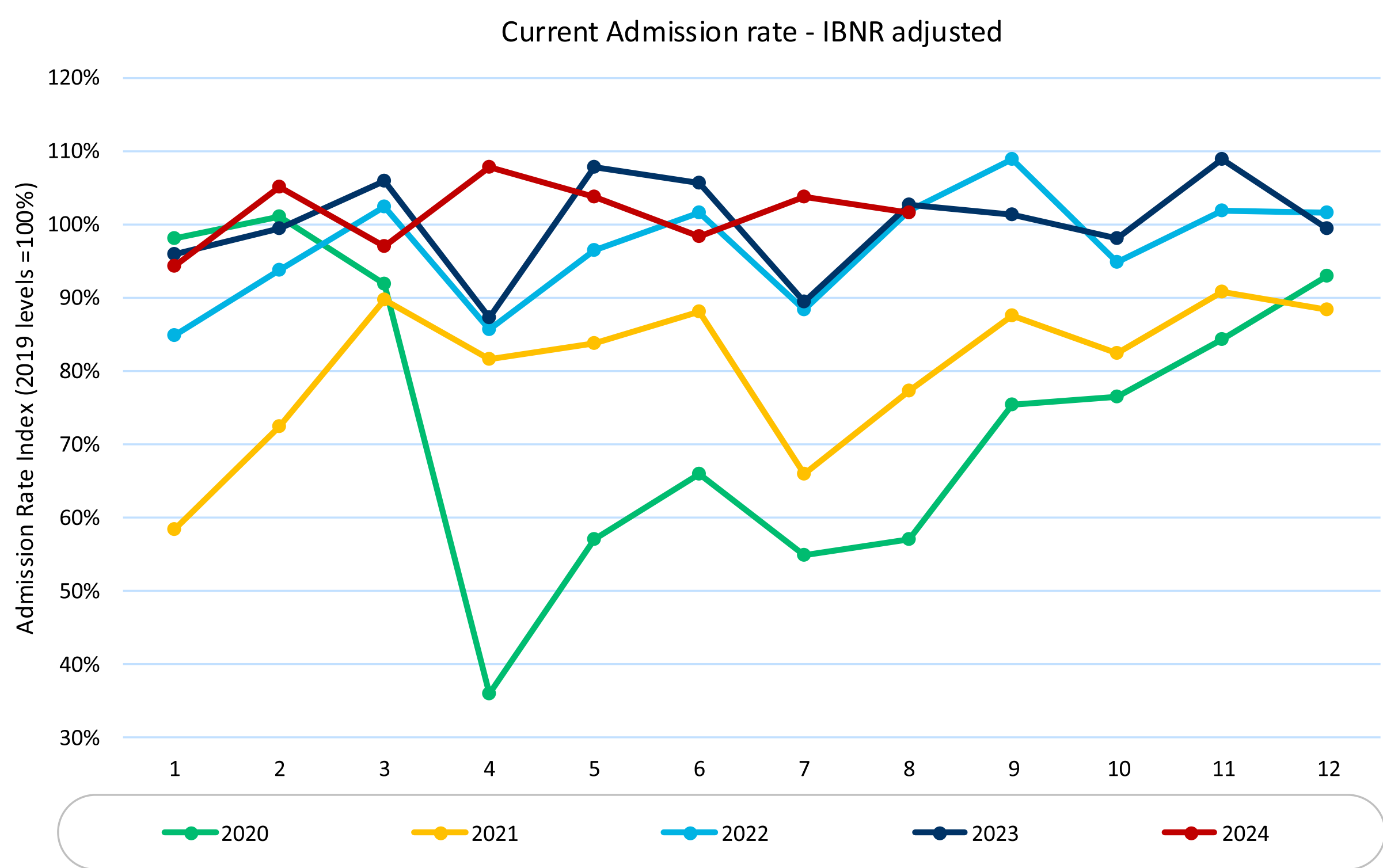
Buy-downs in a strained economy



Increase in claims costs

Medical schemes administered by Momentum Health Solutions are showing that not only have claims averaged higher than pre-COVID levels, but increasing healthcare costs have resulted in the average cost per claim also being higher. This means that while we processed 2% more claims in 2024 than in 2023, the actual impact in financial terms was exacerbated by the higher per-claim cost.

Increase in hospital admissions over the last 4 years



Momentum Health Solutions remains dedicated to fostering a healthier, more resilient South Africa, where every citizen has access to the care and support needed to thrive. The journey towards a healthier nation is ongoing, and we are proud to lead the way, ensuring that the future of healthcare in South Africa is both sustainable and inclusive. In our efforts to solve the affordability of world-class healthcare cover, we will keep working with all stakeholders to ensure that we enable cover that caters to the needs and pocket of consumers.

In 2025, we expect to see even greater adoption of digital health technologies and a stronger emphasis on personalised care. By focusing on preventive care, leveraging advanced technologies, and providing comprehensive support, a more sustainable healthcare ecosystem can be established that supports the well-being of all South Africans.



momentum

medical scheme

In response to these evolving needs, Momentum Medical Scheme will introduce benefit enhancements aimed at improving the overall healthcare experience for members in 2025. These enhancements reflect the Scheme’s dedication to offering affordable and sustainable healthcare solutions that cater to the diverse needs of the South African market.

1	2	3
Industry is stagnant, growth is flat for most schemes - Momentum Medical Scheme similar	Profile is excellent and average claims costs is lower	Solvency is well above 25% and being released slowly to provide value to members and future sustainability

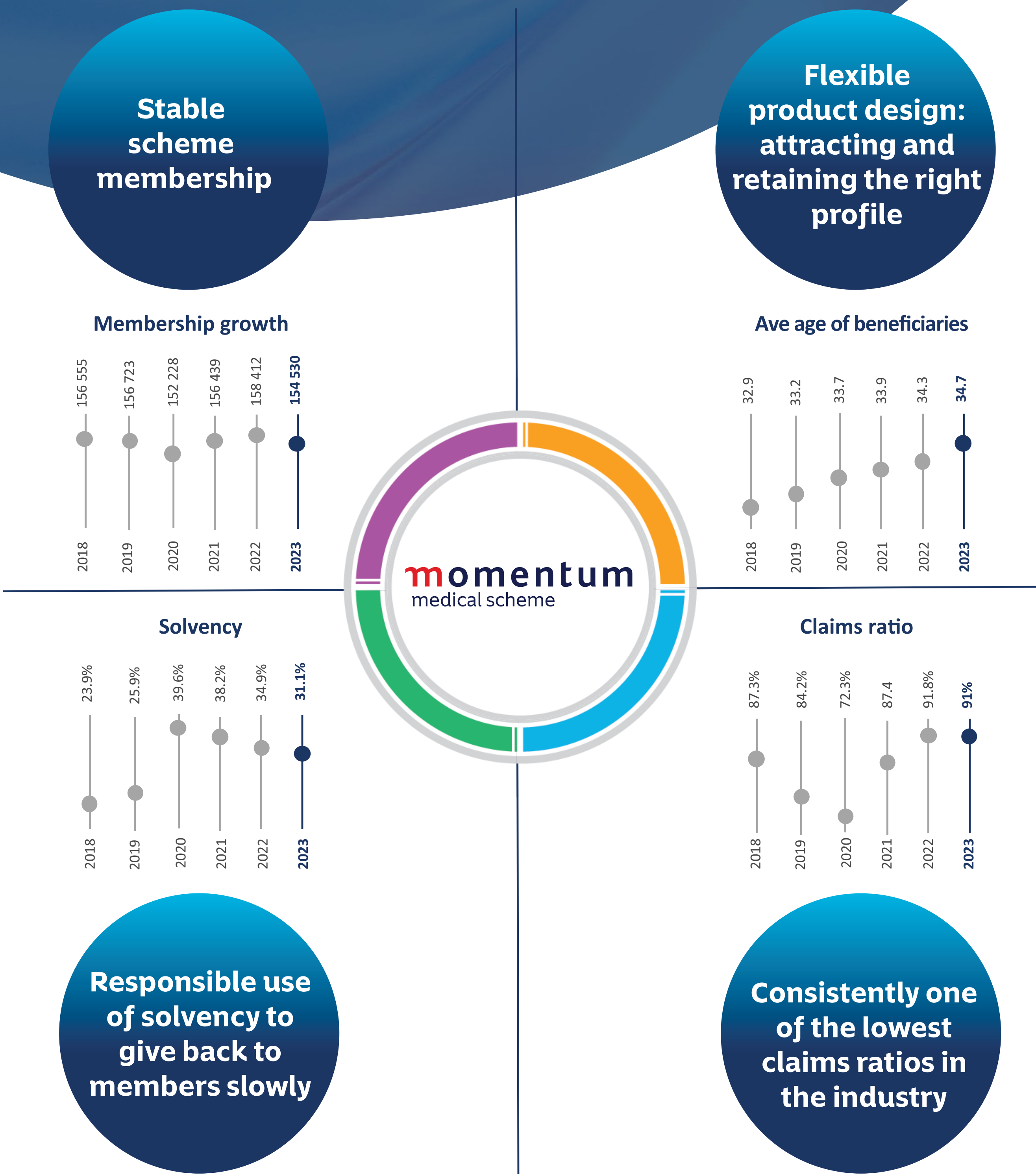
In addition to benefit enhancements, Momentum Medical Scheme will implement an annual contribution adjustment of 9.4% to ensure the continued financial stability and sustainability of its offerings. This adjustment is in line with the industry and reflects the Scheme’s commitment to balancing affordability with the need to provide high-quality healthcare cover. The Scheme’s approach to contribution adjustments is guided by a thorough analysis of healthcare cost trends, member utilisation patterns, and economic factors. By taking a data-driven approach, Momentum Medical Scheme made informed decisions that benefit both Members and the Scheme.



When considering a medical aid option for the upcoming year, it is crucial to understand how these adjustments impact choices. Prioritising value over cost is essential; cheaper plans often come with limited benefits and higher out-of-pocket expenses. Investing in a flexible plan that meets healthcare needs ensures the best care and support. By understanding the full range of benefits, members can make informed decisions that maximise their health outcomes and financial well-being.

Throughout 2024, medical schemes have focused on enhancing member engagement and improving service delivery. Digital health solutions, telemedicine, and wellness programmes have become more prevalent, offering members convenient and cost-effective ways to manage their health. These innovations have improved access to care, controlled costs and enhanced health outcomes.

Momentum Medical Scheme, the third largest open medical scheme in South Africa, remains in a favourable and stable financial position.



Consumers are going into 2025 in a worse financial position and more strained than in recent years. Given the tough current economic environment, the Scheme’s key objective was once again to offer benefits that support sustainable growth and retention of members. In calculating contribution increases for the coming year, the Scheme carefully considered how best to manage financial outcomes, demographic risk, and competitiveness.

CPI represents the starting point for determining contribution increases year-on-year. The impact of medical inflation, including new medical technology and burden of disease, contributed 2.1% to the increase for 2025. It is important to keep in mind that even if all else remains unchanged, a medical scheme’s membership ages by one year, every year. With increased age comes increased disease burden and higher claims trends, requiring schemes to adequately make provision for the resulting cost increases. Finally, a component of annual increases is typically reserved for benefit enhancements, aiming to ensure that cover remains relevant and as comprehensive as can be affordably extended.

Summary of Momentum Medical Scheme changes for 2025

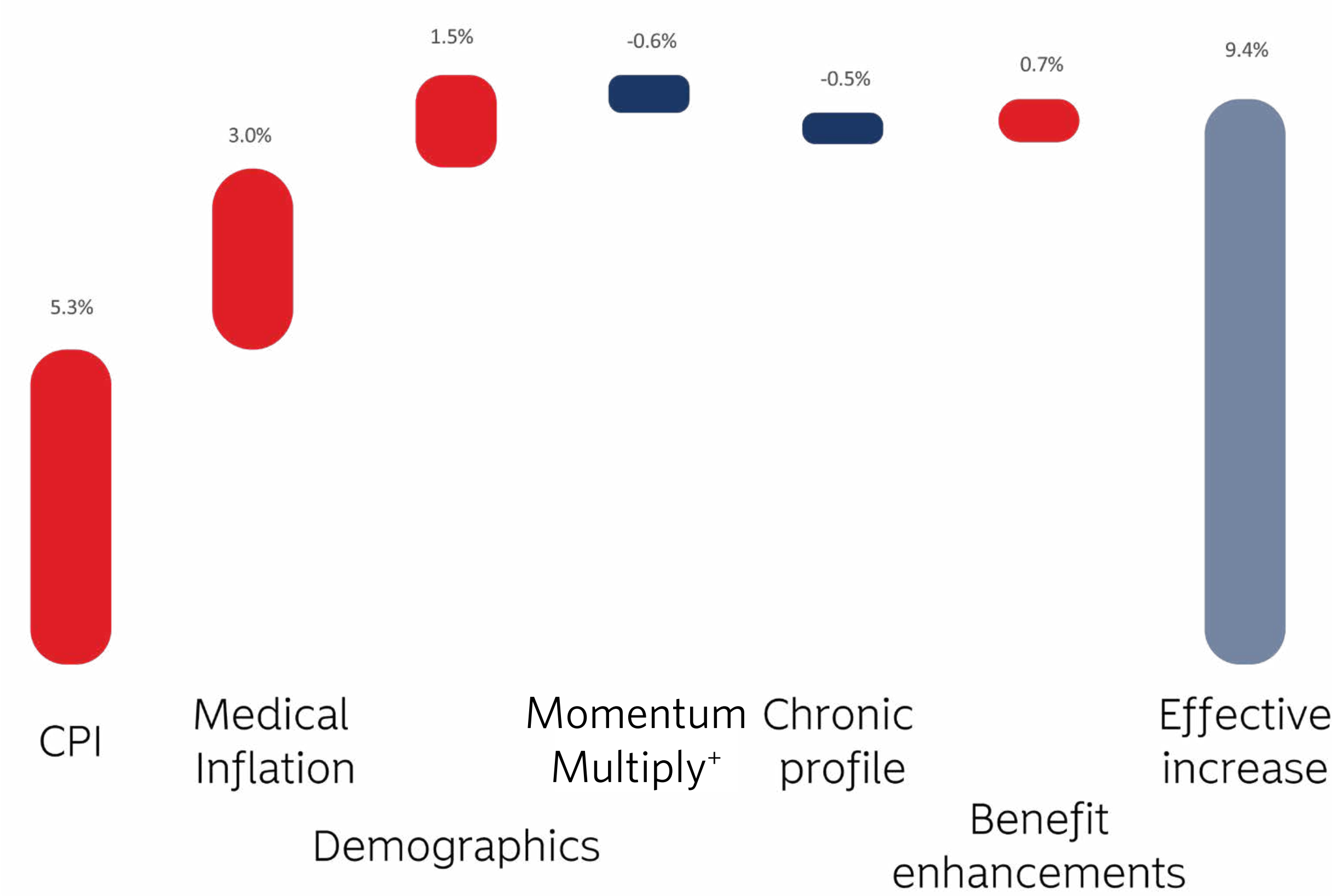
The most significant change in the Scheme’s benefit design for 2025 is the restructuring of the Ingwe Option. By including a new network on this option, Ingwe Connect, members have the choice of opting for a more efficient, cost-effective solution.

Benefit limit increases:

Benefit limits and co-payments have been adjusted in line with inflation.

2025 Increase:

The weighted average increase from 1 January 2025 will be 9.4%.



We are able to offset the demographic changes of an ageing medical scheme member profile through the innovative personalised solutions being driven by Momentum Multiply, encouraging members to live healthier, more active lifestyles. This approach not only positively impacts the propensity for chronic illness, it also effectively manages the symptoms thereof.



2025 Increase per option:



8.8% - 9.5%



9.4%



9.45% - 9.8%



9.4% - 9.8%



9.4% to 9.8%



9.8%

momentum
medical scheme

9.4%





Complementary benefits

Updates

+You may choose to make use of additional products available from Momentum Group Limited and its subsidiaries as well as Momentum Multiply (herein collectively referred to as Momentum). Momentum is not a medical scheme and is a separate entity to Momentum Medical Scheme. Momentum products are not medical scheme benefits. You may be a member of Momentum Medical Scheme without taking any of the products offered by Momentum.

gap

Momentum GapCover+

Momentum GapCover has been restructured into GapCover Supreme and Primary. Members can choose between the more affordable GapCover Primary, or the more extensive benefits offered by GapCover Supreme.



Momentum HealthSaver+

Momentum HealthSaver will no longer limit transactional cards to two per contract. In addition, members who do not have a valid South African ID document, can now apply for a HealthSaver Card using their passport.

When members apply for a new Momentum HealthSaver with credit, the amount of credit advanced upfront will be pro-rated, based on the number of months remaining in the year.

momentum
multiply

Momentum Multiply+

Multiply has provided significant value to its members this year by moving from a traditional loyalty programme to incentivising healthy behaviour. This approach rewards members for knowing and improving their physical and mental health. Healthy members can begin earning maximum rewards from day one, eliminating the need for points, waiting periods, more policies, or income requirements to access full benefits. Our emphasis on equity ensures that all members, regardless of their background, have equal opportunities to know their health, improve their health and get rewarded, thereby promoting better health outcomes and mitigating the long-term cost burden of disease.

In 2025, Momentum Multiply will continue to promote healthier lifestyles among members, reinforcing the belief that your health is your wealth. We understand that good health is the foundation of a fulfilling life, and the most important asset one can have. Momentum Multiply will introduce new features and enhancements to further motivate and support members on their health journeys.

As part of these enhancements, Momentum Multiply now offers the digital health and fitness assessment to all its members, as knowing your health is the first step to improving your health. Wysa, an emotional intelligent chatbot, is another feature that Momentum Multiply introduced for members to support mental wellness. Wysa is an AI-powered companion that engages members in conversations about their feelings and challenges. It provides support through evidence-based techniques and strategies and access to a variety of self-help resources, including mood trackers, journaling prompts, and guided exercises focused on cognitive behaviour therapy, mindfulness, and emotional regulation. Wysa is private, easy to use, and available 24/7 on the Momentum App.

By leveraging data and personalised insights, Momentum Multiply will continue to offer tailored recommendations and rewards that align with individual health goals, making it easier for members to stay on track and achieve their wellness objectives. Members will be able to use those rewards to pay their monthly medical scheme contributions, thereby leveraging their health to maintain the cover they need.

Unlock more health through Momentum Multiply

Momentum Multiply rewards members from day one for every step they take towards knowing and improving their physical and mental health. We've now made it even easier by making the digital health and fitness assessment available to all Multiply members.

The healthier you are, the more you score.

With Momentum Multiply, members have access to features and tools to support them on their entire wellness journey:



KNOW YOUR HEALTH

The digital health and fitness assessment is available to all Multiply members to make knowing your health easy. It only takes 8 minutes to complete the assessment and members get a Healthy Heart Score and fitness level.

IMPROVE YOUR HEALTH

Wysa is a personal, confidential mental health companion, here to support members whenever they need it. It's private, easy to use, and available 24/7.

With Wysa, members will have the tools to:

Manage anxiety

Sleep better

Get energy

Inspire yourself

Manage anger

Build confidence

Beat stress

Be mindful



GET REWARDED

We've added 4 new big brands as part of the Multiply partners members have access to.

 **ULTRAHUMAN**

Multiply Padel

travelstart
Freedom to move

PUMA

Momentum Multiply makes healthy living fun and rewarding. Get moving, connect with others, recharge and manage stress. Embrace a lifestyle that prioritises health and wellness and watch it pay off in more ways than one.



Momentum Health4Me

Momentum Health4Me continues to grow, confirming the need for flexible, affordable healthcare solutions. Certain benefit limits have been increased in line with inflation.

Day-to-day premium increase

		2024			2025		
Member type		Bronze	Silver	Gold	Bronze	Silver	Gold
Employee	R14 - R28	R210	R265	R334	R227	R287	R362
Adult		R210	R265	R334	R227	R287	R362
Child		R210	R265	R167	R227	R287	R181

Including GP visit booster benefit		2024 - R55 pmpm			2025 – R70 pmpm		
Member type		Bronze	Silver	Gold	Bronze	Silver	Gold
Employee	+ R15 pmpm R29 - R43	R265	R320	R389	R297	R357	R432
Adult		R265	R320	R389	R297	R357	R432
Child		R265	R320	R222	R297	R357	R251

Major medical event premium increase

		2024		2025	
Accident and emergency cover	Member type	Base	Standard	Base	Standard
	Employee	R75	R105	R86	R120
	Adult	R75	R105	R86	R120
	Child	R42	R60	R48	R69
Hospital cash and maternity lump sum benefit	Member type	Base	Standard	Base	Standard
	Employee	R73	R113	R79	R123
	Adult	R73	R113	R79	R123
	Child	R35	R62	R38	R67
Funeral benefit	Member type	Base	Standard	Base	Standard
	Employee	R20	R23	R21	R24
	Adult	R20	R23	R21	R24
	Child	R11	R12	R12	R13






Financial Adviser Rewards

Financial advisers who have groups with 50 or more Health4Me principal members on their books, qualify for Momentum Financial Adviser Rewards. Paid out as a once-off reward per group, advisers can earn up to 9% in additional commission, based on the profile of the new members, as well as the combination of Health4Me benefits sold.



Financial adviser rewards - earning points

 1. Bundling day-to-day with major medical benefits	 2. Membership growth	 3. Health4Me membership profile
<div><div>+1</div>> 50% of the new-business book has Accident and emergency cover</div> <div><div>+1</div>> 50% of the new-business book has Funeral benefit</div> <div><div>+1</div>> 50% of the new-business book has Hospital cash and maternity lump sum benefit</div>	<div><div>+1</div>Health4Me book grows by 75 main members</div> <div><div>+1</div>Health4Me book grows by 200 main members</div> <div><div>+1</div>Momentum Medical Scheme book grows by 100 main members</div>	<div><div>+1</div>Existing membership profile</div> <div><div>+2</div>New membership profile</div>

Financial advisers will be rewarded with once-off commission in April each year

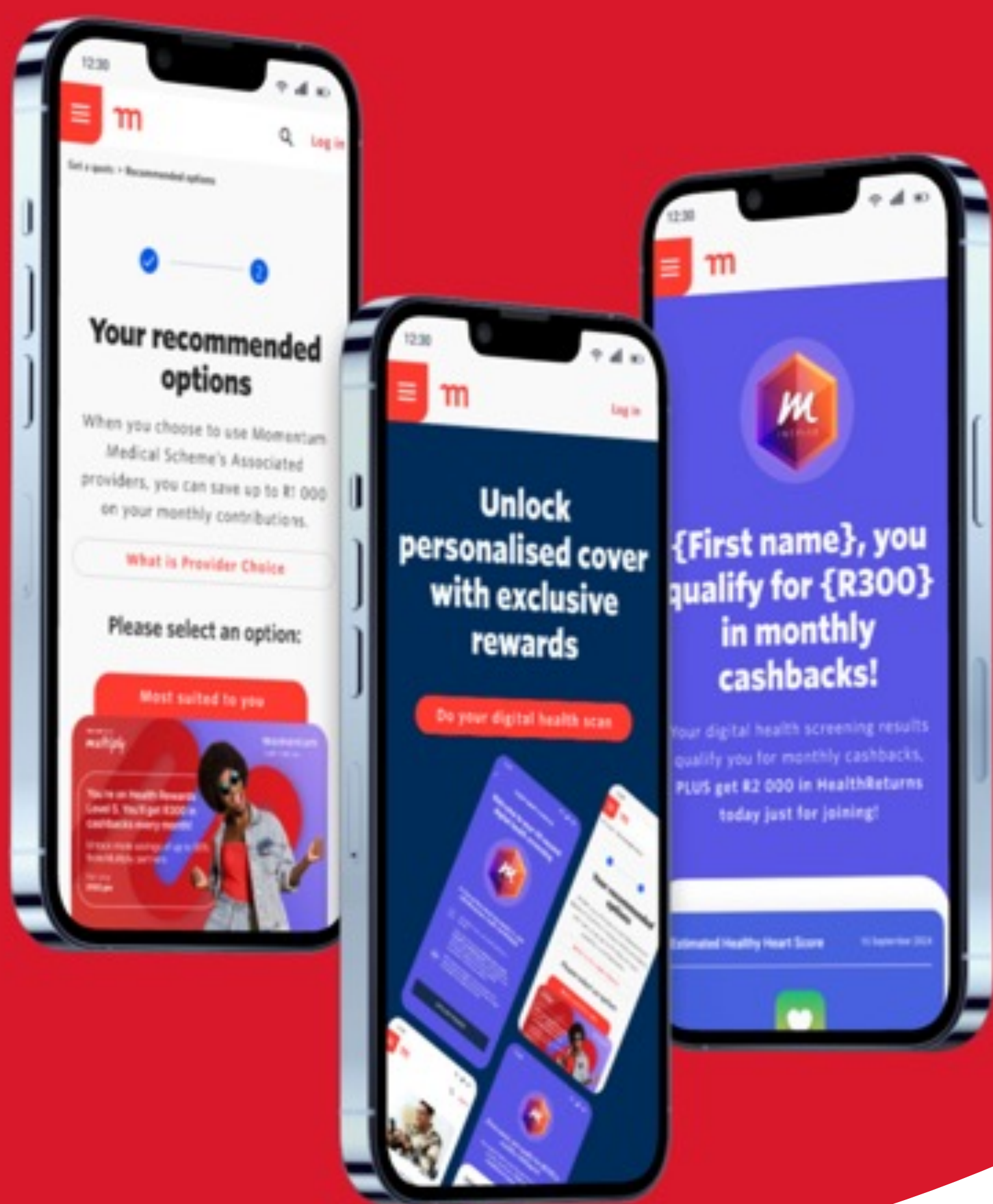
No commission clawback

Only financial advisers selling Health4Me and meeting the eligibility criteria

Max 20% commission for the period

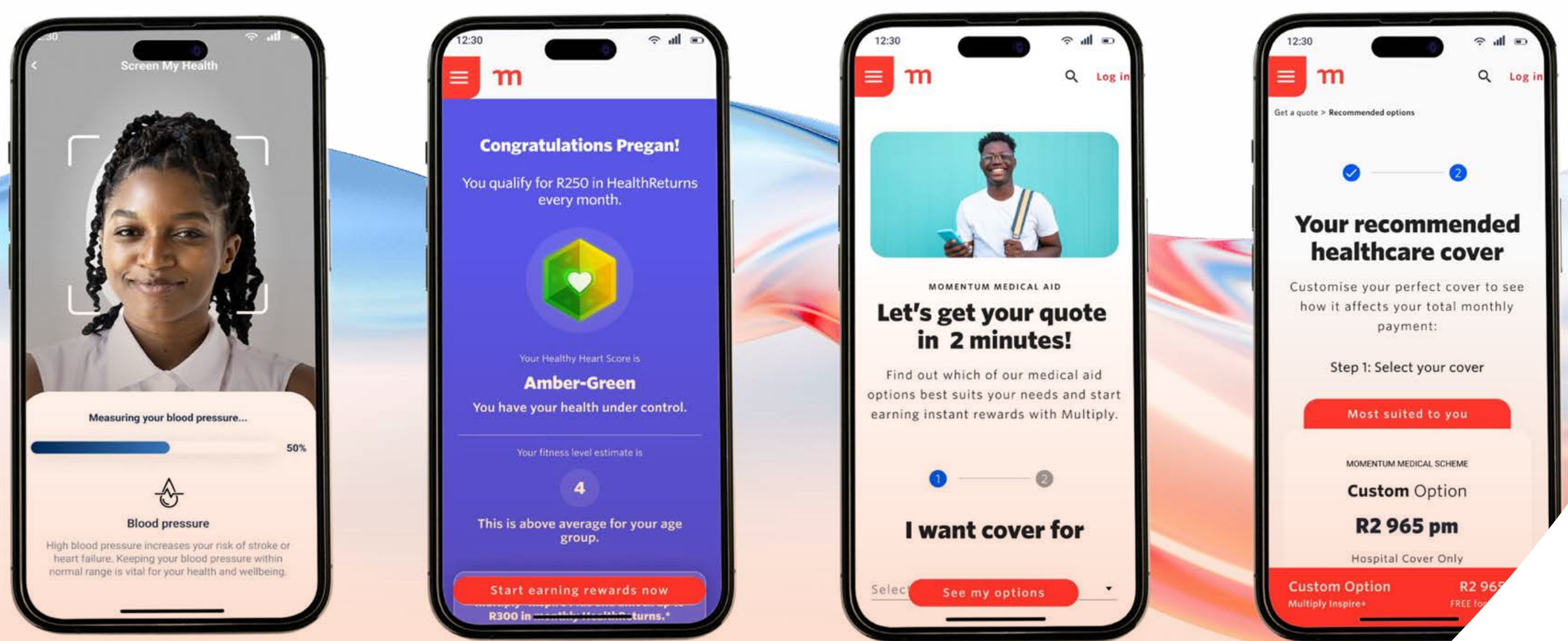
Once in a lifetime of a unique client

New! Scan and save



Prospective members can now see upfront how much they would save when joining Momentum Medical Scheme, simply by taking 90 seconds to complete a digital health assessment.

In addition to guiding prospective members in selecting the best medical aid option for their needs, we will give them a three-month free trial of Momentum Multiply, including the discounts they qualify for when transacting with Multiply’s partners. Should the prospective member opt to join Momentum Medical Scheme, any HealthReturns earned during these three months will be paid into their HealthSaver account – giving them a fast-track start to their wellness journey!



HealthSaver Booster

Members can earn up to:



HealthSaver Booster is an exciting new way to reward financial advisers and employer groups for their support. Not only can this initiative put HealthReturns of R1 000 into a new Momentum Medical Scheme member’s HealthSaver account and unlock free Multiply membership for the first three months, but their financial adviser will receive R250 upfront and a further R250 at the end of the year!

The top incentive of R1 000 will be paid to employees of new employer groups joining the Scheme with Super Group status, who take up medical aid, in addition to Multiply Inspire Plus.

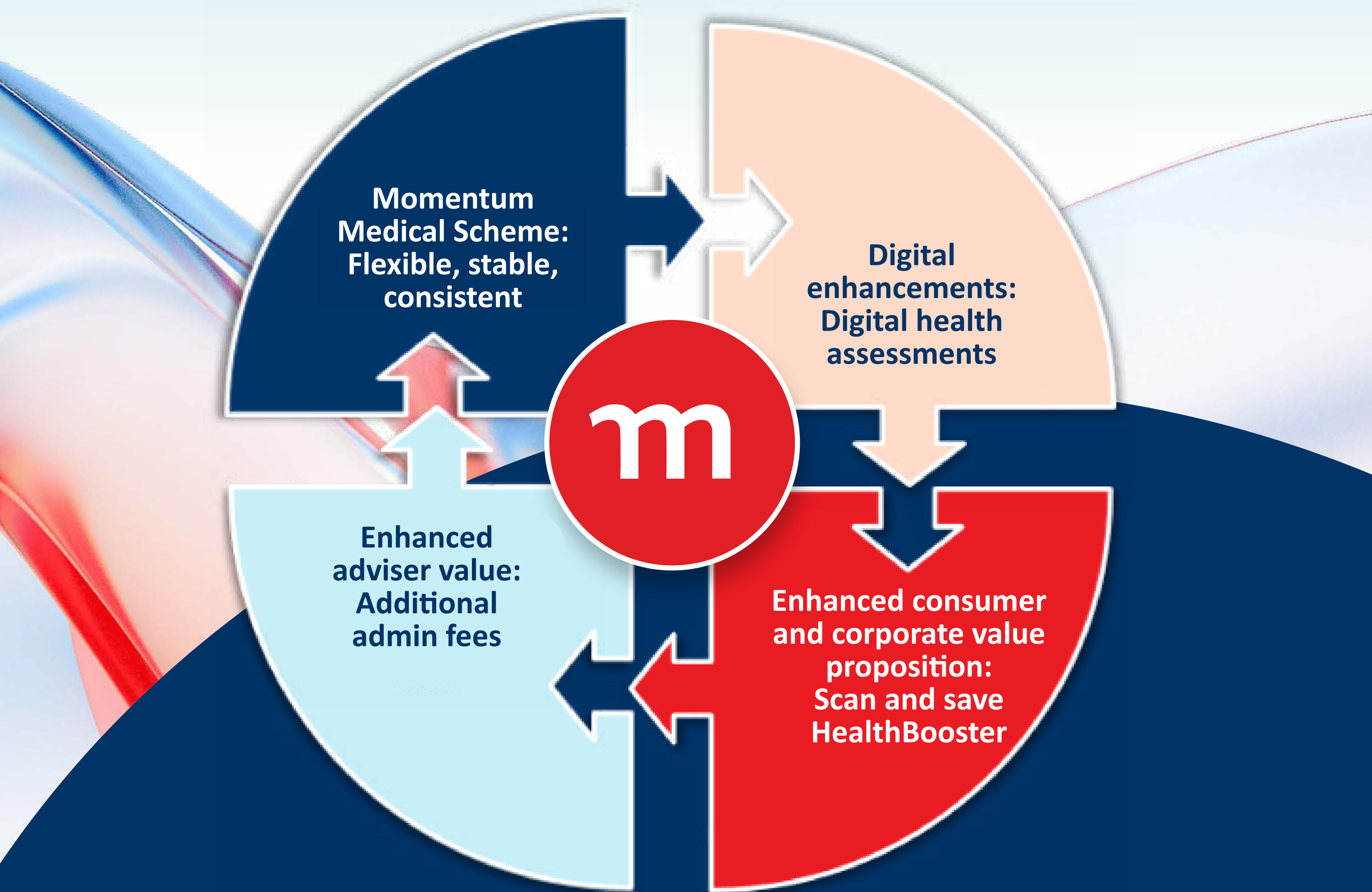
New members who opt for the free version of Multiply Inspire, who complete a digital screening, will receive R750 in HealthReturns paid into their HealthSaver account.

If the member is on Multiply Inspire Plus or Engage Plus and is on Rewards level 2 or above at the end of the year, the financial adviser will receive an engagement fee of R250 at the end of the year.



Conclusion

Given the increasing cost of living, Momentum Health Solutions and Momentum Medical Scheme are focused on offering world class benefits as affordably as possible.



We continue to unlock additional value and make it easier to engage with us digitally. The introduction of Scan and Save makes it possible for prospective members to see upfront just how much they could save when joining Momentum Medical Scheme.

There is also a keen focus on how our business can help support employers and their employees, to unlock more value through our product solutions. We have been able to achieve this through the new HealthSaver Booster product.

We truly value healthcare advisers, and the role they play in ensuring that consumers are covered and well informed on their healthcare products. Through enhancements such as HealthBooster as well as Financial Adviser rewards, we are aiming to continue rewarding advisers for the significant role they fulfil.

Momentum Health Solutions remains committed to leading the way in providing innovative, affordable healthcare solutions that meet the needs of all South Africans, ultimately unlocking more health. This commitment ensures that everyone can thrive in a robust and dynamic healthcare environment, encouraging them to take charge and invest in their health, and prioritise it as their greatest asset.

The journey towards a healthier nation is ongoing, and Momentum Health Solutions is proud to lead the way, ensuring that the future of healthcare in South Africa is both sustainable and inclusive.

momentum
health solutions

more health
for **more** South Africans
for **less**