



25 September 2026

Dear Valued Stakeholder,

Re: Curator's update

As part of our commitment to keeping stakeholders updated on Sizwe Hosmed's curatorship journey, we are delighted to announce that the scheme is under self-administration from 1 September 2026.

Self-administration represents a key milestone in our ongoing effort to return the scheme to its rightful place as a vital player ensuring access to healthcare services for South Africa's working people.

It creates an opportunity to strengthen our relationships with you, our valued stakeholders and deliver a more connected, responsive and accountable scheme.

The shift to self-administration is expected to improve accessibility, accountability and clinical communication, while strengthening claims management, issue resolution and personalised support. These improvements will sustain the service enhancements we are already delivering, and create a more responsive experience for members, employers, brokers, healthcare providers and other stakeholders.

Our progress year to date

The curatorship process has focused on ensuring the strength and sustainability of core areas that are fundamental to the scheme's success:

- The solvency of the scheme as at the end of August 2026 was sitting at 40% - well above the minimum statutory level, with reserves standing at R440 million.
- The number of principal members is 8 662, with total beneficiaries sitting at 17 394.
- Member service has been strengthened through the new administration model, which is designed to improve access to care, streamline billing and claims processes, and provide members with a more seamless service experience.
- The scheme is currently processing the payment of claims on a weekly basis at an average rate of approximately R14 million. The refund of member savings accounts has reached R100 million, with the remaining balance requiring the update of member banking details. We have embarked on a drive with brokers, employers and unions to obtain updated banking details for the remaining amount that is owing to members.

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- Governance has been strengthened by restoring the key mechanisms that support effective, accountable and transparent administration, including the reinstatement of key governance committees. At the conclusion of administration, the curator team will appoint a new Principal Officer, and members will elect a new Board of Trustees. This Board will be critical to the effective functioning of the scheme.

Engagement

As part of our commitment to transparency, collaboration and communication, we held webinars with employers and brokers last week. The curator team is also continuing direct engagement with major employers, broker groups, unions and healthcare providers through roadshows across South Africa. The feedback from these engagements is critical to the success of the curatorship process.

Next steps

Our ambition is to increase the number of principal members to between 12 000 and 15 000 in the upcoming open period, as the scheme becomes increasingly robust and attractive to new members.

As part of these efforts, we are excited to be launching our 2027 product portfolio on 29 September. We invite you to join us as we announce this important new offering for 2027. Details of the launch event are available on our [website](#).

As a result of the move to self-administration, curatorship is now projected to end in September 2027, subject to the required regulatory and governance processes. We will continue engaging with the Council for Medical Schemes as the scheme continues to progress toward a full exit of curatorship.

We are confident that with the strong team committed to exceptional customer service, renewed governance mechanisms and an improved liquidity position, Sizwe Hosmed is well positioned to deliver on its promise as the fund which offers ***Benefit Value for Your Money***.

We remain available to answer any questions you may have on the process, and our plans for the scheme.

Regards

Sizwe Hosmed Communication Team

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