

24 November 2025

Dear Valued Member,

As we approach the festive season, we would like to extend our warmest wishes to you and your loved ones. This is a time for rest, joy, and reflection, and also a moment for us to say thank you. Your loyalty and unwavering support have carried Sizwe Hosmed through a challenging period, and because of you, we are proud to say that we are **still here** and steadily turning the corner.

We are pleased to share that significant progress has been made in stabilising operations and rebuilding confidence in our Scheme. Many hospitals have reopened their doors to Sizwe Hosmed members, including all Netcare outlets nationwide; Life Healthcare facilities such as St George's, Mercantile, St Dominic's, and Beacon Bay; and selected Lenmed hospitals, including La Verna, Kathu, Lenasia, and Randfontein.

Members also continue to access Busamed facilities nationwide, NHN through ARWYP, Emalahleni Private Hospital, Carewell Robertson and all Cinix outlets.

Unfortunately, Mediclinic is still not accepting our members. However, we continue to negotiate with them, and we will keep you updated on any changes.

We are pleased to share that all our partner pharmacies are servicing Sizwe Hosmed members with medication, including chronic medicines. These are Dischem, Clicks, Medipost and Medirite.

Claim payments have also stabilised, further strengthening our service delivery.

To thrive in a competitive healthcare environment, Sizwe Hosmed is focused on rediscovering its strength and building a solid strategy anchored in membership retention and service excellence.

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While we are sadly bidding farewell to our SALGA members, we sincerely wish them well on their new healthcare journey.

As we head into a new year, our priorities remain clear: improving solvency, rebuilding strong partnerships, enhancing member service, strengthening governance, and accelerating digital transformation. We are committed to working hard so that Sizwe Hosmed continues to stabilise and grow into a scheme you can rely on — because we are **still here**, and here to stay.

Thank you for standing by us. Thank you for believing in us. And thank you for continuing this journey with us.

Warm festive wishes from all of us at Sizwe Hosmed. Here's to a brighter, healthier year ahead.

Regards



Lebogane Mpakati

Curator – Sizwe Hosmed

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