

04 September 2026

Dear Valued Member,

Sizwe Hosmed is entering an important new chapter focused on strengthening the Scheme and enhancing the way we serve you.

As part of this journey, Sizwe Hosmed is transitioning to **self-administration from 1 September 2026**. While this represents an important change in the way the Scheme operates, our focus remains firmly on you, our member.

We're Here. We're Operating. And We're Enhancing the Way We Serve You.

What does this mean for you?

The transition to self-administration means Sizwe Hosmed will take greater ownership of the Scheme's day-to-day operations. This is an opportunity to strengthen the way we manage our operations and engage with you, while building a more direct and connected member experience.

For you, our member, this journey is about creating a Scheme that is more responsive to your needs and better positioned to support you throughout your healthcare journey.

We are focused on making it easier for you to access the information, assistance and support you need when you need it.

What will remain the same?

While the way we operate is evolving, our commitment to you remains unchanged.

You can continue to rely on Sizwe Hosmed to:

- Support you in accessing the healthcare benefits available to you.
- Provide assistance when you have questions about your membership and benefits.

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- Protect the value of your contributions and ensure they continue to support your healthcare needs.
- Keep you informed about important developments that may affect you.
- Remain committed to improving your experience as a member.

What are we enhancing?

Our transition to self-administration creates an opportunity to strengthen the member experience across every point of interaction with Sizwe Hosmed.

We are focused on:

- **A more responsive service experience:** Making it easier for you to get the assistance you need and ensuring that your queries are addressed efficiently.
- **Greater ownership and accountability:** Taking greater responsibility for the administration of the Scheme and the experience we provide to you.
- **Improved communication:** Keeping you informed with clear, timely and relevant information, so you can make informed decisions about your healthcare.
- **Continuous improvement:** Listening to your needs and using your feedback to identify opportunities to improve the way we serve you.
- **Improved financial performance:** Improving our solvency ratio beyond the current **40%** as at 31 July 2026.

We understand that change may bring questions.

We know that you may have questions about what the transition to self-administration means for you. We're committed to keeping you informed every step of the way. To this end, we will hold a Special General Meeting (SGM) on **14 November 2026** to update members and other stakeholders on progress made over the past year and what is in store for 2027.

We will provide you with the information you need, communicate important updates clearly and ensure that you know where to turn should you need assistance.

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The transition to self-administration is about building a stronger foundation for the future that enables us to take greater ownership of your experience and continuously improve the way we serve you.

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Sizwe Hosmed Communication Team

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