2026 Benefits and Contributions Launch

09 October 2025

AGENDA

08:00 - 09:00	Full buffet breakfast will be served	
09:00 - 09:10	Welcome and setting the Scene	**Michelle Bam** MC
09:10 - 09:40	Opening Address	**Teddy Mosomothane** Bankmed PO/CEO
09:40 - 10:20	2026 Benefits and Contributions	**Dr. Niri Naidoo** Clinical and Operations Executive
10:20 - 10:30	New Developments	**Teddy Mosomothane** Bankmed PO/CEO
10:30 - 10:40	Client Management update	**Jannus Van Der Walt** Senior Manager: Client Management
10:40 - 11:00	Competition and Q&A	**Michelle Bam** MC

Opening Address

Teddy Mosomothane

Principal Officer / Chief Executive Officer

Acknowledging Our Valued Partners

1. Members
2. Employer Group Clients
3. Trustees and Scheme Management
4. Outsourced service partners
5. Colleagues and business associates

You Are In Good Company

Bankmed
Yours in good health

33
Clients

	absa	HBZ Bank Limited (Incorporated in Switzerland 1967)	SBV	CAPITEC BANK	LAND BANK We stand by you	access
		FNB	South African Reserve Bank	SABN	THE BANKING ASSOCIATION SOUTH AFRICA	strate
	GBS MUTUAL BANK ESTABLISHED 1877	ICAP Holdings SA	PASA	FMT FINMARK TRUST	standard chartered	Lesaka
BeztForex	SA3RIC	STANLIB	PAY iNC	CA	SAFPS SOUTHERN AFRICAN FRAUD PREVENTION SERVICE	obs ombudsman for banking services Banking Adjudicator
MOTORITE ADMINISTRATORS	Taquanta	Sasbo The Finance Union	CPS FINANCIAL SERVICES	spectrum VALUATIONS & ASSET SOLUTIONS	andisa	Bidvest Bank

Recalibrating The Balance

A Medical Scheme's Regulatory Requirement

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Non-Profit

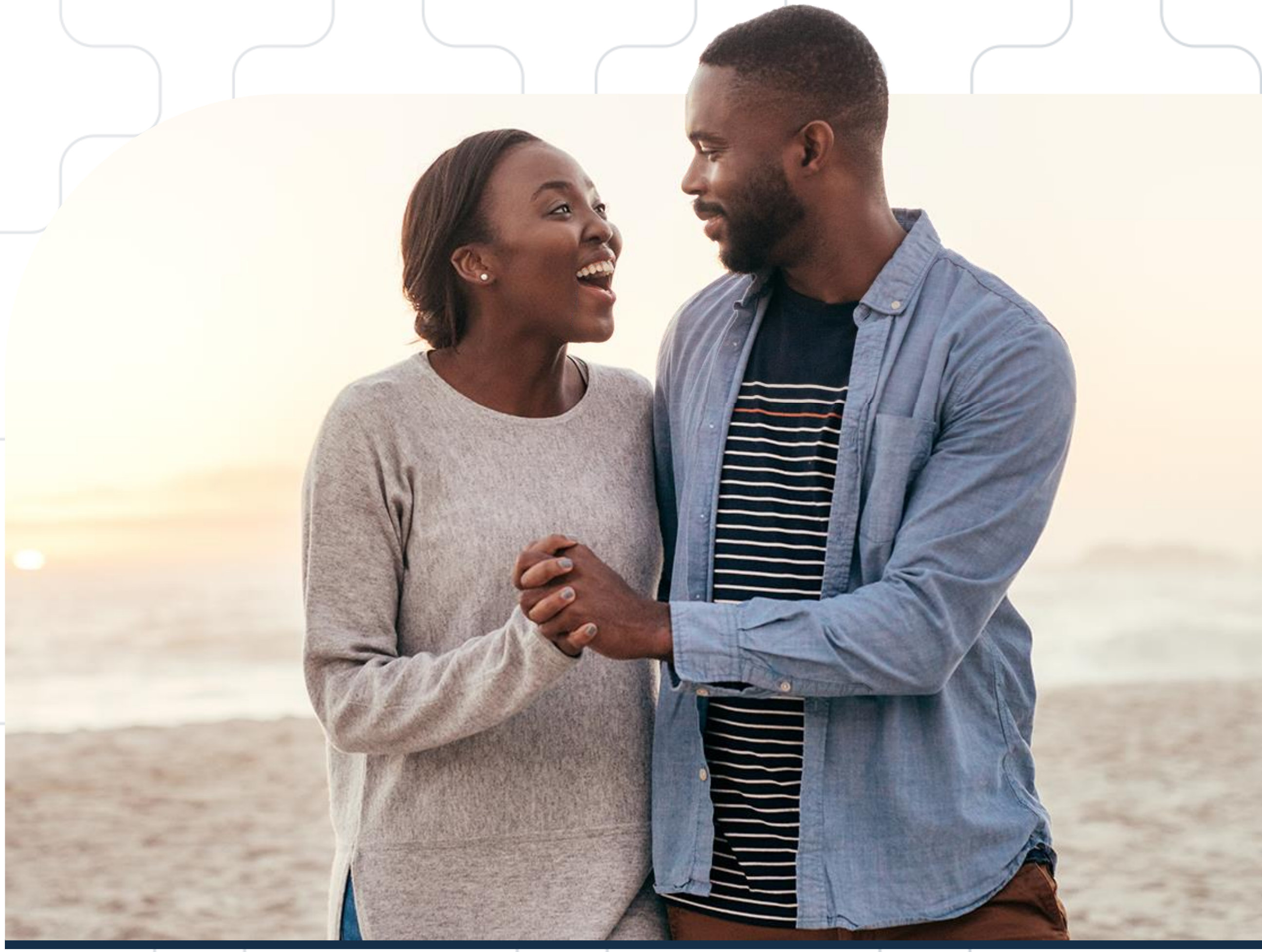
Sustainability

Bankmed's Purpose

To be an affordable Medical Scheme that guarantees best-of-class member experience, value and quality

Bankmed Values

Our Journey so far & Emerging Realities



In Good Health For Your Good Health

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Beneficiaries:

221 531

Market Share

2.6%	6.1%	8th	4th
Covered Lives	Restricted	Largest Medical Scheme	Largest Restricted Scheme

Principal Members:

107 718

Market Share

7th

Largest Medical Scheme (principal members)

Average age of Beneficiaries

Bankmed	2023	2024
	32.62	**32.87**

Industry	2023 Restricted Schemes	2023 All Schemes
	31.83	**34.17**

32.62

Pensioner Ratio

Bankmed	2023	2024
	8.99%	**9.14%**

Industry	2023 Restricted Schemes	2023 All Schemes
	7.07%	**9.55%**

8.99%

6 Benefit Options

AA+

Global Credit Rating: "Very strong financial security characteristics"

15th year in 2025

In Good Health For Your Good Health

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Annual Gross Contribution Income

2023	2024
R6.29 Billion	**R6.78 Billion**

"Net Surplus/(Deficit)"*: cleared to Insurance Service Result

2023	2024
R6.30 Million*	**(R96.39 Million)***

Directly Attributable insurance service Expenditure (DAE) as a % of Insurance Revenue (IR)

Bankmed	2023	2024
	4.24%	**4.19%**

Industry	2023 Restricted Schemes	2023 All Schemes
	4.07%	**7.08%**

4.24%

Reserves

	BANKMED		Restricted Schemes Average	Industry
	2023	2024	2023	2023
Reserves	R3.34 Billion	**R3.25 Billion**	R63.9 Billion	R116.5 Billion
Reserve Ratio	48.98%	**43.23%**	56.64%	48.98% 43.45%
Claims Ratio	100.94%	**102.41%**	100.94% 98.71%	95.88%

Reserve Ratio | 2020-2025

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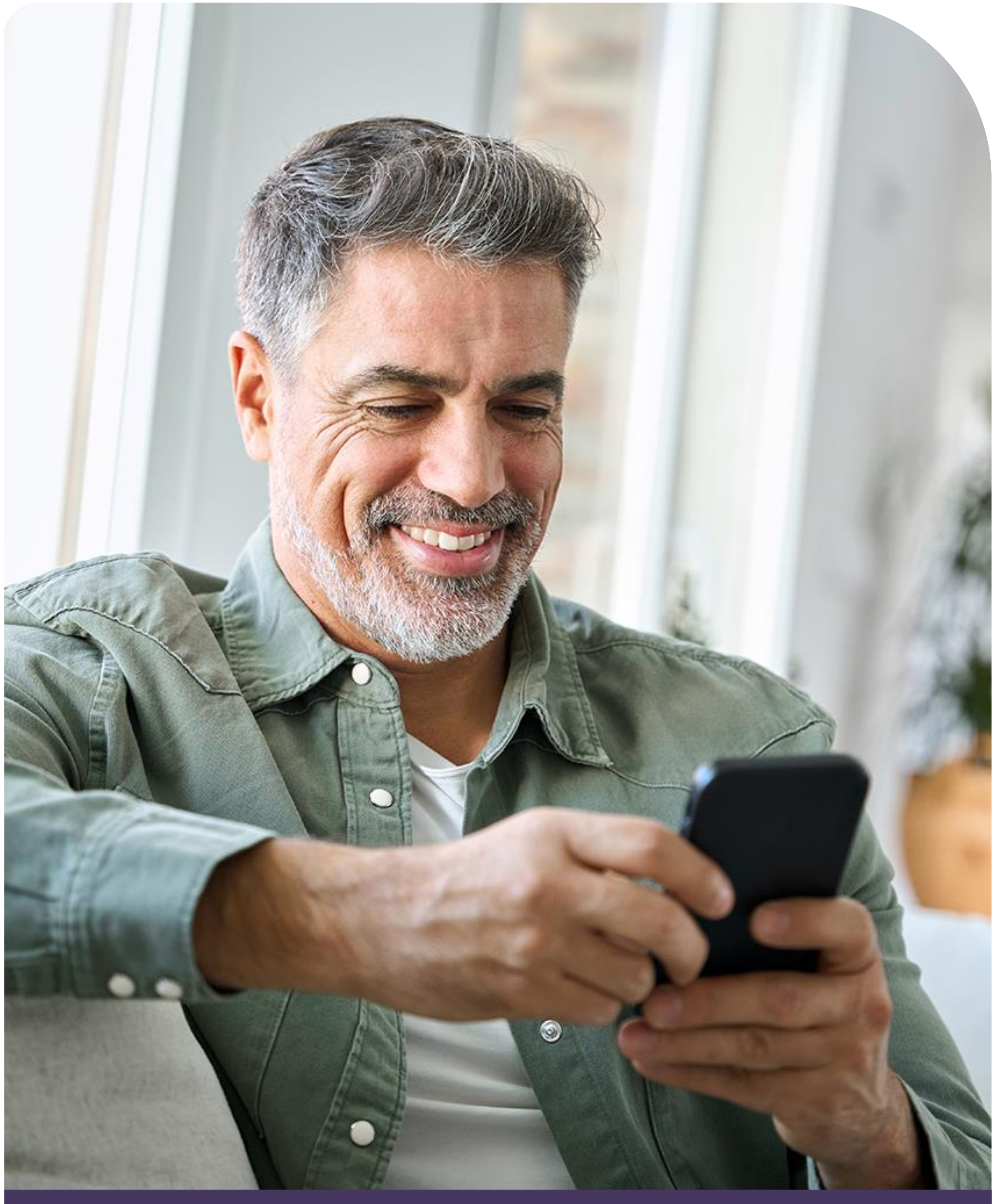
Year	Reserve Ratio
2020	50.7 %
2021	53.6 %
2022	53.3 %
2023	49.0 %
2024	43.2 %
2025 (forecast)	**37.1 %**



Better Value

Conclusion by Alexandre Forbes ("Alexforbes"):

- "Overall, the calculations and methodology applied when calculating these measures are deemed appropriate and the 2023 relative value figures shown by NMG are deemed a reasonable reflection of the value of Bankmed's benefit offering."

- "The report also contains a BERICO analysis, in which Alexforbes calculated the benefit richness of each of Bankmed's options and comparable options in the open market. It was found that each of Bankmed's options offer relatively higher richness compared to options charging similar contribution rates, or relatively lower contributions compared to options offering similar benefit richness. Bankmed's products are even more valuable for lower income groups, who are able to enjoy rich benefits for relatively low contributions."

Best-of-class Member Experience

At our Annual General Meeting in June 2025, we shared with you some insights and evidence on how our key service partner deploys our engagement ecosystem to honour our commitment to best-of-class member experience (as explicitly expressed in our purpose).

AVG CALLS	AVG EMAILS
39,621 PM	10,230 PM
AVG MEMBER CALL SATISFACTION SCORE 9.24/10	AVG MEMBER EMAIL SATISFACTION SCORE 9.17/10

Membership Administration 2024

TOUCHPOINTS WITH OUR MEMBERS

SERVICE TEAM

Bankmed Service Team Skillsets and Service Delivery Areas

- Core Call Centre Agent
- Specialist Call Centre Agent
- Service Consultant (CHO)
- Service Consultant (Preauth)
- Service Specialist
- Service Specialist (Preauth)
- Service Specialist Customer Relationship Manager

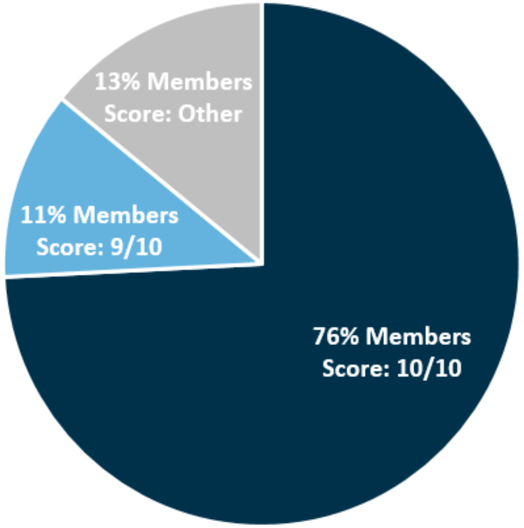
SURVEYS

Survey Responses Received from Members in 2024

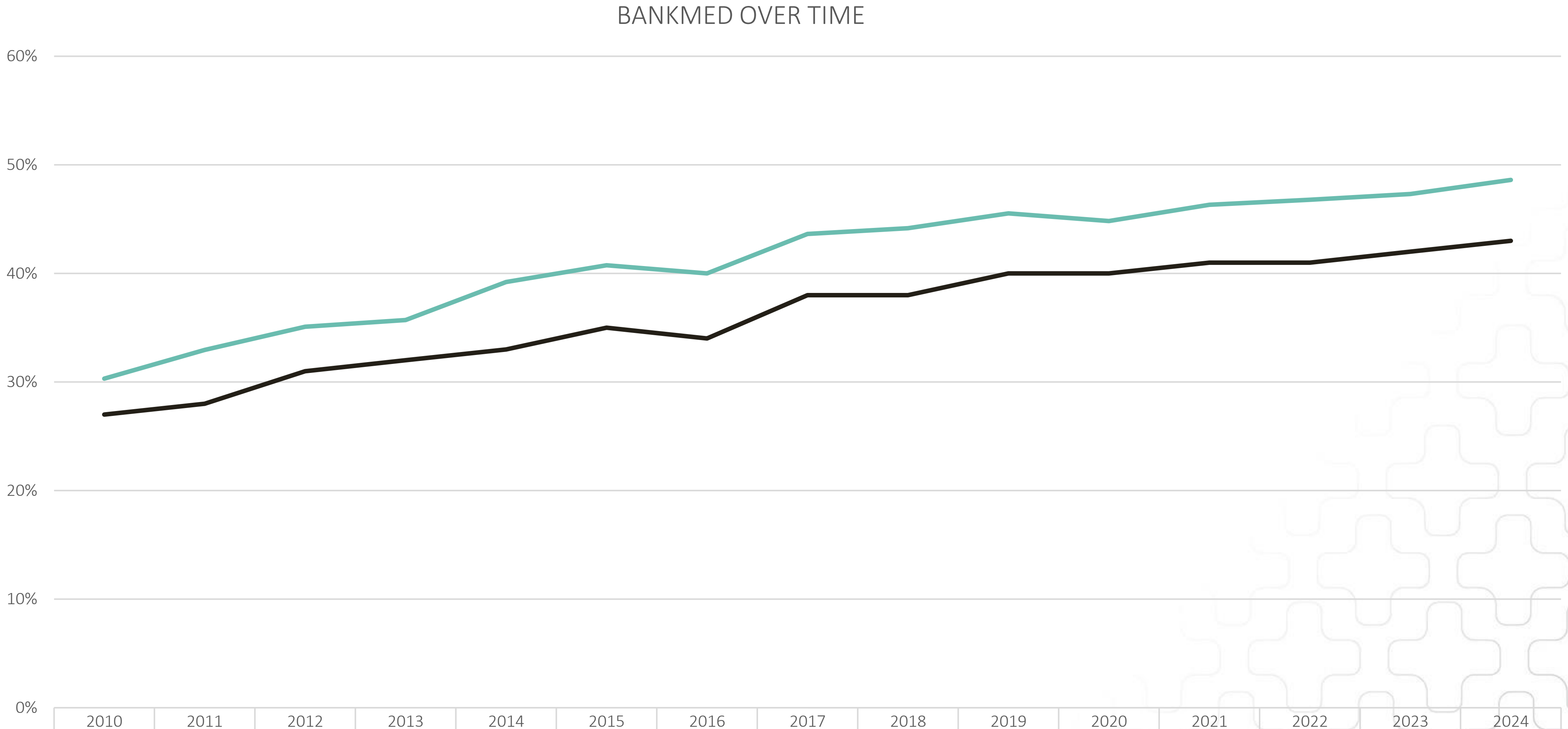
6 487

MEMBER SENTIMENT

Proportion of 'Perfect Scores' 9/10 and 10/10



Quality Of Our Offering



	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Bankmed	30%	33%	35%	36%	39%	41%	40%	44%	44%	46%	45%	46%	47%	47%	49%
Industry	27%	28%	31%	32%	33%	35%	34%	38%	38%	40%	40%	41%	41%	42%	43%

Quality of care is the degree to which health services for individuals and populations increase the likelihood of the desired health outcome

Focusing on the Emerging Realities

The Unrelenting Claims Experience

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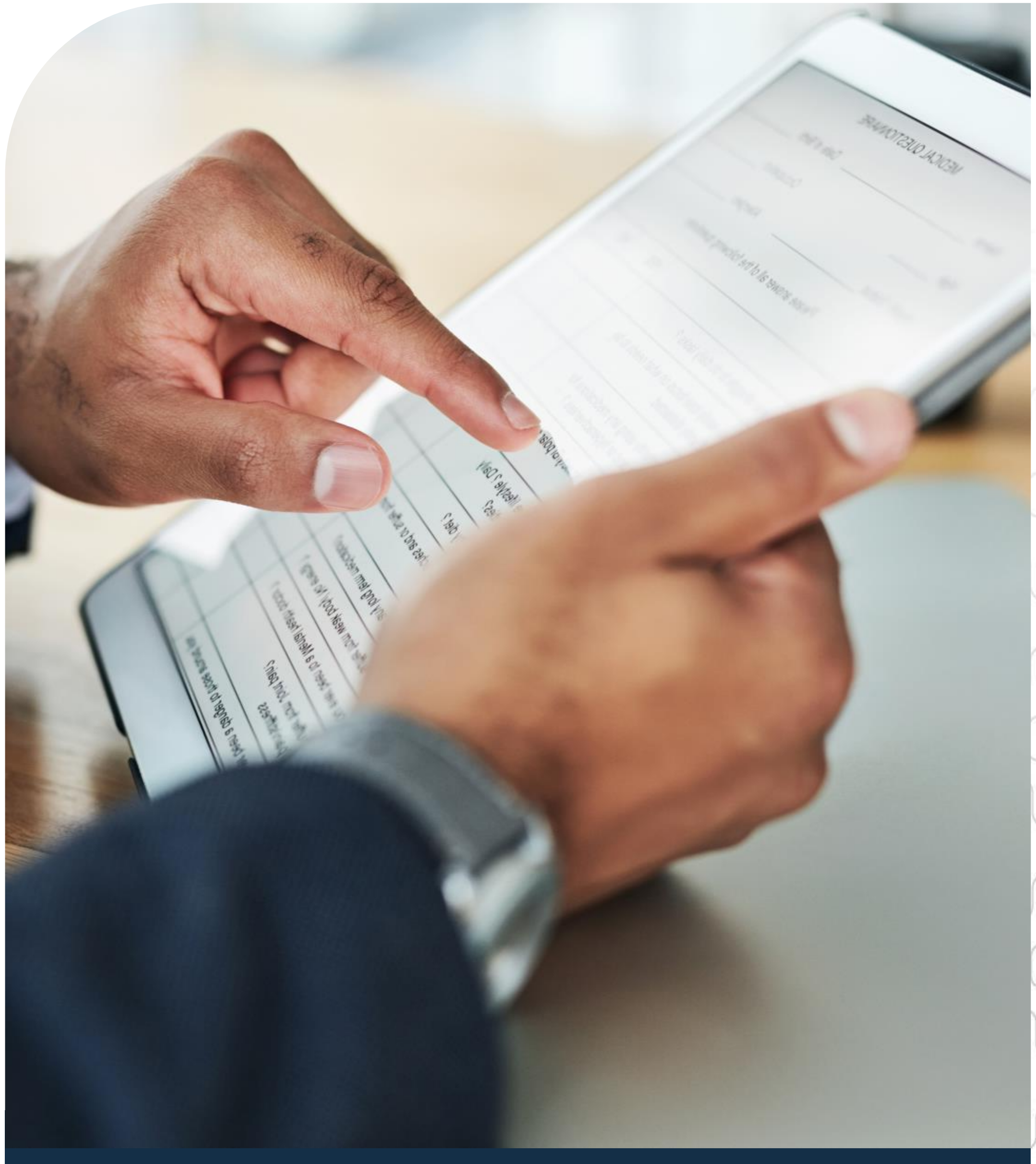
The in-hospital claims variance was primarily driven by:

- High-cost cases including paediatric admissions and long-stay ICU cases resulting from cardiac and neurosurgery amongst others;
- More admissions to ICU and high care outside of these high-cost cases as well as more surgical admissions; and
- Some additional admissions resulting from respiratory infection spikes in the first quarter of the year, winter (July) and the last quarter (October, November).

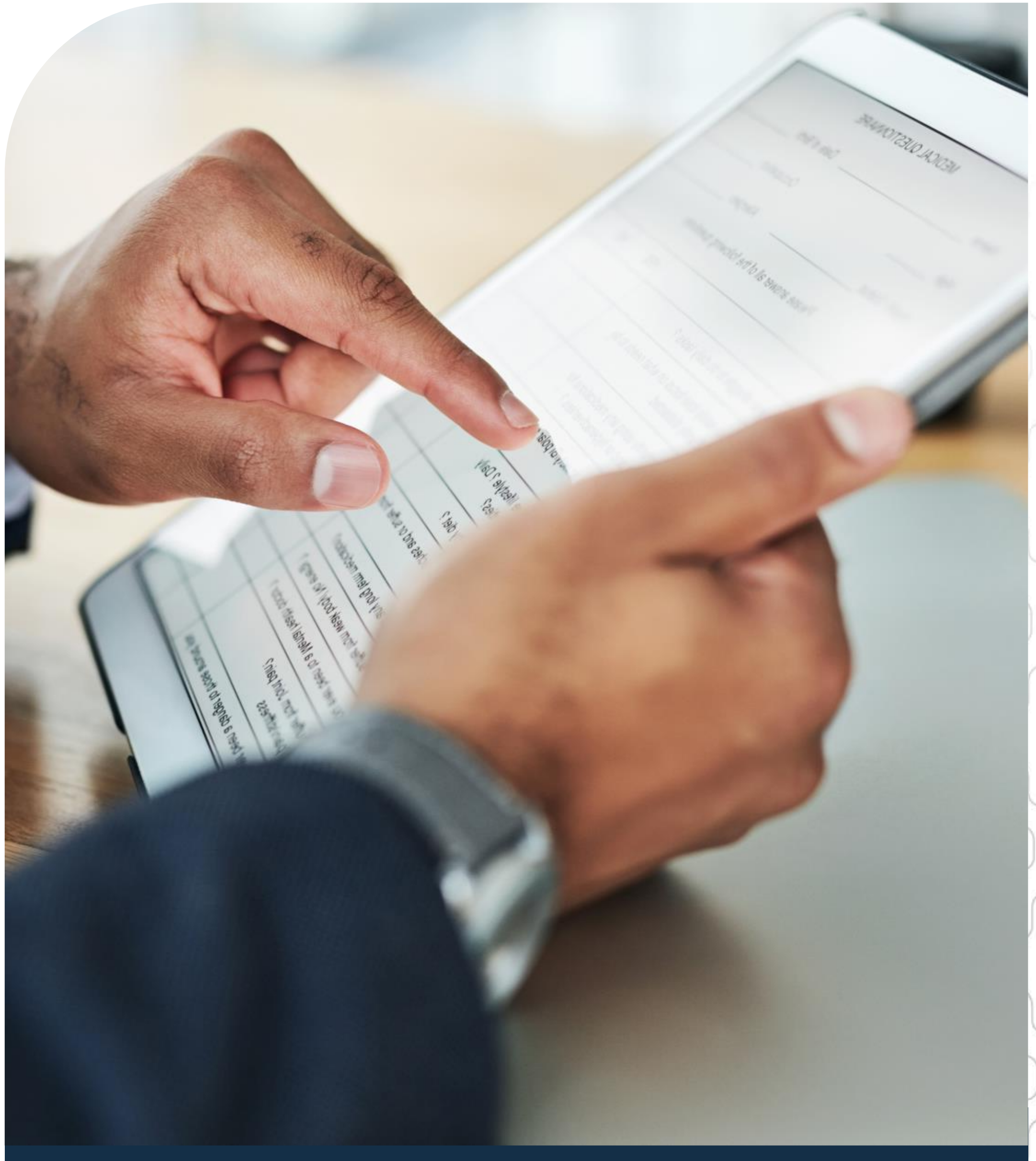


The Unrelenting Claims Experience

Bankmed
Yours in good health

The out of hospital variances (risk claims only, not savings) were driven by:

- The spike in respiratory infections as outlined above;
- Increased utilisation of both diagnostics (pathology and radiology) in general as well as high-cost radiological scans; and
- Specifically higher claims cost on the Traditional and Comprehensive plans.
- The latest available industry report that was released by the Council for Medical Schemes relates to the 2023 annual financial year. Although this is now dated, it does enable us to take note of how Bankmed compares to the industry.
- Our claims ratio in 2023 was 100.94%, compared to the overall industry average of 95.88% (the average for restricted medical schemes like Bankmed was 98.71%).
- The claims ratio for Bankmed in 2024 increased to from 100.94% to 102.41%, and the solvency ratio decreased by more than five percentage points from 48.98% in 2023 to 43.23% in 2024, flowing from a shift from a net surplus of R6.3 million in 2023 to a net deficit of R96.4 million in 2024. These are clear indicators of the need to take steps to protect the sustainability of the Scheme, sooner than later.



Reserve Ratio | 2020-2025

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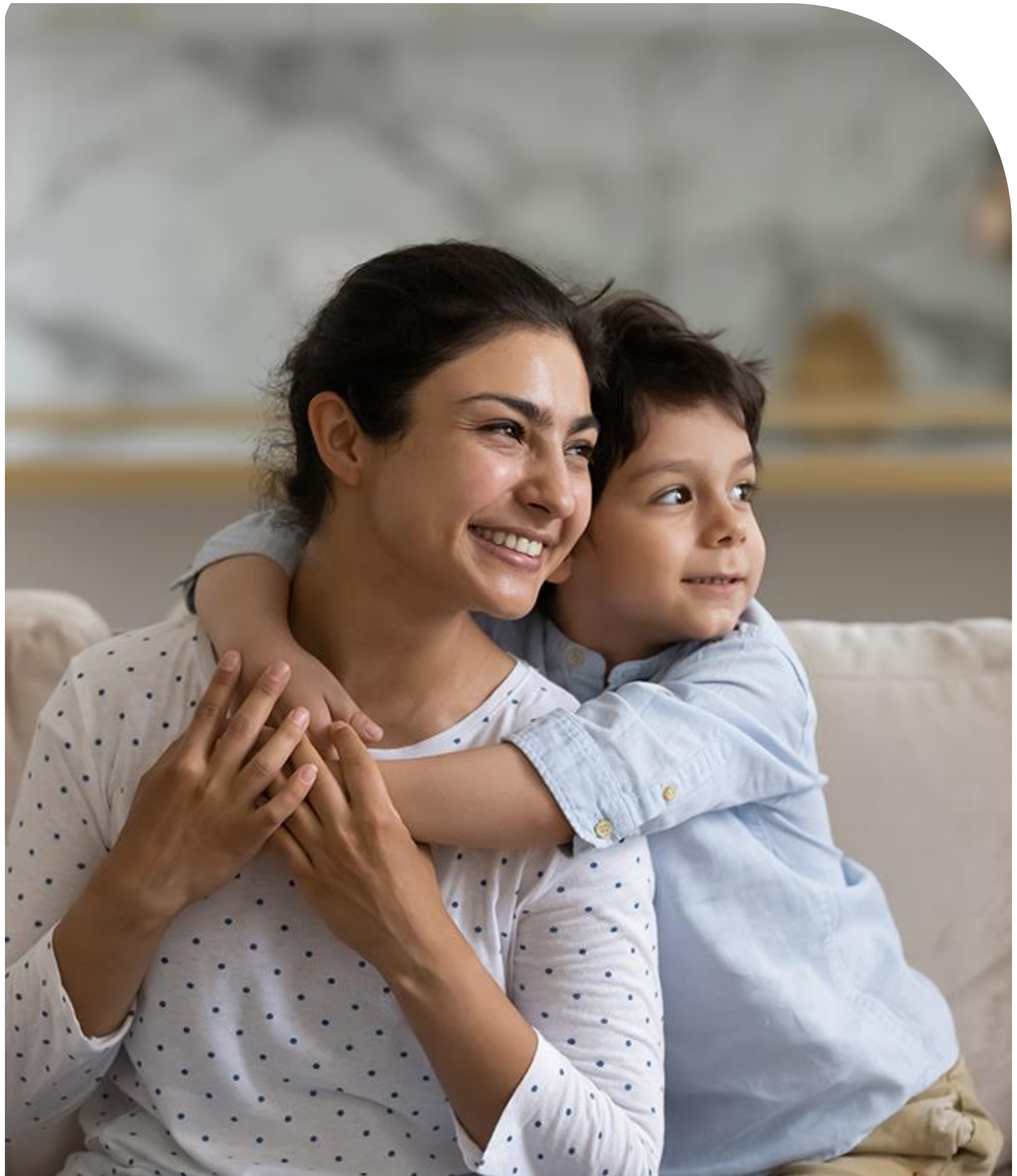


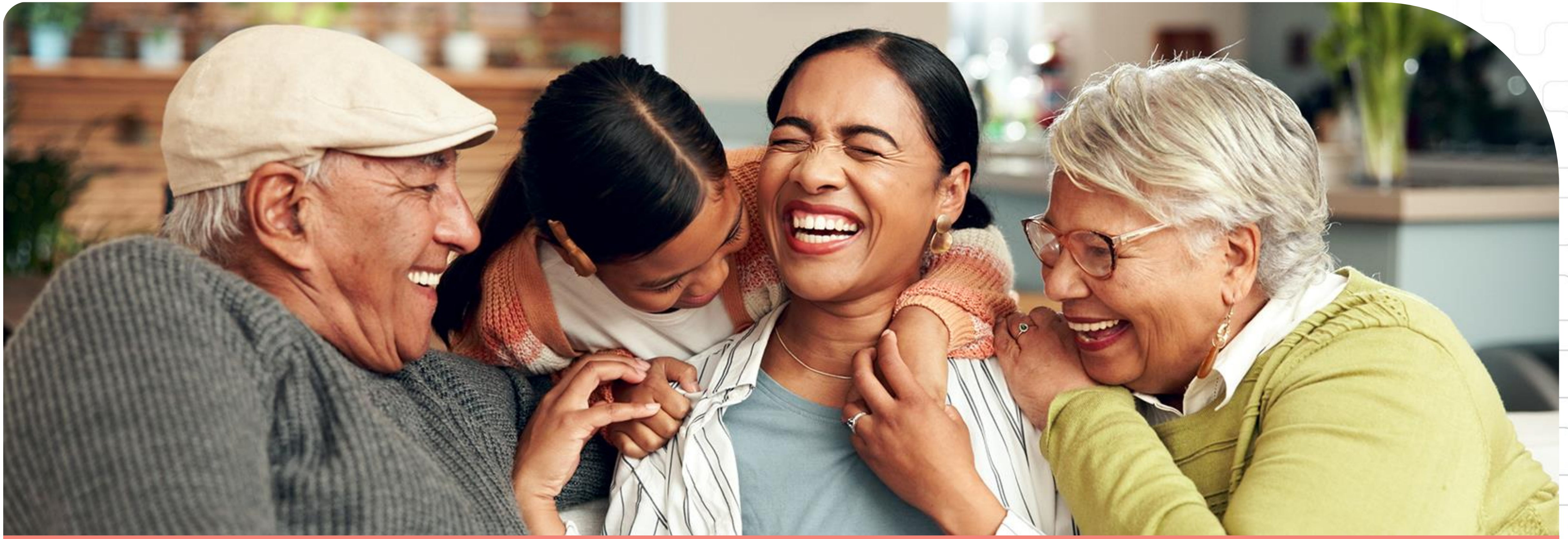
Year	Reserve Ratio
2020	50.7 %
2021	53.6 %
2022	53.3 %
2023	49.0 %
2024	43.2 %
2025 (forecast)	37.1 %

Bankmed's Purpose

To be an affordable Medical Scheme that guarantees best-of-class member experience, value and quality

Conclusion

The unrelenting claims experience has required that we recalibrate the balance across a number of factors, to protect Bankmed's sustainability, while staying true to our purpose. This has therefore informed the recalibration of benefits and contribution increases for 2026.



Benefits and Contributions

Dr. Niri Naidoo

Clinical & Operations Executive

DISCLAIMER

Bankmed Medical Scheme benefit changes and contribution increases approved by the Bankmed Board of Trustees in compliance with all governance processes.

***Bankmed Medical Scheme benefit changes and contribution increases subject to the Council for Medical Schemes (CMS) approval.**

2026 Contribution Increases

Average Contribution Increases | 2011 – 2025

Bankmed vs Seven Open Schemes

	Bankmed	Average Open Schemes
2011	7.2%	10.2%
2012	7.1%	9.1%
2013	6.9%	9.2%
2014	6.9%	9.1%
2015	7.9%	9.5%
2016	7.8%	9.4%
2017	7.8%	11.0%
2018	8.1%	9.9%
2019	7.9%	10.0%
2020	7.3%	9.7%
2021	3.6%	5.5%
2022	3.2%	5.1%
2023	7.7%	7.7%
2024	8.5%	10.4%
2025	8.7%	10.6%

Open Schemes included: DHMS, Bonitas, Momentum, Bestmed, Medihelp, Medshield, Fedhealth

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Average Contribution Increases | 2026 | Industry

01	02	03	04	05	06
CAMAF	Momentum Health	DHMS	Bonitas	BestMed	Medihelp
9.5%	9.9%	7.2% (7.9% but only from 1st April 2026)	8.8%	6.8%	8.46%

2026 Bankmed Contribution | Increases

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Plan	2021 Increase	2022 Increase	2023 Increase	2024 Increase	2025 Increase	2026 Increase
Essential	2.5%	1.0%	6.5%	6.1%	5.0%	**0.0%**
Basic	2.5%	1.0%	6.5%	7.3%	6.0%	**7.0%**
Core Saver	3.5%	3.5%	7.9%	8.7%	8.8%	**7.5%**
Traditional	3.5%	3.5%	7.9%	8.7%	8.8%	**7.9%**
Comprehensive	3.9%	3.5%	7.9%	8.7%	8.8%	**7.5%**
Plus	3.9%	3.5%	8%	8.7%	9.0%	**7.9%**
Average	**3.6%**	**3.2%**	**7.7%**	**8.5%**	**8.4%**	**7.4%**

Annual limits of many medical categories were **increased** generally by **4.25%**

Health Quality Assessment (HQA)

What Is Health Quality Assessment?

- **Benchmarking exercise** in the funding industry
- **Highlights key quality issues** in the SA medical scheme industry
- **Drives improvement** in the delivery of evidence-based medicine
- **19 schemes** participated in **2024 HQA** from seven different Administrators
- Comprised of 121 benefit options
- Represented 7,17 million beneficiaries (**82,10% of the medical scheme population**)
- 220 Indicators in four categories were evaluated, namely:
  - Prevention and Screening
  - Hospitalisation
  - Maternity and Newborn
  - Chronic Disease Management

Bankmed Compared to Industry | 2024

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Primary Care (Including Screening)

		Bankmed		Industry	Benchmark
	Indicator	**2024**	**2023**	**2024**	**2024**
Prevention	Flu vaccine coverage > = 65years (%)	**28.73%**	25.34%	21.27%	44%
	Pneumococcal vaccine coverage ≥ 65 years old (%)	**14.42%**	14.92%	5.89%	N/A
Screening	Cervical Cytology coverage (previous 3 years) (%)	**36.19%**	35.43%	30.24%	70%
	Mammogram coverage (ages 50-74 years in previous 2 years) (%)	**43.24%**	39.81%	24.78%	67%
	Bone densitometry coverage for all females aged 65 years or older (%)	**26.13%**	20.97%	9.22%	N/A
	Colorectal cancer screening ≥ 50 years in previous year (FOBT, %)	**1.79%**	1.84%	1.10%	N/A
	Percentage of beneficiaries ≥ 2 years old visiting dentists	**30.47%**	30.02%	23.12%	N/A

Bankmed Compared to Industry | 2024

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Chronic Disease Management

		Bankmed		Industry	Benchmark
	Indicator	2024	2023	2024	2024
Diabetes	HbA1c coverage for Diabetic patients (%)	**72.01%**	69.53%	73.63%	67.2%
	Cholesterol related tests coverage for Diabetic patients (%)	**74.49%**	72.72%	69.86%	87%
	Monitoring Nephropathy for Diabetic patients (%)	**77.29%**	75.81%	78.04%	95.7%
	Podiatrist cover (%)	**7.16%**	6.86%	4.18%	68.5%
	Statin coverage (%)	**67.05%**	66.19%	66.21%	80.6%
	% of Hypoglycaemia related hospital events	**0.56%**	0.62%	0.68%	N/A
	Lower Limb amputations per 1 000 Diabetics	**3.35**	3.85	3.38	N/A

Bankmed Compared to Industry | 2024

Chronic Disease Management

	Indicator	Bankmed 2024	Bankmed 2023	Industry 2024	Benchmark 2024
Ischaemic Heart Disease	Aspirin coverage for IHD beneficiaries (%)	90.75%	90.69%	78.45%	88.6%
	Cholesterol test coverage for IHD beneficiaries (%)	76.38%	74.77%	66.20%	88.9%
	Statin Coverage for IHD beneficiaries (%)	86.26%	85.82%	80.73%	N/A
	Beta blocker coverage	56.59%	56.65%	54.68%	90%
	Flu coverage of IHD registered beneficiaries	25.18%	21.89%	21.11%	39.1%
Asthma	Lung function test coverage	13.63%	13.61%	9.86%	40%
	Flu vaccine coverage	13.72%	12.31%	12.59%	45.1%

Bankmed Compared to Industry | 2024

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Maternal and New-born

		Bankmed		Industry
	Indicator	2024	2023	Industry
Maternal and New-born	Number of Teenage Pregnancy (10-19 years inclusive) cases per 1 000 teenage beneficiaries	1.25	1.35	2.87
	TSH Coverage in New Borns (≤ 6 weeks old) (%)	96.00%	94.17%	80.97%
	Hepatitis B serology coverage during pregnancy	73.71%	72.24%	57.34%
	HIV Screening during pregnancy	82.46%	78.85%	64.51%
	Haemoglobin (Hb) test coverage during pregnancy	90.13%	88.61%	80.62%
	Caesarean Section rate	77.73%	78.02%	75.69%

HQA | Bankmed vs Industry

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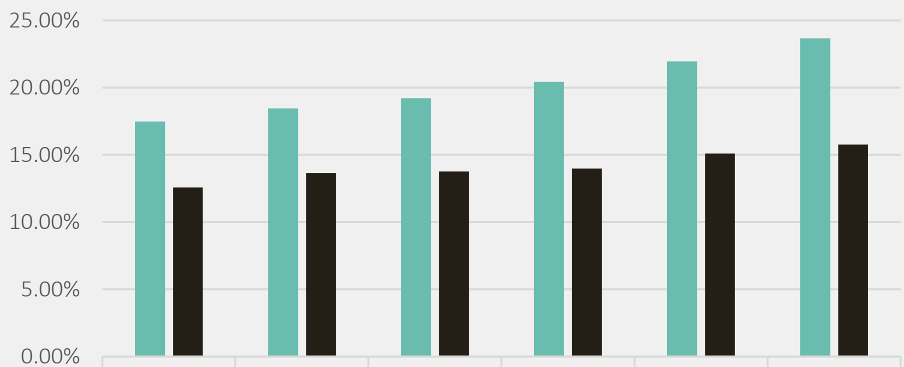
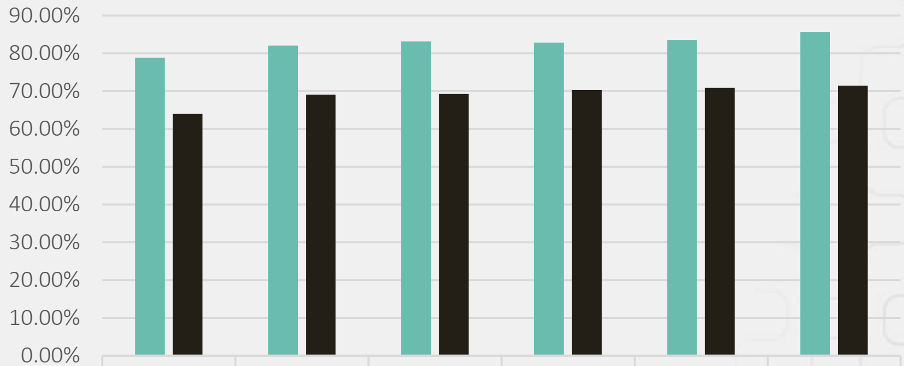
PRIMARY CARE



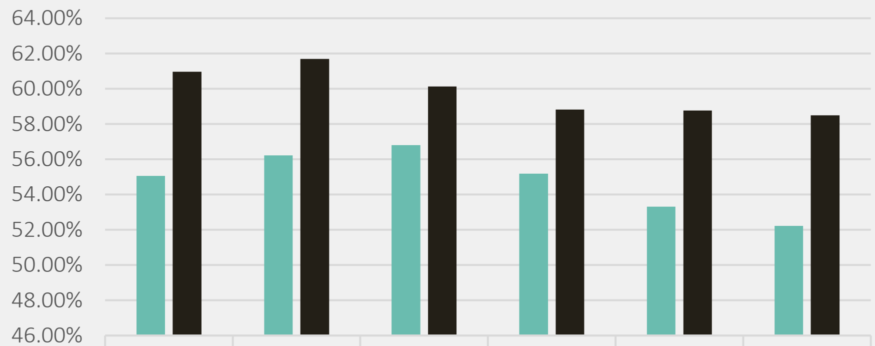
	2019	2020	2021	2022	2023	2024
Bankmed	17.48%	18.45%	19.23%	20.43%	21.95%	23.67%
Industry	12.58%	13.64%	13.78%	13.99%	15.10%	15.76%

MATERNITY



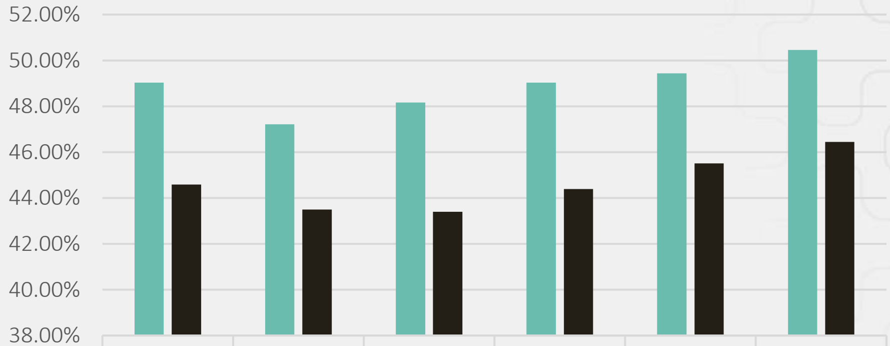
	2019	2020	2021	2022	2023	2024
Bankmed	78.84%	82.07%	83.15%	82.79%	83.49%	85.57%
Industry	64.02%	69.09%	69.23%	70.27%	70.86%	71.43%

HIV



	2019	2020	2021	2022	2023	2024
Bankmed	55.05%	56.23%	56.80%	55.18%	53.31%	52.22%
Industry	60.97%	61.69%	60.13%	58.83%	58.76%	58.49%

CHRONIC DISEASES



	2019	2020	2021	2022	2023	2024
Bankmed	49.03%	47.21%	48.17%	49.03%	49.43%	50.45%
Industry	44.59%	43.50%	43.40%	44.39%	45.51%	46.44%

HQA | Bankmed vs Industry

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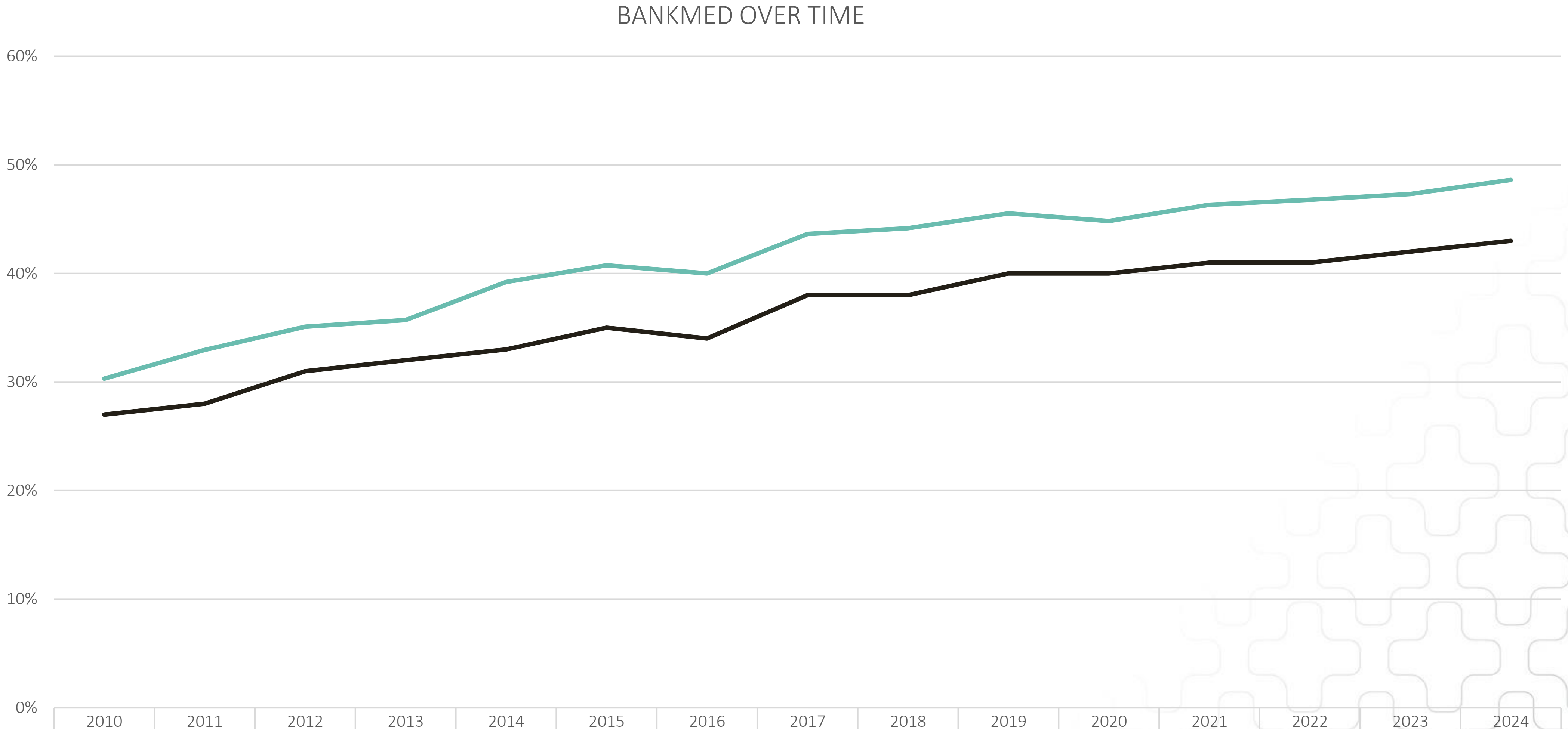

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Industry	27%	28%	31%	32%	33%	35%	34%	38%	38%	40%	40%	41%	41%	42%	43%

Quality of care is the degree to which health services for individuals and populations increase the likelihood of the desired health outcome

Benefits Video

New Developments

Teddy Mosomothane

Principal Officer / Chief Executive Officer

New Developments

- **“Resignees” now eligible to stay on Bankmed if they so wish (subject to terms and conditions);**
  - The definition of a restricted medical scheme provides for former employees (in general);
  - In June 2024, Bankmed applied for the rules to be changed to cater for those who resign voluntarily from an employer group client, but wish to stay on Bankmed;
  - On 7 October 2024 the Council for Medical Schemes (CMS) rejected the proposed rule change, and the Scheme appealed against that decision;
  - Bankmed’s case was heard on 10 April 2025;
  - A ruling was made in Bankmed’s favour on 13 August 2025;
  - The effective date of the application of the rule change is still outstanding from the CMS.

New Developments

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Balance Enhancements

WATCH THIS SPACE

Client Management Update

Jannus van der Walt

Senior Manager | Client Management

Rollout and Support

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- 2026 Benefit & Contribution Launch Rationale
- Employee Wellbeing & Human Capital Community Upskilling
- Employer Internal Communication Channels
- Planned & Approved Onsite & Online Presentations Supported by Virtual 1-1 Consultations
- National Roadshow for Retirees
- Online Plan Selection Guide Supported by FAIS Accredited Consultants
- Fieldwork & Festive Season Closure 6 October 2025 to 16 January 2026

Competition and Q&A

Michelle Bam

MC / Head of Client Management

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Thank you

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