



NAPOTEL

MEDICAL AID FUND



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Affordable and quality health insurance for employer groups

NEWSLETTER SEPTEMBER 2018

061 201 2462
www.prosperityhealth.com

Administered by  Prosperity Health

www.napotelmedical.com.na

TOPICS FOR DISCUSSION:

1. Annual General Meeting (AGM)
2. Personal data update
3. Portal & Mobile Access for members

1. ANNUAL GENERAL MEETING (AGM)

If we look back at the month of June, the fund has been sending continues messages and information to members in regard to the AGM, and for some members the question remains? What makes the AGM important?

Any medical aid fund belongs to its members, In terms of the fund rules and the medical aid act no.23 1995, each registered medical scheme should hold an Annual General Meeting for its members before the 30th of June each year. The main purpose of the AGM meeting is to present and obtain approval on the previous years financial statements before its submitted to Namfisa and also to discuss other fund matters such as trustee remuneration and the appointment of auditors..

The notice to the AGM is distributed 21 days before the meeting, and members are invited with the notice to submit motions (agenda points) which they wish to be included on the AGM agenda. According to the fund rules, a minimum number of members in person or by proxy should be present before the formal proceedings of the meeting can continue, in the case of the Napotel Medical Aid Fund 200 members are required to attend in person or by proxy.

AGM HIGHLIGHTS

The 2018 AGM was held on the 11 of June Windhoek, and the Board of Trustees would like to extend their sincere gratitude to all members who attended and those who could not attend the meeting but submitted proxies to enable us to proceed with the meeting.

The 2018 annual report provided an overview of the Fund’s results for the year ended 31 December 2017, as extracted from the 2017 financial statements. The Auditor has expressed an unqualified opinion on the Consolidated Financial Statements with no audit findings or corrections, below is a snapshot of the fund financial & operational performance. Please note that the full annual report and financial statements are available at www.napotelmedical.com.na

SUMMARY OF FINANCIAL PERFORMANCE

	2017 N\$	2016 N\$
Contributions collected	90,691,319	81,905,441
Net claims paid	(86,125,314)	(76,835,698)
Gross surplus	4,566,005	5,069,743

FUND DEMOGRAPHICS:

	2017 N\$	2016 N\$
Fund membership	1,871	1,910
Number of dependents	4,766	4,859
Average age of principal members	43,3	42,6
Pensioners Rate (Members above the age of 60)	12%	12%
Reserve levels %	74%	75%
Solvency level	13.4 times	12.4 times
Non-healthcare costs % of gross contributions	5%	5%



2. PERSONAL DATA UPDATE

For the past few years, effective communication to all fund members have been a great challenge as the communication distributed did not reach all members due to the lack or outdated member personal information on the medical aid fund system.

The fund currently only have 56% of all member data meaning that 44% of member do not receive information from the fund in any form, and it for this reason that the Board approved a member data update campaign to collect member information.

A member update form is available from the Napotel office and the Fund website. We appeal to all members to complete and submit the form to the Napotel Office or email directly to the email provided on the form.



3. PORTAL & MOBILE APPLICATIONS FOR MEMBERS

STEPS TO REGISTER ON THE PORTAL?

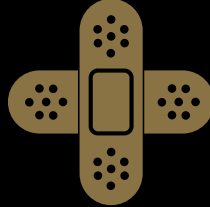
- » Step: 1. Log on to website www.prosperityhealth.com, go to Prosperity Health Portal
- » Step: 2. Click on Portal login
- » Step: 3. Click on register, right below "Forgot Password"
- » Step: 4. Select Party Type, e.g. Member
- » Step: 5. Complete application form, provide e-mail details
- » Step: 6. Username & Password will be forwarded via e-mail within 24 hours
- » Step: 7. Once you receive your password, Log on to website, enter your username and Password, and click on login and access your personal information
- » Step: 8. Contact the nearest Prosperity



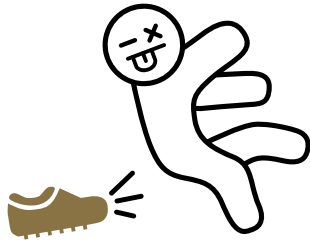
Health in your hands to the benefit of all Napotel Medical Aid Fund Members

The 4-Step Guide to Surviving LIFE.

PROSPERITY CONNECT APP



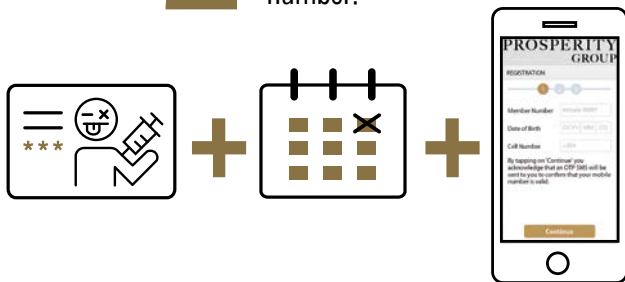
You can't control LIFE, but you can control your health with the **Prosperity Connect App**. Follow **4 easy steps** to downloading the App:



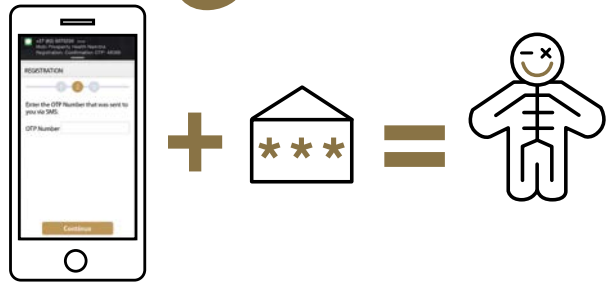
STEP 1 Download the Prosperity Connect App on **Google Play** or **App Store**.



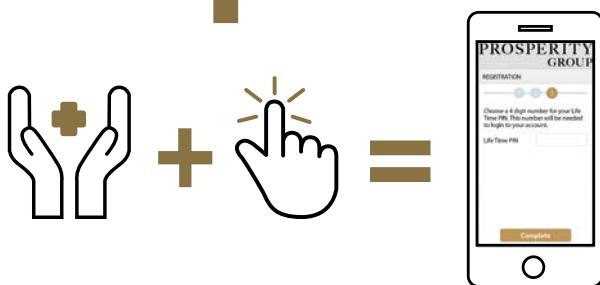
STEP 2 Enter your **membership number** and **dependent code** using your date of birth and (+264) mobile number.



STEP 3 Wait for the **one-time-PIN (OTP)** to be sent to you via **SMS** and then enter the code on your app.



STEP 4 Create your **personal 4-digit PIN** to complete your registration.



Now you can enjoy:

1. **Checking your available benefits**
2. **Processing your claims**
3. **Accessing your beneficiary accounts**
4. **Checking your balance**
5. **Update your personal details**
6. **SMS communication**

TAKE THAT LIFE.



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