



Happy New Year!



Dear Members,

As we usher in 2024, I would like to extend warm wishes to each and every one of you. May this year bring you good health, prosperity, and joy.

Reflecting on the challenges and triumphs of the past year, I am proud to say that MBMed, our medical aid, a united community, has stood resilient in the face of uncertainty. Your trust and commitment to MBMed have been the cornerstones of our collective strength.

In 2023, we continued our mission to provide comprehensive healthcare coverage, ensuring that you and your loved ones have access to the best possible medical care and wellness benefits. Our network of healthcare providers has expanded, and we have strived to enhance the quality of services offered to meet your evolving needs.

As we embark on a new year, I want to share some exciting developments and initiatives planned for 2024:



ENHANCED BENEFITS: We are committed to constantly improving our offerings. In 2024, you can anticipate enhanced benefits that will provide you with even better coverage and support.



WELLNESS PROGRAMS: Your well-being is our priority. This year, we will introduce additional wellness programs designed to promote a healthier lifestyle, preventive care, and overall well-being.



DIGITAL SERVICES: We understand the importance of convenience in today's fast-paced world. Look forward to the introduction of new digital services that will make managing your medical aid easier and more efficient. A new Member Portal and a Member App are on the way!



COMMUNITY ENGAGEMENT: Building a sense of community is crucial. In 2024, we will run workshops and forums to facilitate member interaction, share information, and foster a supportive environment. In the first quarter of 2024, MBMed will host Member Communication Roadshows at which the Scheme can showcase its benefits, provide evidence of its cost effectiveness, and demonstrate that we remain excellent value for money – even in the face of the uncertainty of a possible NHI Fund. The Roadshows will also provide an opportunity to listen to your feedback on where and how we can do better.



FEEDBACK MECHANISMS: Your feedback is invaluable. MBMed provides a range of channels for you to share your thoughts, suggestions, and concerns, ensuring that your voice plays a pivotal role in shaping the future of MBMed.

In closing, I want to express my gratitude for your continued trust in MBMed. Together, we will navigate the challenges and celebrate the triumphs that 2024 may bring.

If you have any questions, concerns, or if there's anything specific you'd like us to address, please don't hesitate to reach out to our dedicated member services team on mbmed@medscheme.co.za or 0860 00 2109 or via <https://mbmed.medscheme.com/>.

Wishing you and your loved ones a healthy and prosperous 2024.

Warm regards,

Telrita Fritz

CHAIRPERSON

