



14 August 2023

MEDICAL ASSOCIATION OF NAMIBIA

Wasserberg Park, Unit 9,
Corner of Jan Jonker & Sam Nujoma Drive
Klein Windhoek
Windhoek
Namibia

Attention: Dr Armid Azadeh and Dr David Weder

Dear Doctor

RE: PROPOSED REALIGNMENT IN-HOSPITAL TARIFFS

The above matter and your letter to RMA dated 9 August 2023 refer.

We were contacted by RMA to provide the Association with additional clarification on the GAP Insurance Policy and benefit structure.

Prosperity Lifecare Insurance Limited, a long-term insurer under the regulatory purview of the Financial Institutions and Markets Act, 2021 (Act 2 of 2021), distinguishes itself as a specialized participant in the Medical Insurance Market. Prosperity Life provides a diverse array of risk-related and underwriting medical insurance plans, catering to both the general public and Medical Aid Funds. The spectrum of available products encompasses substantial medical insurance coverage, excess of loss cover, as well as PSEMAS Gap and Complimed Gap offerings. Notably, the Complimed Gap represents a Gap Insurance Policy tailored for *inter alia* RMA Members.

The Complimed GAP cover will pay the difference between what your medical aid fund pays and what doctors and specialists charge for treatment in Private Hospitals (this means the excess in tariff charged), at the Rate Insured up to the Indemnity Limit. The Rate Insured will be 200% of the NAMAF rate.

RMA Members possess the voluntary opportunity to explore eligibility for the insurance policy by personally visiting the nearest Prosperity Office to initiate the application process for the Gap Policy. All pertinent Terms and Conditions will be applicable.

In terms of the timeline, we would like to confirm that effective from September 1st, 2023, RMA Members joining on or after this date will benefit from an exemption from the standard 3-month general waiting period and any pregnancy exclusion. This exemption is valid exclusively for current RMA Members whose joining date is September 1st, 2023. Those members can avail themselves of this benefit until December 31st, 2023, provided their joining date remains effective from September 1st, 2023, and all outstanding premiums are settled. Kindly note that back-dated joining will not be permitted after December 31st, 2023 and will full underwriting will apply effective January 1st, 2024. It's important to clarify that latter exemption applies solely to current RMA Members and does not extend to new RMA members selecting GAP coverage.

Additionally, normal underwriting procedures will apply for other preexisting medical conditions and preplanned procedures for those joining on September 1st, 2023. These are aimed at ensuring a balanced and sustainable approach to benefits allocation.

Prosperity Lifecare Insurance Limited • Registration Number 2002/438
P.O. Box 22927 • C/o Feld & Thorer Street, Windhoek, Namibia
Tel: +264 83 299 9000 • www.prosperityhealth.com

Directors: C.B. Serfontein, A.J. Struwig, A. Heydenreich, M.H. Kruger,
R.J. Visagie, H. Jansen van Vuuren



Kindly take further note that members joining September 1st, 2023 will only be eligible for Pro-rated benefits meaning benefits are allocated as per the Insurer's benefit year: 1 January to 31 December and any RMA Member that joins the Insurance plan during the course of the year will receive pro-rated benefits on all benefits, to be calculated on the number of months within a benefit year that the Members are on the Insurance plan.

For new RMA Members who choose GAP coverage, standard underwriting practices will be implemented, including a general waiting period and a 9-month pregnancy exclusion.

Kindly take further note that due to that Prosperity Life is regarded as an Accountable Institution and must comply with the Financial Intelligent Act, 2012 (Act 13 of 2012) ("FIA") full FIA must be conducted for current RMA Members selecting GAP coverage unless the latter Members are fully FIA compliant within the system.

The following documents are required for FIA compliance:

- Fully completed application forms
- Certified Copy/Verified Copy of the Main Members ID
- Proof of Source of income. (e.g Payslip)
- Proof of Banking details (Original obtained from the bank with bank stamp).
- If the Main members add his/her spouse a copy of the spouse ID.
- Should the Main member add a common law partner we will require a sworn declaration to confirm the relationship and a Copy of their ID.
- Should the Main member want to add his/her children we require a Full Birth Certificate.
- In the event that a member gives bank details for a private company or closed corporation as their banking details. We will require full registration documentation of the Company/Corporations to confirm ownership and source of Funds.

Kindly find hereto attached the Complimed Gap brochures for clarity on the limit of liability.

Should you require further information or clarification on this matter, kindly don't hesitate to contact our customer service team at clientservices@prosperitynam.com or call us at +264 83 2999 000.

Sincerely,

A handwritten signature in black ink, appearing to read "Tiaan Serfontein".

Tiaan Serfontein

Managing Director

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