

**TFG MEDICAL AID SCHEME**  
**ANNUAL FINANCIAL REPORT**  
**FOR THE YEAR ENDED**  
**31 DECEMBER 2021**

## **TFG MEDICAL AID SCHEME**

### **ANNUAL FINANCIAL REPORT**

for the year ended 31 December 2021

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## **TFG MEDICAL AID SCHEME**

### **FINANCIAL STATEMENTS**

for the year ended 31 December 2021

### **SCHEME DETAILS**

<b>BOARD OF TRUSTEES</b>	Mr M Wilson (Chairperson)	Employer appointed
	Mr P Barnard (Vice Chairperson)	Employer appointed
	Ms A Kotze	Employer appointed
	Mr M Van Est	Employer appointed
	Ms K Buys	Member elected
	Ms J Vandenbroucke	Member elected
	Mr L Abrahams	Member elected
	Mr R Walther	Member elected
	Ms T Mestern	Co-opted member
	Mr C Singh	Co-opted member (Appointed: February 2021)
<b>PRINCIPAL OFFICER</b>	Ms C Harris	
<b>REGISTERED OFFICE</b>	1 Discovery Place Sandton 2196	
<b>POSTAL ADDRESS</b>	PO Box 786722 Sandton 2146	
<b>AUDITOR</b>	Deloitte & Touche	
Registered address of auditor	The Ridge Building 6 Marina Road Portsworld District V&A Waterfront, Cape Town 8000	
<b>ADMINISTRATOR</b>	Discovery Health (Pty) Ltd	
Postal address of administrator	1 Discovery Place Sandton 2196	

## TFG MEDICAL AID SCHEME

### FINANCIAL STATEMENTS

for the year ended 31 December 2021

### TRUSTEES' RESPONSIBILITY AND APPROVAL

The Trustees are responsible for the preparation and fair presentation of the financial statements of TFG Medical Aid Scheme, comprising the statement of financial position at 31 December 2021, and the statements of comprehensive income, changes in funds and reserves and cash flows for the year then ended, and the notes to the financial statements, which include a summary of significant accounting policies and other explanatory notes, in accordance with International Financial Reporting Standards (IFRS) and the requirements of the Medical Schemes Act of South Africa. In addition, the Trustees are responsible for preparing the report of the Board of Trustees.

The Trustees are also responsible for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and for maintaining adequate accounting records and an effective system of risk management.

The Trustees have made an assessment of the Scheme's ability to continue as a going concern and have no reason to believe the business will not be a going concern in the year ahead.

The auditor is responsible for reporting on whether the financial statements are fairly presented in accordance with the applicable financial reporting framework.

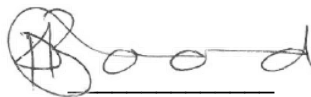
#### Approval of the financial statements

The financial statements of TFG Medical Aid Scheme, as identified in the first paragraph, were approved by the Trustees on 25 April 2022 and are signed on their behalf by:



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**MR M WILSON**  
CHAIRPERSON



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**MR P BARNARD**  
TRUSTEE



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**MS C HARRIS**  
PRINCIPAL OFFICER

## **TFG MEDICAL AID SCHEME**

### **FINANCIAL STATEMENTS**

for the year ended 31 December 2021

### **STATEMENT OF CORPORATE GOVERNANCE BY THE BOARD OF TRUSTEES**

TFG Medical Aid Scheme (the Scheme) is committed to the principles and practice of responsibility, accountability, fairness and transparency with its dealings with all stakeholders. The Scheme is committed to ensure compliance with recognised framework and conducting its affairs in accordance with ethical values, furthermore to ensure the adoption of risk assessment, evaluation and management processes with regular monitoring of third party administrators and providers in accordance with the service level agreements. This includes an evaluation of their performance as a Board and of the Board sub-committees against an agreed terms of reference and performance targets, establishment and management of internal controls by assessing the adequacy and effectiveness through the appointment of an internal auditor and calling on of expert and professional advice when required. Four Trustees are appointed by the Employer of the Scheme and four are elected by the members of the Scheme.

### **BOARD OF TRUSTEES**

The Board of Trustees and its committees meet regularly and monitor the performance of the Administrator and other service providers. They address a range of key issues and ensure that discussion of items of policy, strategy and performance is critical, informed and constructive.

All Trustees have access to the advice and services of the Principal Officer and, where appropriate, the Board may seek independent professional advice at the expense of the Scheme.

### **INTERNAL CONTROL**

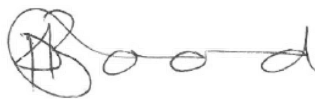
The Administrator of the Scheme maintains internal controls and systems designed to provide reasonable assurance as to the integrity and reliability of the financial statements and to safeguard, verify and maintain accountability for its assets adequately. Such controls are based on established policies and procedures and are implemented by trained personnel with the appropriate segregation of duties.

No event or item has come to the attention of the Board of Trustees that indicates any material breakdown in the functioning of the key internal controls and systems during the year under review.



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**MR M WILSON**  
CHAIRPERSON



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**MR P BARNARD**  
TRUSTEE



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**MS C HARRIS**  
PRINCIPAL OFFICER

25 April 2022

## **TFG MEDICAL AID SCHEME**

### **REPORT OF THE BOARD OF TRUSTEES**

The Board of Trustees hereby presents its report for the year ended 31 December 2021.

#### **1. DESCRIPTION OF MEDICAL SCHEME**

##### **1.1 Terms of registration**

TFG Medical Aid Scheme is a not-for-profit restricted Scheme registered in terms of the Medical Schemes Act, No 131 of 1998 (the Act), as amended.

##### **1.2 Benefit options within TFG Medical Aid Scheme**

The Scheme offers two benefit options, with no option of a savings account, to current and retired employees of The Foschini Group Limited and its subsidiaries. The benefit options are:

- TFG Health; and
- TFG Health Plus

#### **2. MANAGEMENT**

##### **2.1 Board of Trustees in office during the year under review**

###### **Employer appointed trustees**

Mr M Wilson (Chairperson)  
Mr P Barnard (Vice Chairperson)  
Ms A Kotze  
Mr M Van Est

###### **Member elected trustees**

Mr L Abrahams  
Ms K Buys  
Ms J Vandenbroucke  
Mr R Walther

###### **Co-opted members**

Ms T Mestern  
Mr C Singh (Appointed: February 2021)

##### **2.2 Principal Officer**

Ms C Harris  
Foschini Retail Group (Pty) Ltd  
Stanley Lewis Centre  
340 Voortrekker Road  
Parow East  
7501

PO Box 6020  
Parow East  
7501

##### **2.3 Registered office address and postal address**

1 Discovery Place  
Sandton  
2196

PO Box 786722  
Sandton  
2146

##### **2.4 Scheme's administrator during the year**

Discovery Health (Pty) Ltd  
1 Discovery Place  
Sandton  
2196

PO Box 786722  
Sandton  
2146

## **TFG MEDICAL AID SCHEME**

### **REPORT OF THE BOARD OF TRUSTEES (continued)**

#### **2.5 Principal Banker**

First National Bank  
PO Box 1153  
Johannesburg  
2000

#### **2.6 Auditor**

Deloitte & Touche  
The Ridge Building  
6 Marina Road  
Portsworld District  
V&A Waterfront, Cape Town  
8000

#### **2.7 Actuarial Consultants**

Alexander Forbes Financial Services Holdings (Pty) Ltd  
40 Dorp Street  
Stellenbosch  
7599

PO Box 700  
Stellenbosch  
7599

#### **2.8 Investment Consultants**

Towers Watson (Pty) Ltd  
Montclare Place  
23 Main Road  
Claremont  
7708

Private Bag X30  
Rondebosch  
7701

### **3. INVESTMENT STRATEGY**

The Scheme's investment objectives are to maximise the return on its investments on a long term basis at an appropriate risk. The investment strategy takes into consideration both constraints imposed by legislation and those imposed by the Board of Trustees.

The Board of Trustees are responsible for all the investment decisions, and part of their strategy is to ensure that:

- the Scheme remains liquid;
- investments are placed at appropriate risk and the best possible rate of return;
- investments are made in compliance with the regulations of the Act; and
- a risk assessment is performed with feedback to the Board of Trustees with recommendations on the risks identified.

The Scheme invested in short term fixed deposits, money market funds and cash instruments during 2021.

The Scheme also invested in an equity Policy of Insurance through Allan Gray Life Limited which at year-end amounted to 26% (2020: 25%) of the Scheme's assets. The Scheme also invested 14% (2020: 20%) of its asset value in a Sanlam Investment Management Absolute Return Medical Aid Portfolio, 14% (2020: 19%) of its asset value in a Prescient Life Positive Return Medical Aid Portfolio and 22% (2020: 0%) in the Old Mutual Capped All Share Index Fund. The objective with these investments is to maximise capital growth over a longer term.

The investment policy is reviewed on an ongoing basis, taking into consideration compliance with the Act, the risk and returns of various investment instruments and the surplus funds available to invest.

## **TFG MEDICAL AID SCHEME**

### **REPORT OF THE BOARD OF TRUSTEES (continued)**

#### **4. MANAGEMENT OF INSURANCE RISK**

The primary insurance activity carried out by the Scheme indemnifies covered members and their dependants against the risk of significant loss arising as a result of the occurrence of a health event (i.e. an event relating to the health of the Scheme's beneficiary). As such, the Scheme is exposed to the uncertainty surrounding the timing and severity of claims under the contract.

The Scheme manages its insurance risk through benefit limits and sub-limits, application of clinical protocols, approval procedures for transactions that exceed set limits, pricing guidelines, pre-authorisation and case management, service provider profiling, and the regular monitoring of emerging issues.

The Scheme uses several methods to assess and monitor insurance risk exposures both for individual types of risks insured and overall risks. The theory of probability is applied to the pricing and provisioning for a portfolio of insurance contracts. The principal risk is that the frequency and/or severity of claims is greater than expected.

Insurance events are, by their nature, random, and the actual number and size of events during any one year may vary from those estimated using established statistical techniques.

The Board of Trustees frequently assess the necessity to enter into risk transfer arrangements in order to manage the Scheme's insurance risk.

#### **5. REVIEW OF ACCOUNTING PERIOD ACTIVITIES**

##### **5.1 Results of operations**

The results of the Scheme's operations for the year under review and financial position at 31 December 2021 are set out in the financial statements, and the trustees believe that no further clarification is required.



**TFG MEDICAL AID SCHEME**

**REPORT OF THE BOARD OF TRUSTEES (continued)**

**5.2 Operational statistics per benefit option**

	<b>2021</b>	<b>2021</b>	<b>2021</b>
	<b>TFG Health</b>	<b>TFG Health Plus</b>	<b>Total</b>
Number of members at year-end	1,663	1,549	3,212
Average number of members for the accounting period	1,601	1,568	3,169
Average number of beneficiaries for the accounting period	3,372	3,624	6,996
Beneficiaries per member	2.1	2.3	2.2
Average age per beneficiary	29	37	33
Pensioner ratio (beneficiaries >65 years old)	4%	11%	7%
Average risk contribution pmpm	2,351	6,362	4,335
Average risk contribution pbpm	1,116	2,753	1,964
Average relevant healthcare expenditure pmpm	2,442	5,180	3,797
Average relevant healthcare expenditure pbpm	1,160	2,241	1,720
Average administration expense pmpm	255	255	255
Average managed care: management services pmpm	109	109	109
Relevant healthcare expenditure as a percentage of contributions	103.9%	81.4%	87.6%
Non-healthcare expenditure as a percentage of contributions	12.9%	4.8%	7.0%
Return on investments as a percentage of investments	-	-	13.4%
Accumulated funds per member at 31 December	-	-	75,951

	<b>2020</b>	<b>2020</b>	<b>2020</b>
	<b>TFG Health</b>	<b>TFG Health Plus</b>	<b>Total</b>
Number of members at year-end	1,551	1,478	3,029
Average number of members for the accounting period	1,522	1,548	3,070
Average number of beneficiaries for the accounting period	3,178	3,540	6,718
Beneficiaries per member	2.1	2.3	2.2
Average age per beneficiary	28	37	33
Pensioner ratio (beneficiaries >65 years old)	4%	12%	8%
Average risk contribution pmpm	2,316	6,223	4,286
Average risk contribution pbpm	1,109	2,721	1,959
Average relevant healthcare expenditure pmpm	1,877	4,832	3,367
Average relevant healthcare expenditure pbpm	899	2,113	1,539
Average administration expense pmpm	247	247	247
Average managed care: management services pmpm	106	106	106
Relevant healthcare expenditure as a percentage of contributions	81.0%	77.6%	78.5%
Non-healthcare expenditure as a percentage of contributions	11.8%	4.4%	6.4%
Return on investments as a percentage of investments	-	-	1.3%
Accumulated funds per member at 31 December	-	-	66,489

pmpm - per member per month

pbpm - per beneficiary per month

## TFG MEDICAL AID SCHEME

### REPORT OF THE BOARD OF TRUSTEES (continued)

#### 5.3 Outstanding claims

Movements on the outstanding claims provisions are clearly set out in the notes to these financial statements. There have been no unusual movements that the Trustees believe should be brought to the attention of the members of the Scheme.

5.4 Accumulated funds ratio	2021 R	2020 R
The accumulated funds ratio is calculated on the following basis:		
Total members' funds per statement of financial position	243,955,740	201,395,174
Less: Cumulative net gains on re-measurement to fair value of financial instruments	(42,323,504)	(24,828,239)
<b>Accumulated funds per Regulation 29</b>	<b>201,632,236</b>	<b>176,566,934</b>
<b>Gross risk contribution income (Note 7)</b>	<b>164,867,875</b>	<b>157,908,274</b>
<b>Accumulated funds ratio per Regulation 29</b>	<b>122.30%</b>	<b>111.82%</b>

#### 6. AUDIT COMMITTEE

An Audit Committee, established in accordance with the provisions of the Act, is mandated by the Board of Trustees by means of written terms of reference as to its membership, authority and duties. The Committee consists of six members of which two are members of the Board of Trustees. The rest of the members, including the chairperson, are not officers of the Scheme or its third party administrator. The Committee met twice during 2021. Attendance of these meetings are disclosed in note 10 of the Report of the Board of Trustees.

In accordance with the provisions of the Act, the primary responsibility of the Committee is to assist the Board of Trustees in carrying out its duties relating to the Scheme's accounting policies, internal control systems and financial reporting practices. The external and internal auditors formally report to the Committee on critical findings arising from audit activities.

#### 7. INVESTMENTS IN AND LOANS TO THE EMPLOYER OR MEMBERS OF THE MEDICAL SCHEME AND TO OTHER RELATED PARTIES

The Scheme has granted no loans to the participating employers of the Scheme. Refer to note 9.2 of the Report of the Board of Trustees for details about investments in the participating employer.

## **TFG MEDICAL AID SCHEME**

### **REPORT OF THE BOARD OF TRUSTEES (continued)**

#### **8. ACTUARIAL SERVICES**

The Scheme's actuaries have been consulted in the determination of the contribution and benefit levels. They monitor the Scheme's claims expenditure and underwriting results on a monthly basis.

#### **9. NON-COMPLIANCE MATTERS**

##### **9.1 Contributions not received within three days of it becoming due**

In terms of Section 26(7) of the Act, all contributions shall be paid directly to a medical scheme not later than three days after payment thereof becoming due.

There were a small number of instances, during the year, where the Scheme received contributions after three days of becoming due, however, there are no contracts in place agreeing to this arrangement.

Procedures are in place regarding the collection of these contributions.

##### **9.2 Investment in participating employer and medical administrators**

In terms of Section 35(8) of the Act, a medical scheme is prohibited from investing any of its assets in an employer who participates in that scheme or any medical scheme administrators.

At 31 December 2021 the Scheme held shares through linked life policies in The Foschini Group Ltd to the value of R338,941 (2020: R423,623), in Momentum Metropolitan Holdings to the value of R457,092 (2020: R395,743), in Discovery Ltd to the value of R410,997 (2020: R871,518) and in Sanlam Limited to the value of R879,891 (2020: R238,023).

Funds in this specific portfolio are structured at the sole discretion of the asset manager in a manner that maximizes returns. Therefore the Scheme does not make inputs into the structuring of the portfolio. The Scheme has applied for exemption from this section of the Act, and approval is expected based on prior approvals.

##### **9.3 Claims not settled within 30 days**

In terms of Section 59(2) and Regulation 6(2) of the Act a medical scheme shall pay a member or supplier of services any benefit owing to that member or supplier within 30 days of receipt of the medical claim.

A limited number of exceptions were noted where settlement took longer than 30 days from receipt. These were limited to more complex claims and management is committed to resolve these matters in a responsible manner and in the best interest of the member and the Scheme.

##### **9.4 Sustainability of benefit options**

In terms of Section 33(2) of the Act, each benefit option shall be self-supporting in terms of membership and financial performance and be financially sound. At 31 December 2021 the TFG Health option incurred a net healthcare deficit of R7,597,743 (2020: surplus of R3,014,026).

The result for the 2021 year was in line with the Scheme's pricing strategy. The Board of Trustees together with the actuarial consultants are addressing the net deficit in the TFG Health option.

##### **9.5 Investment in local equities**

In terms of Regulation 30 and Annexure B a medical scheme is only allowed to invest up to 40% of investable assets in local equities. As 31 December 2021 the Scheme's equity holding exceeded this limit.

Regulation 30(3A) provides that assets in excess of the minimum specified in Regulation 30 may be allocated according to different percentages if a medical scheme provides the Registrar of Medical Schemes with a certified statement from a suitably qualified person. The Scheme provided such statement to the Registrar of Medical Schemes, and the Scheme is investing within the suggested percentages.

## TFG MEDICAL AID SCHEME

### REPORT OF THE BOARD OF TRUSTEES (continued)

#### 10 MEETING ATTENDANCES

The following schedule sets out Board of Trustee meeting attendances and attendances by members of board sub-committees.

Trustee/Sub-committee member	Board of Trustee meetings		Audit committee meetings	
	A	B	A	B
Mr M Wilson (Chairperson)	8	8	2	2
Mr P Barnard (Vice Chairperson)	8	7		
Mr L Abrahams	8	7		
Ms K Buys	8	6	2	1
Ms A Kotze	8	5		
Ms T Mestern @	8	8		
Mr C Singh (Appointed: February 2021) @	8	7		
Mr M Van Est	8	7	2	2
Ms J Vandenbroucke	8	8		
Mr R Walther	8	8		
Mr A Bishoon *			2	2
Ms L Mazana (Resigned: 16 November 2021)*			2	2
Ms R Strauss *			2	1
Ms M von Solms (Audit Comm Chairman) *			2	2
Ms C Harris (Principal Officer)	8	8	2	2

A - Total possible number of meetings that could have been attended

B - Actual number of meetings attended

\* - Independent audit committee member

@ - Co-opted member

#### 11 SUBSEQUENT EVENTS

There have been no events that have occurred subsequent to the end of the accounting period that affect the annual financial statements and that the Trustees consider should be brought to the attention of the members of the Scheme.

## **TFG MEDICAL AID SCHEME**

### **REPORT OF THE BOARD OF TRUSTEES (continued)**

#### **12 COVID-19**

The World Health Organization declared COVID-19 a Pandemic on 11 March 2020 and on 15 March 2020 the South African Government declared a National State of Disaster due to the Pandemic.

On 27 March 2020 South Africa went into full lockdown (level five) for a period of three weeks. This lockdown level was relaxed to a lockdown level one over time until the second wave of the COVID-19 virus was detected and declared by the Health Minister on 9 December 2020.

During 2021 the country experienced a second, third and fourth wave of the COVID-19 virus, while various lockdown restrictions were announced during this period. This caused volatility in the claims expenditure for the Scheme as the Scheme fully funded the treatment, testing and vaccination cost for beneficiaries.

The claims expenditure for 2021 was 16.4% more than in 2020, but this increased cost is less than what the Scheme budgeted for in 2021.

With the assistance of the Scheme's actuary, the Trustees monitor the situation carefully to ensure that the Scheme is appropriately funded to deal with expenditure related to the COVID-19 pandemic.

The South African Government lifted the State of Disaster with effect of 5 April 2022.

## INDEPENDENT AUDITOR'S REPORT

To the Members of the TFG Medical Aid Scheme

Report on the Audit of the Financial Statements

### Opinion

We have audited the financial statements of the TFG Medical Aid Scheme (the Scheme) set out on pages 17 to 50 which comprise the statement of financial position as at 31 December 2021, the statement of comprehensive income, the statement of changes in funds and reserves and the statement of cash flows for the year then ended, and the notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements present fairly, in all material respects, the financial position of the TFG Medical Aid Scheme as at 31 December 2021, and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs) and the requirements of the Medical Schemes Act of South Africa.

### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Scheme in accordance with the Independent Regulatory Board for Auditors' Code of Professional Conduct for registered Auditors (IRBA Code) and other independence requirements applicable to performing audits of financial statements in South Africa. We have fulfilled our other ethical responsibilities in accordance with the IRBA Code and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Code is consistent with the corresponding sections of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards). We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Key Audit Matters

Key audit matters are those matters that, in our professional judgement, were of most significance in the audit of the financial statements of the current period. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.



National Executive: \*LL Bam Chief Executive Officer \*R Redfearn Chief Executive Officer - Elect \*TMM Jordan Deputy Chief Executive Officer; Clients & Industries  
\*MJ Jarvis Chief Operating Officer \*AF Mackie Audit & Assurance AM Babu Consulting \*TA Odukoya Financial Advisory \*N Sing Risk Advisory  
\*JK Mazzocco People & Purpose MG Dicks Risk Independence & Legal \*A Muraya Responsible Business & Public Policy DI Kubeka Tax & Legal  
DP Ndlovu Chair of the Board

Regional Leader: MN Alberts

A full list of partners and directors is available on request

\* Partner and Registered Auditor

**B-BBEE rating: Level 1 contribution in terms of the DTI Generic Scorecard as per the amended Codes of Good Practice**

Associate of Deloitte Africa, a Member of Deloitte Touche Tohmatsu Limited

Key Audit Matters	How the Matter was Addressed during the audit
<b>Outstanding Claims Provision</b>	
<p>IFRS requires the Scheme to make provision for all future cash outflows for which the past event has occurred. In doing so, the Scheme calculates a best estimate of claims payments for claim events occurring prior to year-end but for which the Scheme has not been notified.</p> <p>This amount is disclosed on the face of the Statement of Financial Position as well as in note 5 of the annual financial statements. This matter is considered a key audit matter as the underlying calculation requires the use of significant assumptions, estimates and judgement by management.</p>	<ul style="list-style-type: none"> <li>• We have assessed the report and expertise of the organisation performing the calculation for reasonability;</li> <li>• We performed tests of detail on the current year payments relating to the prior year provision to assess the degree of accuracy in the estimate;</li> <li>• We challenged key assumptions over future claims to be paid and the calculation methodology therein; and</li> <li>• We engaged with management around the rationale for any adjustments or decisions over and above the numeric calculation.</li> </ul> <p>Our procedures satisfied us to the reasonableness of the estimate.</p>
<b>Risk Claims Incurred</b>	
<p>Risk claims incurred is a key audit focus area and represents a significant expense in the Statement of Comprehensive Income. This amount is disclosed on the face of the Statement of Comprehensive Income as well as in note 8 of the annual financial statements. The validity and accuracy of the claims are dependent on the Scheme's administration and IT system involved in the processing of claims. Due to extensive audit focus and the high volume of claims processed by the Scheme, risk claims incurred was considered a key audit matter for this year end.</p>	<ul style="list-style-type: none"> <li>• We assessed the report of internal audit over the claims control environment and concluded that a substantive approach was the appropriate approach to follow;</li> <li>• We compared a sample of the claim expenses paid to the actual claim form submitted, the benefits balance and tariffs provided for in terms of the rules and the applicable PMB in order to assess validity of actual claims paid;</li> <li>• We calculated the number of days between date of payment and date of receipt of claim, and investigated reasons for claims paid after more than 30 days;</li> <li>• We tested whether the claims selected for testing were submitted within four months of treatment date;</li> <li>• We used computer assisted audit techniques ("CAATs") to identify potential duplicate claim payments, and tested a sample of these to verify whether these were "valid" duplicates; and</li> <li>• We verified that contributions were up to date at the date of treatment where claims were paid, or obtained proof that appropriate approval was obtained from the trustees to pay the claim.</li> </ul>

### Other Information

The Scheme's Trustees are responsible for the other information. The other information comprises of the Scheme details, Trustees' responsibility and approval, Statement of corporate governance by the Board of Trustees and the Report of the Board of Trustees as required by the Medical Schemes Act of South Africa. The other information does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained during the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Trustees' Responsibility for the Annual Financial Statements**

The Scheme's trustees are responsible for the preparation and fair presentation of these annual financial statements in accordance with International Financial Reporting Standards (IFRS) and the requirements of the Medical Schemes Act of South Africa, and for such internal control as the trustees determine is necessary to enable the preparation of annual financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the annual financial statements, the trustees are responsible for assessing the Scheme's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Scheme or to cease operations, or have no realistic alternative but to do so.

## **Auditor's Responsibility**

Our objectives are to obtain reasonable assurance about whether the annual financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these annual financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the annual financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Scheme's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Scheme's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the annual financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Scheme to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the annual financial statements, including the disclosures, and whether the annual financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Audit Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the Audit Committee with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with the Audit Committee, we determine those matters that were of most significance in the audit of the annual financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.



## Report on Other Legal and Regulatory Requirements

The following reporting is performed in compliance with the Medical Schemes Act of South Africa and not in terms of the ISAs.

### *Non-compliance with the Medical Schemes Act*

As required by the Council for Medical Schemes, we report that there are no material instances of non-compliance with the requirements of the Medical Schemes Act of South Africa, that have come to our attention during the course of our audit.

### *Audit tenure*

As required by the Council for Medical Schemes' Circular 38 of 2018 Audit Tenure, we report that Deloitte has been the auditor of TFG Medical Aid Scheme for five years.

The engagement partner below has been responsible for the audit for two years.



**Deloitte & Touche**  
Registered Auditors

**Per: MZ Barden**  
Partner  
29 April 2022

## TFG MEDICAL AID SCHEME

### STATEMENT OF FINANCIAL POSITION

at 31 December 2021

	Notes	2021 R	2020 R
<b>ASSETS</b>			
<i>Non-current assets</i>			
Fair value through profit or loss investment	2	193,332,601	133,747,937
		193,332,601	133,747,937
<i>Current assets</i>			
Trade and other receivables	3	59,114,588	74,361,850
Cash and cash equivalents	4	800,467	1,344,308
		58,314,121	73,017,542
<b>Total assets</b>		<b>252,447,189</b>	<b>208,109,787</b>
<b>FUNDS AND LIABILITIES</b>			
<i>Members' funds</i>			
Accumulated funds		243,955,740	201,395,174
		243,955,740	201,395,174
<i>Current liabilities</i>			
Outstanding risk claims provision	5	8,491,449	6,714,613
Trade and other payables	6	5,900,000	3,700,000
		2,591,449	3,014,613
<b>Total funds and liabilities</b>		<b>252,447,189</b>	<b>208,109,787</b>

**TFG MEDICAL AID SCHEME**

**STATEMENT OF COMPREHENSIVE INCOME**

for the year ended 31 December 2021

	Notes	2021 R	2020 R
<b>Risk contribution income</b>	7	<b>164,867,875</b>	<b>157,908,274</b>
<b>Relevant healthcare expenditure</b>		<b>(144,384,644)</b>	<b>(124,033,634)</b>
Net risk claims incurred		(140,715,269)	(119,823,268)
Risk claims incurred	8	(140,973,755)	(120,026,039)
Third party claims recoveries		258,486	202,771
Managed care: management services fees	9	(4,153,793)	(3,893,791)
Net income/(expense) from risk transfer arrangement	10	484,418	(316,575)
Risk transfer fees		(2,006,971)	(1,740,285)
Recoveries from risk transfer arrangement		2,491,389	1,423,710
<b>Gross healthcare results</b>		<b>20,483,231</b>	<b>33,874,640</b>
Administration expenses	11	(9,690,917)	(9,084,653)
Other operating expenses	12	(1,687,246)	(1,067,899)
Net impairment (losses)/gains on healthcare receivables	13	(177,042)	38,292
<b>Net healthcare results</b>		<b>8,928,026</b>	<b>23,760,380</b>
<b>Other income</b>		<b>33,632,540</b>	<b>1,815,141</b>
Investment income	14	33,631,555	1,780,454
Sundry income	15	985	34,687
<b>Net surplus for the year</b>		<b>42,560,566</b>	<b>25,575,521</b>
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<b>42,560,566</b>	<b>25,575,521</b>

**TFG MEDICAL AID SCHEME**

**STATEMENT OF CHANGES IN FUNDS AND RESERVES**

for the year ended 31 December 2021

	<b>Accumulated funds</b>	<b>Members' funds</b>
	<b>R</b>	<b>R</b>
<b>Balance at 1 January 2020</b>	<b>175,819,653</b>	<b>175,819,653</b>
Total comprehensive income for the year	25,575,521	25,575,521
<b>Balance at 31 December 2020</b>	<b><u>201,395,174</u></b>	<b><u>201,395,174</u></b>
Total comprehensive income for the year	42,560,566	42,560,566
<b>Balance at 31 December 2021</b>	<b><u>243,955,740</u></b>	<b><u>243,955,740</u></b>

**TFG MEDICAL AID SCHEME**

**STATEMENT OF CASH FLOWS**

for the year ended 31 December 2021

	Notes	2021 R	RESTATED * 2020 R
<b>Cash flows from operating activities</b>			
Cash receipts from members and providers		165,564,735	158,111,045
Cash receipts from members – contributions		165,179,449	157,908,274
Cash receipts from members and providers – other		385,286	202,771
Cash paid to providers, employees and members		(154,899,258)	(131,486,984)
Cash paid to providers and members – claims		(142,972,984)	(121,372,724)
Cash paid to providers and employees – non-healthcare expenditure		(11,926,274)	(10,114,260)
<b>Cash generated from operations</b>		<b>10,665,477</b>	<b>26,624,061</b>
Interest income		3,732,175	3,268,885
Dividends		2,341,798	2,665,598
<b>Net cash flows from operating activities</b>		<b>16,739,450</b>	<b>32,558,544</b>
<b>Cash flows from investing activities</b>			
Acquisitions of investments	2	(52,056,140)	(2,764,253)
Proceeds on disposals of investments	2	20,613,269	560,446
<b>Net cash flows from investing activities</b>		<b>(31,442,871)</b>	<b>(2,203,807)</b>
<b>Net (decrease)/ increase in cash and cash equivalents</b>		<b>(14,703,421)</b>	<b>30,354,737</b>
Cash and cash equivalents at the beginning of the year		73,017,543	42,662,806
<b>Cash and cash equivalents at the end of the year</b>	4	<b>58,314,121</b>	<b>73,017,543</b>

\* The 2020 comparative numbers were restated in order to present the Statement of Cash Flows on the direct method to comply with Circular 52 of 2021. Refer to accounting policy note 1.1 and note 25.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2021

#### GENERAL INFORMATION

TFG Medical Aid Scheme is a not-for-profit restricted Scheme registered under the Medical Schemes Act of South Africa.

The Scheme offers the insurance of hospital, chronic illness and day-to-day benefits and is administered by Discovery Health (Pty) Ltd, a wholly-owned subsidiary of Discovery Holdings Limited, listed in the insurance sector of the JSE Limited.

#### 1. PRINCIPAL ACCOUNTING POLICIES

The principal accounting policies applied in the preparation of these financial statements are set out below.

##### 1.1 Basis of preparation

The financial statements have been prepared in accordance with International Financial Reporting Standards (IFRS) and the Medical Schemes Act of South Africa (the Act). The financial statements are prepared on the going concern principle using the historical cost basis, except where indicated otherwise below.

The preparation of financial statements in accordance with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise judgement in the process of applying the accounting policies. The notes to the financial statements set out those areas involving a high degree of judgement or complexity, or areas where assumptions and estimates are significant to the Scheme's financial statements (Note 21).

##### **Change in accounting policy relating to the format of the Statement of Cash Flows**

During 2021 the Council for Medical Schemes (CMS) published Circular 52 of 2021: Statement of Cash Flows. In the circular it was noted that Paragraph 19 of IAS 7 - Statement of Cash Flows encourages entities to report cash flows from operating activities using the direct method. The Council for Medical Schemes (CMS) introduced the direct method in its 2011 annual statutory returns.

The Statement of Cash Flows (SOCF) has been aligned to the prescribed format as set out in Circular 52 of 2021, with the most notable changes being the reporting of cash flows from operating activities using the direct method. The cash flows from operating activities were previously reported using the indirect method.

This change in accounting policy will be applied in preparing the Financial Statements for the year ended 31 December 2021. The change is applied retrospectively, with the comparative period presented as if this accounting policy had always been applied. Refer note 25.

These financial statements are presented in Rands, which is the Scheme's functional currency. Rounding of all amounts are to the nearest Rand.

*New standards, amendments and interpretations effective in 2021 and relevant to the Scheme.*

No new standards, amendments and interpretations were effective for 2021 that were relevant to the Scheme.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

*New standards, amendments and interpretations not yet effective in 2021 and relevant to the Scheme*

<p><b>IFRS 17 Insurance Contracts</b> - IFRS 17 supersedes IFRS 4 Insurance Contracts and aims to increase comparability and transparency about profitability. The new standard introduces a new comprehensive model (“general model”) for the recognition and measurement of liabilities arising from insurance contracts. In addition, it includes a simplified approach and modifications to the general measurement model that can be applied in certain circumstances and to specific contracts, such as:</p> <ul style="list-style-type: none"><li>• Reinsurance contracts held;</li><li>• Direct participating contracts; and</li><li>• Investment contracts with discretionary participation features.</li></ul> <p>Under the new standard, investment components are excluded from insurance revenue and service expenses. Entities can also choose to present the effect of changes in discount rates and other financial risks in profit or loss or OCI.</p> <p>The new standard includes various new disclosures and requires additional granularity in disclosures to assist users to assess the effects of insurance contracts on the entity’s financial statements. The Scheme is in the process of determining the impact of IFRS 17 and will provide more detailed disclosure on the impact in future financial statements. The standard is effective for annual periods beginning on or after 1 January 2023. Early adoption is permitted.</p>	01 January 2023
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## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 1.2 Financial instruments

The Scheme classifies its financial assets in the following measurement categories:

- Those to be measured subsequently at fair value (either through Other Comprehensive Income or through profit or loss), and
- Those to be measured at amortised cost.

The classification depends on the entity's business model for managing the financial assets and the contractual terms of the cash flows.

For assets measured at fair value, gains and losses will either be recorded in profit or loss or Other Comprehensive Income. For investments in equity instruments that are not held for trading, this will depend on whether the Scheme has made an irrevocable election at the time of initial recognition to account for the equity investment at fair value through other comprehensive income (FVOCI).

The Scheme reclassifies debt investments when and only when its business model for managing those assets changes.

The Scheme has grouped the financial instruments in the following categories:

- Trade and other receivables;
- Cash and cash equivalents;
- Trade and other payables; and
- Fair value through profit or loss investments.

For assets measured at fair value, gains and losses will either be recorded in profit or loss or Other Comprehensive Income. For investments in equity instruments that are not held for trading, this will depend on whether the Scheme has made an irrevocable election at the time of initial recognition to account for the equity investment at fair value through other comprehensive income (FVOCI).

The Scheme reclassifies debt investments when and only when its business model for managing those assets changes.

#### Financial assets

##### *Recognition and Derecognition*

Regular purchases and sales of financial assets are recognised on trade-date, the date on which the Scheme commits to purchase or sell the asset. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Scheme has transferred substantially all the risks and rewards of ownership.

The Scheme categorises its investments as "Fair value through profit or loss".

##### *Classification*

IFRS 9 contains three major categories relating to the classification of debt instruments.

- Measured at amortised cost;
- Measured at fair value through other comprehensive income (FVOCI); and
- Measured at fair value through profit or loss (FVTPL)

##### (a) Amortised Cost

A financial asset shall be measured at amortised cost if both of the following conditions are met:

1. the financial asset is held within a business model whose objective is to hold financial assets in order to collect contractual cash flows and
2. the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.



## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 1.2 Financial instruments (continued)

##### (b) Fair value through other comprehensive income (FVOCI)

A financial asset shall be measured at fair value through other comprehensive income if both of the following conditions are met:

1. the financial asset is held within a business model whose objective is achieved by both collecting contractual cash flows and selling financial assets and
2. the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

##### (c.) Fair value through profit or loss (FVTPL)

Financial asset shall be measured at fair value through profit or loss unless it is measured at amortised cost or at fair value through other comprehensive income. However an entity may make an irrevocable election at initial recognition for particular investments in equity instruments that would otherwise be measured at fair value through profit or loss to present subsequent changes in fair value in other comprehensive income.

#### *Initial and Subsequent Measurement*

##### **Fair value measurement**

The Scheme measures its investments in financial instruments, such as equity instruments, debentures, other interest bearing investments and derivatives, at fair value at each reporting date.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The fair value measurement is based on the presumption that the transaction to sell the asset or transfer the liability takes place either in the principal market for the asset or liability or, in the absence of a principal market, in the most advantageous market for the asset or liability. The principal or the most advantageous market must be accessible to the Scheme. The fair value of an asset or a liability is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their economic best interest.

##### **Financial assets held at amortised cost**

Trade and other receivables are initially measured at fair value plus transaction costs and are subsequently measured at amortised cost using the effective interest method.

Interest income is recognised less any expected credit impairment losses which are recognised as part of credit impairment charges.

Trade and other receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market.

##### **Investments held at fair value through profit or loss**

Financial assets carried at fair value through profit or loss are initially recognised at fair value and the transaction costs are expensed in the profit or loss. Gains or losses arising from changes in the fair value, dividend and interest returns are presented in profit or loss within the period in which they arise.

##### **Cash and cash equivalents**

In the statement of cash flow, cash and cash equivalents comprise:

- Money market accounts;
- Money on call and short notice deposits; and
- Current accounts.

Cash and cash equivalents only include items held for the purpose of meeting short-term cash commitments rather than for investing or other purposes. Cash and cash equivalents have an insignificant risk of changes in fair value.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### *Impairment*

The Scheme recognises a loss allowance for expected credit losses on Trade and other receivables. The expected credit loss model requires the Scheme to account for expected credit losses and changes in those expected credit losses at each reporting date to reflect changes in credit risk since initial recognition of the financial assets. In other words, it is no longer necessary for a credit event to have occurred before credit losses are recognised.

In determining impairment of Insurance Receivables, the incurred loss model adopted under IFRS 4: Insurance Contracts has been assessed and is reasonable and appropriate to determine impairment of Insurance Receivables and this model will continued to be applied and the expected credit loss model not adopted to determine impairment of Insurance Receivables.

The Scheme classifies its investments as Fair value through profit or loss. Impairment in investments instruments are therefor recognised in profit or loss as and when it occurs.

#### *Offsetting financial instruments*

Where a current legally enforceable right of offset exists for recognised financial assets and financial liabilities, and there is an intention to settle the liability and realise the asset simultaneously or to settle on a net basis, all related financial effects are offset.

#### *Derecognition of financial assets and liabilities*

The Scheme derecognises a financial asset when the contractual rights to the asset expire, where there is a transfer of the contractual rights that comprise the asset, or the Scheme retains the contractual rights of the asset but assumes a corresponding liability to transfer these contractual rights to another party and consequently transfers substantially all the risks and benefits associated with the asset.

Where the Scheme retains substantially all the risks and benefits of ownership of the financial asset, the Scheme continues to recognise the financial asset.

The Scheme derecognises a financial liability when the contractual obligations are discharged or expire.

#### **Financial liabilities**

A financial liability is any liability that is a contractual obligation to deliver cash or another financial asset to another entity. Financial liabilities include trade and other payables. The Scheme is not permitted to borrow, in terms of Section 35(6)(c) of the Act. The Scheme therefore has no long-term financial liabilities.

#### *Trade and other payables*

Trade and other payables are measured initially at fair value plus directly attributable transaction costs and subsequently measured at amortised cost using the effective interest method. The Scheme's trade and other payables consist of insurance and other liabilities.

#### *Insurance payables*

Insurance payables are measured initially at fair value (which approximates cost) and subsequently measured at amortised cost using the effective interest method.

#### *Provisions*

The Scheme recognises provisions when:

- It has a present legal or constructive obligation as a result of past events;
- It is probable that an outflow of resources embodying economic benefits will be required to settle the obligation; and
- A reliable estimate of the amount of the obligation can be made.

Where the effect of discounting to present value is material, provisions are adjusted to reflect the time value of money.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 1.2 Financial instruments (continued)

##### *Outstanding risk claims provision*

Risk claims outstanding comprise provisions for the Scheme's estimate of the ultimate cost of settling all risk claims incurred but not yet reported (IBNR) at the reporting date. Risk claims outstanding are determined as accurately as possible based on a number of factors, which include previous experience in claims patterns, claims settlement patterns, changes in the nature and number of members according to gender and age, trends in claims frequency, changes in the claims processing cycle, and variations in the nature and average cost incurred per claim.

Claims handling expenses are not separately accounted for as this service is provided by the Administrator and a fixed fee is paid for the full administration service including claims handling. No provision for claims handling expenses is required as the Scheme has no further liability to the Administrator at year end.

The Scheme does not discount its provision for outstanding claims since the effect of the time value of money is not considered material.

#### 1.3 Member insurance contracts

Contracts under which the Scheme accepts significant insurance risk from another party (the member and respective registered dependents) by agreeing to compensate the member or another beneficiary if a specified uncertain future event (the insured event) adversely affects the member or other beneficiary are classified as insurance contracts.

The contracts issued compensate the Scheme's members for healthcare expenses incurred and are detailed in note 18.

#### 1.4 Risk contribution income

Risk contributions on member insurance contracts are accounted for monthly when their collection in terms of the insurance contract is reasonably assured. Risk contributions are earned from the date of attachment of insurance risk, over the indemnity period on a straight-line basis and recognised as income.

#### 1.5 Risk claims incurred

Gross claims incurred comprise of the total estimated cost of all claims arising from healthcare events that have occurred in the year and for which the Scheme is responsible, whether or not reported by the end of the year.

Risk claims incurred (net of recoveries from members for co-payments, recoveries from third parties (e.g. motor vehicle accident and forensic recoveries and discounts received from service providers) comprise:

- Risk claims submitted and accrued for services rendered during the year;
- Payments under provider contracts (managed care) for services rendered to members;
- Over or under provision relating to prior year claims accruals; and
- Risk claims incurred but not yet reported.

#### 1.6 Liability adequacy test

At reporting date, liability adequacy tests are performed to ensure the adequacy of the member insurance contract liability.

Liabilities for insurance contracts are tested for adequacy by discounting current estimates of all future cash flows and comparing this amount to the carrying amount of the liabilities net of any related assets. Where a shortfall is identified, an additional provision is made and charged to profit or loss.

## **TFG MEDICAL AID SCHEME**

### **NOTES TO THE FINANCIAL STATEMENTS (continued)**

for the year ended 31 December 2021

#### **1.7 Risk transfer arrangements**

Contracts entered into by the Scheme with third party service providers under which the Scheme is compensated for losses/claims (through the provision of services to members) on one or more contracts issued by the Scheme and that meet the classification requirements of insurance contracts are classified as risk transfer arrangements (reinsurance contracts). Only contracts that give rise to a significant transfer of insurance risk are accounted for as risk transfer arrangements. Risk transfer premiums/fees are recognised as an expense over the indemnity period on a straight-line basis. Where applicable, a portion of risk transfer premiums/fees is treated as pre-payments.

Risk transfer claims and benefits reimbursed are presented in the statement of comprehensive income and statement of financial position on a gross basis.

Assets relating to risk transfer arrangements include balances due under risk transfer arrangements for outstanding risk claims provisions and claims reported not yet paid. Amounts recoverable under risk transfer arrangements are estimated in a manner consistent with the risk claims provisions, claims reported not yet paid, and settled claims associated with the risk transfer arrangement taking into account the terms of the contract. The amounts recoverable under such contracts are recognised in the same year as the related claim.

Amounts recoverable under risk transfer arrangements are assessed for impairment at each reporting date. Such assets are deemed impaired if there is objective evidence, as a result of an event that occurred after its initial recognition, that the scheme may not recover all amounts due and that the event has a reliably measurable impact on the amounts that the scheme will receive under the risk transfer arrangement.

#### **1.8 Managed care: management services fees**

Managed care: management services fees comprise amounts paid or payable to a third party for managing the utilisation, costs and quality of health care services to the members of the Scheme. Managed care: management services fees are expensed as incurred.

#### **1.9 Investment income**

Investment income comprises dividends, interest income from cash and cash equivalents and fair value through profit or loss investments as well as realised and unrealised gains on fair value through profit or loss investments.

Interest income is recognised on the effective interest method, taking account of the principal amount and the effective rate over the period to maturity, when it is determined that such income will accrue to the Scheme. Dividend income from investments is recognised when the right to receive payment is established. Realised and unrealised gains on fair value through profit or loss investment are recognised in profit or loss.

#### **1.10 Unallocated funds**

Unallocated funds arise on the receipt of unidentified deposits in favour of the Scheme.

Unallocated funds older than three years have legally prescribed and are written back and included under other income in profit or loss.

#### **1.11 Income tax**

In terms of Section 10(1)(d) of the Income Tax Act, No 58 of 1962, as amended, receipts and accruals of a benefit fund are exempt from income tax. A medical scheme is included in the definition of a benefit fund and consequently the Scheme is exempt from income tax.

#### **1.12 Allocation of income and expenditure to benefit options**

The following items are directly allocated to benefit options:

- Risk contribution income;
- Risk claims incurred;
- Administration fees; and
- Managed care: management services.

The remaining items are allocated based on the average number of members per benefit option.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued) for the year ended 31 December 2021

	2021 R	2020 R
<b>2. FAIR VALUE THROUGH PROFIT OR LOSS INVESTMENTS</b>		
Fair value at the beginning of the year	133,747,937	135,195,165
Additions	48,000,000	-
Disposals	(20,000,000)	-
Interest	1,714,342	98,655
Dividends	2,341,798	2,665,598
Management fees	(613,269)	(560,446)
Realised and unrealised gains/(losses)	28,141,793	(3,651,035)
<b>Fair value at the end of the year</b>	<b>193,332,601</b>	<b>133,747,937</b>
The investment represents:		
Investments in Linked Life Policies	193,332,601	133,747,937
	<b>193,332,601</b>	<b>133,747,937</b>

Fair value through profit or loss investments are classified as non-current assets, unless they are expected to be realised within twelve months of the reporting date or unless they need to be sold to raise operating capital.

### 3. TRADE AND OTHER RECEIVABLES

#### Insurance receivables

Contributions outstanding	475,306	786,880
Recoveries from members and suppliers	160,362	206,500
Amount due	555,364	492,922
Impairment losses	(395,002)	(286,422)
<b>Total receivables arising from insurance contracts</b>	<b>635,668</b>	<b>993,380</b>

#### Loans and receivables

Interest receivable	144,682	250,148
Sundry accounts receivable	20,117	100,780
<b>Total receivables arising from loans and receivables</b>	<b>164,799</b>	<b>350,928</b>
<b>Total trade and other receivables</b>	<b>800,467</b>	<b>1,344,308</b>

At 31 December the carrying amounts of loans and receivables approximate their fair values due to the short term maturities of these assets. Interest is not charged on overdue balances. The estimated future cash flow receipts have not been discounted as the effect would be immaterial.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

	2021 R	2020 R
<b>4. CASH AND CASH EQUIVALENTS</b>		
Current accounts	2,379,773	1,449,865
Money Market Collective Investment Scheme	55,934,349	71,567,677
<b>Total</b>	<b>58,314,121</b>	<b>73,017,542</b>

The weighted average effective interest rate on short-term bank deposits was 3.29% (2020: 4.10%) and on the Money Market Collective Investment Scheme was 4.23% (2020: 5.32%).

At 31 December the carrying amounts of cash and cash equivalents approximate their fair values due to the short term maturities of these assets.

### 5. OUTSTANDING RISK CLAIMS PROVISION

<b>Outstanding risk claims provision - not covered by risk transfer arrangements</b>	<b>5,900,000</b>	<b>3,700,000</b>
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#### *Analysis of movement in outstanding risk claims*

Balance at beginning of year	3,700,000	6,600,000
Payments in respect of prior year	(3,782,159)	(6,196,115)
(Under)/over provision in respect of prior year	(82,159)	403,885
Adjustment for the current year	5,982,159	3,296,115
<b>Balance at end of year</b>	<b>5,900,000</b>	<b>3,700,000</b>

The Scheme's rules, in terms of the Act, provide that risk claims may only be paid if the Scheme is notified of the risk claim and documentation is submitted within 4 months following the month in which the service was rendered. The provision is determined by actuaries and is estimated using a range of statistical methods.

The outstanding risk claims provision is an estimate of the proportion of the risk claims liability incurred in the current financial year that is expected to be reported and only paid after the reporting date. The cost of outstanding risk claims is estimated as the difference between the risk management facility's estimate of risk claims incurred in 2021 and the actual risk claims reported and paid in 2021, for services provided in 2021.

The risk claims incurred by service date estimates are based on the Scheme's actual demographic structure and past claims. Due to differences in claiming patterns, risk claims are grouped into in-hospital, chronic and out-of-hospital claim categories, and the risk claims incurred are assessed separately for each category. Results from the assessment are regularly reconciled with actual paid risk claims and adjustments made where necessary to ensure that these results remain accurate.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 5. OUTSTANDING RISK CLAIMS PROVISION (continued)

##### *Process used to determine the assumptions*

The process used to determine the assumptions is intended to result in neutral estimates of the most likely or expected outcome. The sources of data used as inputs for the assumptions are internal, using detailed studies that are carried out annually. There is more emphasis on current trends, and where in early years there is insufficient information to make a reliable best estimate of claims development, prudent assumptions are used.

This is done via a sophisticated multi-simulation actuarial model which incorporates updated demographic and risk claims data. The outstanding risk claims provision is calculated as the difference between the risk claims projected for the period less the risk claims paid up to the end of that period. This process is done on a monthly basis and regularly reconciled with the actual experience.

##### *Assumptions*

The assumptions that have the greatest effect on the measurement of the outstanding risk claims provision are the expected claims ratios for the most recent benefit years for the in-hospital, chronic and out-of-hospital categories of claims. These are used for assessing the outstanding risk claims provisions for the 2021 and 2020 benefit years.

The assumptions used in estimating the risk claims incurred for the Scheme are as follows:

##### *Membership*

The actual demographics of the Scheme were used, incorporating all membership movements for the period January to December. Membership is analysed on a beneficiary level by option, age, gender, area, type of dependant and chronic status of dependant.

##### *Reasonability checks*

This estimation was tested against estimations produced by the following calculations:

- Actual risk claims paid in 2021 for 2020;
- Traditional "chain ladder" methods, using risk claims development patterns derived from 2020 and 2021 as well as an analysis of the development patterns of December 2020 in isolation (i.e adjustments for seasonality); and
- An analysis of risk claims already paid in 2022 for 2021.

Refer to note 19 for an analysis of the impact of changes in assumptions and sensitivities to changes in key variables.

**TFG MEDICAL AID SCHEME**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

for the year ended 31 December 2021

	2021 R	2020 R
<b>6. TRADE AND OTHER PAYABLES</b>		
<b>Insurance liabilities</b>		
Reported claims not yet paid	1,101,412	1,589,734
Balance at the beginning of the year	1,589,734	760,180
Total claims for the year	140,973,756	120,026,040
Claims paid for the year	(141,462,078)	(119,196,486)
<b>Total liabilities arising from insurance contracts</b>	<b>1,101,412</b>	<b>1,589,734</b>
<b>Other liabilities</b>		
Related party balance	1,162,263	1,063,044
Discovery Health (Pty) Ltd	1,162,263	1,063,044
Audit fee accrual	260,697	149,179
Other payables	3,208	118,078
Unallocated deposits	63,869	94,579
<b>Total financial liabilities</b>	<b>1,490,037</b>	<b>1,424,879</b>
<b>Total trade and other payables</b>	<b>2,591,449</b>	<b>3,014,613</b>
At 31 December the carrying amounts of other liabilities approximate their fair values due to the short-term maturities of these liabilities.		
<b>7. RISK CONTRIBUTION INCOME</b>		
Risk contribution income	164,867,875	157,908,274
<b>Risk contribution income per statement of comprehensive income</b>	<b>164,867,875</b>	<b>157,908,274</b>
<b>8. RISK CLAIMS INCURRED</b>		
Current year claims per registered rules	134,991,597	116,729,926
Movement in outstanding risk claims provision	5,982,159	3,296,115
Under/(over) provision in respect of prior year (Note 5)	82,159	(403,885)
Balance at the end of the year	5,900,000	3,700,000
	140,973,756	120,026,040
<b>Risk claims incurred</b>	<b>140,973,756</b>	<b>120,026,040</b>
<b>9. MANAGED CARE: MANAGEMENT SERVICES FEES</b>		
Disease management	1,329,261	1,245,812
Hospital pre-authorisation	1,287,366	1,207,207
Network management	1,121,356	1,051,625
Drug utilisation management	415,810	389,147
	<b>4,153,793</b>	<b>3,893,791</b>
<b>10. NET (INCOME)/ EXPENSE FROM RISK TRANSFER ARRANGEMENT</b>		
Risk transfer fees	2,006,971	1,740,285
Recoveries received	(2,491,389)	(1,423,710)
	<b>(484,418)</b>	<b>316,575</b>

The Scheme has Risk Transfer Agreements with Dental Risk Company and Isoleso for the provision of dental and optical benefits to the TFG Health Plan beneficiaries.



**TFG MEDICAL AID SCHEME**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2021

	<b>2021</b>	<b>2020</b>
	<b>R</b>	<b>R</b>
<b>11. ADMINISTRATION EXPENSES</b>		
<b>Accredited services</b>		
Member record management	927,793	869,750
Contribution management	815,333	764,326
Claims management	1,025,815	961,640
Financial management	33,434	31,342
Information management and data control	1,663,721	1,559,638
Customer services	4,533,345	4,249,741
<b>Other services</b>		
Internal audit services	137,915	129,287
Forensic investigations and recoveries	172,109	161,342
Governance and compliance	27,355	25,644
<b>Additional services</b>		
Quality Management and Monitoring Services	129,557	121,452
Advanced Data Analytics	108,281	101,506
Digital Service Offering	39,893	37,397
Enhanced Service Offering	22,036	20,657
Enterprise risk management services	22,036	20,657
Legal Services	6,459	6,055
Product Innovation	25,835	24,219
	<b>9,690,917</b>	<b>9,084,653</b>
<b>12. OTHER OPERATING EXPENSES</b>		
Actuarial consulting fees	456,964	411,792
AGM cost	57,086	-
Association fees	55,676	52,443
Audit fees	312,244	205,031
Bank charges	85,494	70,585
Council for Medical Schemes fees	133,250	119,607
Debt collecting fees	-	(300)
Fidelity guarantee and professional indemnity insurance premiums	34,500	31,500
Medical emergency call centre fees	15,210	14,375
Marketing expenses	341,395	80,917
Sundries	4,393	3,881
Trustee fees *	191,034	78,068
	<b>1,687,246</b>	<b>1,067,899</b>
<p>* Trustee fees of R115,500 (2020: R78,068) was paid to Mr M Wilson. This amount consists of a base fee of R60,000 (2020: R56,293) and meeting attendance fees of R55,500 (2020: R21,775). Trustee attendance fees were also paid to Mr P Barnard of R7,500 (2020: R0). The cost for an independent Audit Committee Chairperson amounted to a base fee of R59,961 (2020: R0) and attendance fees of R8,073 (2020: R0)</p>		
<b>13. NET IMPAIRMENT LOSSES ON HEALTHCARE RECEIVABLES</b>		
<b>Insurance receivables</b>		
Members' and service providers' portions that are not recoverable	177,042	(38,292)
Movement in provision	108,580	(38,292)
Written off	68,462	-
	<b>177,042</b>	<b>(38,292)</b>
<b>14. INVESTMENT INCOME</b>		
Interest earned	84,916	102,812
Interest on cash and cash equivalents	84,916	102,812
Income from investments	33,546,639	1,677,642
Interest income	3,647,259	3,166,073
Dividend income	2,341,798	2,665,598
Realised losses	539,940	(2,737,846)
Unrealised gains/(losses)	27,601,853	(913,189)
Investment manager fees	(584,211)	(502,994)
	<b>33,631,555</b>	<b>1,780,454</b>
<b>15. SUNDRY INCOME</b>		
Prescribed credits written off	985	34,687
	<b>985</b>	<b>34,687</b>

**TFG MEDICAL AID SCHEME**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

for the year ended 31 December 2021

**16. SURPLUS/(DEFICIT) FROM OPERATIONS PER BENEFIT OPTION**

2021	TFG Health	TFG Health Plus
In-hospital costs covered	100% Scheme rate at Network provider	100% Scheme rate
Chronic conditions	PMBs unlimited, subject to formulary for CDL conditions. Network provider.	PMBs unlimited, subject to formulary, non-PMB's limited and subject to Scheme rules
Primary care	Unlimited cover for medical appropriate consultations at Network provider	100% Scheme rate
Overall annual limit	No limit	No limit

	TFG Health R	TFG Health Plus R	TOTAL R
<b>Risk contribution income</b>	<b>45,164,232</b>	<b>119,703,643</b>	<b>164,867,875</b>
<b>Relevant healthcare expenditure</b>	<b>(46,922,642)</b>	<b>(97,462,002)</b>	<b>(144,384,644)</b>
Net risk claims incurred	(45,413,013)	(95,560,742)	(140,973,755)
Third party claim recoveries	104,225	154,261	258,486
Managed care: management services fees	(2,098,272)	(2,055,521)	(4,153,793)
Net income on risk transfer arrangement	484,418	-	484,418
<b>Gross healthcare results</b>	<b>(1,758,410)</b>	<b>22,241,641</b>	<b>20,483,231</b>
Administration expenses	(4,895,326)	(4,795,591)	(9,690,917)
Other operating expenses	(854,824)	(832,422)	(1,687,246)
Net impairment losses on healthcare receivables	(89,183)	(87,859)	(177,042)
<b>Net healthcare results</b>	<b>(7,597,743)</b>	<b>16,525,769</b>	<b>8,928,026</b>
Other income	16,998,888	16,633,652	33,632,540
<b>Net surplus for the year</b>	<b>9,401,145</b>	<b>33,159,421</b>	<b>42,560,566</b>

**TFG MEDICAL AID SCHEME**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

for the year ended 31 December 2021

**16. SURPLUS FROM OPERATIONS PER BENEFIT OPTION**

2020	TFG Health	TFG Health Plus	
In-hospital costs covered	100% Scheme rate at Network provider	100% Scheme rate	
Chronic conditions	PMBs unlimited, subject to formulary for CDL conditions. Network provider.	PMBs unlimited, subject to formulary, non-PMB's limited and subject to Scheme rules	
Primary care	Unlimited cover for medical appropriate consultations at Network provider	100% Scheme rate	
Overall annual limit	No limit	No limit	
	TFG Health R	TFG Health Plus R	TOTAL R
<b>Risk contribution income</b>	<b>42,308,423</b>	<b>115,599,851</b>	<b>157,908,274</b>
<b>Relevant healthcare expenditure</b>	<b>(34,282,818)</b>	<b>(89,750,816)</b>	<b>(124,033,634)</b>
Net risk claims incurred	(32,133,566)	(87,892,473)	(120,026,039)
Third party claim recoveries	98,286	104,485	202,771
Managed care: management services fees	(1,930,963)	(1,962,828)	(3,893,791)
Net expense on risk transfer arrangement	(316,575)	-	(316,575)
<b>Gross healthcare results</b>	<b>8,025,605</b>	<b>25,849,035</b>	<b>33,874,640</b>
Administration expenses	(4,503,030)	(4,581,623)	(9,084,653)
Other operating expenses	(526,509)	(541,390)	(1,067,899)
Net impairment gains on healthcare receivables	17,960	20,332	38,292
<b>Net healthcare results</b>	<b>3,014,026</b>	<b>20,746,354</b>	<b>23,760,380</b>
Other income	1,620,443	194,698	1,815,141
<b>Net surplus for the year</b>	<b>4,634,469</b>	<b>20,941,052</b>	<b>25,575,521</b>

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 17. EVENTS AFTER THE REPORTING DATE

There have been no events that have occurred subsequent to the end of the accounting period that affect the annual financial statements and that the Trustees consider should be brought to the attention of the members of the Scheme.

#### 18. RELATED PARTY TRANSACTIONS

Four trustees are appointed by the employer and four elected by the members of the Scheme.

*Parties with significant influence over the Scheme:*

*Administrator and managed care organisation*

Discovery Health (Pty) Ltd has significant influence over the Scheme as Discovery Health (Pty) Ltd participates in the Scheme's financial and operating policy decisions, but does not control the Scheme. Discovery Health (Pty) Ltd provides administration services. These transactions are done at arm's length.

*Key management personnel:*

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the Scheme. Key management personnel include the Board of Trustees and Principal Officer.

Close family members include close family members of the Board of Trustees and Principal Officer, and are also related parties.

*Transactions with related parties*

The following provides the total transaction amounts, which have been entered into with related parties for the relevant financial year.

*Key management personnel (Board of Trustees and Principal Officer) and their close family members*

	2021 R	2020 R
Statement of comprehensive income		
Risk contributions received	484,401	698,503
Risk claims incurred	2,044,143	471,019
Trustee remuneration	191,034	78,068

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 18. RELATED PARTY TRANSACTIONS (continued)

The terms and conditions of the related party transactions were as follows:

Transaction	Nature of transactions and terms and conditions thereof
Risk contributions received	This constitutes the risk contributions paid by the related parties as members of the Scheme, in their individual capacity. All risk contributions were on the same terms as those applicable to other members.
Risk claims incurred	This constitutes amounts claimed by the related parties, in their individual capacity as members of the Scheme. All risk claims were paid out in terms of the rules of the Scheme, as applicable to other members.

*Transactions with entities that have significant influence over the Scheme*

	2021 R	2020 R
<b>Discovery Health (Pty) Ltd - Administrator</b>		
Statement of comprehensive income		
Administration fees paid	9,690,917	9,084,653
Medical emergency call centre fees (Note 12)	15,210	14,375
<b>Discovery Health (Pty) Ltd - managed care organisation</b>		
Statement of comprehensive income		
Managed care fees paid (Note 9)	4,153,793	3,893,791
Statement of financial position		
Balance due to Discovery Health (Pty) Ltd at year end (Note 6)	1,162,263	1,063,044

The terms and conditions of the transactions with entities with significant influence over the Scheme were as follows:

*Administration and managed care management service agreements*

The administration and managed care agreements are entered into in terms of the Rules of the Scheme and in accordance with instructions given by the Board of Trustees. The agreement is automatically renewed each year, unless notification of termination is received or following the cancellation of the Administrator's accreditation or the issue of a lawful directive to this effect by the Council for Medical Schemes in terms of the Act. The Scheme and the Administrator are entitled to terminate the agreement by giving notice in writing of not less than 90 days and not more than 180 days. Outstanding balances bear no interest and are due within 7 days. Annual administration fee increases are negotiated by the Board of Trustees in accordance with the relevant terms of these agreements.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 19. INSURANCE RISK MANAGEMENT REPORT

##### Nature and extent of risks arising from insurance contracts

The Scheme issues contracts that transfer insurance risk. This section summarises these risks and the way the Scheme manages them.

##### Risk management objectives and policies for mitigating insurance risk

The primary insurance activity carried out by the Scheme mitigates covered members and their dependants against the risk of loss arising as a result of the occurrence of a health event (i.e. an event relating to the health of the Scheme's beneficiary). As such, the Scheme is exposed to the uncertainty surrounding the timing and severity of claims under the contract. The risk under any one insurance contract is the possibility that the insured event occurs and the uncertainty of the amount of the resulting claim.

The Board of Trustees has developed and approved a documented policy for the acceptance and management of insurance risk to which the scheme is exposed. Reference has also been made to the requirements of the Medical Schemes Act in compiling the insurance risk-management policy. The policy is reviewed annually and the benefit options provided to members are structured to fall within the acceptable insurance risk levels specified. The Board of Trustees also determines the policy for entering into alternative risk transfer arrangements and/or commercial reinsurance contracts, where appropriate. The annual business plan is structured around the insurance risk-management policy.

The Scheme manages its insurance risk through benefit limits and sub-limits, application of clinical protocols, approval procedures for transactions that exceed set limits, pricing guidelines, pre-authorisation and case management, service provider profiling, and the regular monitoring of emerging issues.

The Scheme uses several methods to assess and monitor insurance risk exposures both for individual types of risks insured and overall risks. These methods include internal risk measurement models, sensitivity analyses, scenario analyses and stress testing. The theory of probability is applied to the pricing and provisioning for a portfolio of insurance contracts. The principal risk is that the frequency and/or severity of claims is greater than expected.

Experience shows that the larger the portfolio of similar insurance contracts, the smaller the relative variability about the expected outcome will be. In addition, a more diversified portfolio is less likely to be affected by a change in any subset of the portfolio.

Factors that aggravate insurance risk include changes in membership distribution and major unanticipated demographic movements, adverse experience regarding the cost of prescribed minimum benefits and unusually adverse experience due to seasonal patterns.

##### Concentration of insurance risk

The following table summarises the concentration of insurance risk, with reference to the number of beneficiaries per option, per age group.

Age grouping (in years)	2021		2020	
	TFG Health	TFG Health Plus	TFG Health	TFG Health Plus
< 26	1,346	1,209	1,254	1,128
26 – 35	739	269	739	301
36 – 50	993	1,086	891	1,025
51 - 64	275	605	241	545
> 65	130	401	127	395
<b>Total</b>	<b>3,483</b>	<b>3,570</b>	<b>3,252</b>	<b>3,394</b>

**TFG MEDICAL AID SCHEME**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

for the year ended 31 December 2021

**19. INSURANCE RISK MANAGEMENT REPORT (continued)**

*Claims incurred for 2021 service year*

Age grouping (in years)	Hospital R	Out of hospital R	Chronic R	Total R
< 26	11,631,791	11,027,753	561,266	23,220,810
26 – 35	10,052,977	7,741,214	650,643	18,444,834
36 – 50	20,977,350	18,238,009	2,493,984	41,709,343
51 - 64	14,061,804	12,057,256	1,574,744	27,693,804
> 65	14,075,747	8,467,422	1,913,127	24,456,296
<b>Total</b>	<b>70,799,669</b>	<b>57,531,654</b>	<b>7,193,764</b>	<b>135,525,087</b>

*Claims incurred for 2020 service year*

Age grouping (in years)	Hospital R	Out of hospital R	Chronic R	Total R
< 26	11,542,622	8,138,758	535,682	20,217,062
26 – 35	9,129,682	7,391,417	536,531	17,057,629
36 – 50	15,326,822	14,327,838	2,361,520	32,016,179
51 - 64	11,801,615	9,923,639	1,717,474	23,442,727
> 65	15,853,735	7,178,699	1,752,960	24,785,395
<b>Total</b>	<b>63,654,477</b>	<b>46,960,348</b>	<b>6,904,168</b>	<b>117,518,993</b>

**Claims development**

Claims development tables are not presented since the uncertainty regarding the amount and timing of claim payments is typically resolved within one year and the majority of cases within four months. At year end, a provision is made for those claims outstanding that are not yet reported at that date.

**Outstanding risk claims provision**

There are some sources of uncertainty that need to be considered in the estimate of the liability that the Scheme will ultimately pay for risk claims made under insurance contracts.

*Process used to determine the assumptions*

Refer to note 5.

*Changes in assumptions and sensitivities to changes in key variables*

The table below outlines the sensitivity of insured liability estimates to particular movements in assumptions used in the estimation process. It should be noted that this is a deterministic approach with no correlations between the key variables. For each sensitivity illustrated, all other assumptions have been left unchanged.

Where variables are considered to be immaterial, no impact has been assessed for insignificant changes to these variables. Particular variables may not be considered material at present. However, should the materiality level of an individual variable change, assessment of changes to that variable may be required in the future.

An analysis of the sensitivities around various scenarios for the general medical insurance business provides an indication of the adequacy of the Scheme's estimation process. The Scheme believes that the liability for claims reported in the statement of financial position is adequate. However, it recognises that the process of estimation is based upon certain variables and assumptions which could differ when claims arise.

The impact on the liability and reported income caused by changes in relevant risk variables:

	Increase in liability	Increase in liability 2021 R	Increase in liability 2020 R
In-hospital claims incurred	1% increase in claims costs	707,997	636,545
Chronic claims incurred	1% increase in claims costs	71,938	69,042
Out-of-hospital risk claims incurred	1% increase in claims costs	575,317	469,603

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

## 20. FINANCIAL RISK MANAGEMENT REPORT

### Overview

The Scheme is exposed to financial risk through its financial assets, financial liabilities and insurance liabilities. In particular, the key financial risk is that the proceeds from its financial assets may not be sufficient to fund the obligations arising from its insurance contracts. The most important components of this financial risk are credit risk, liquidity risk and market risk. The Scheme's overall risk management programme focuses on the unpredictability of financial markets and seeks to minimise potential adverse effects on the Scheme's financial performance.

The Board of Trustees has overall responsibility for the establishment and oversight of the Scheme's risk management framework.

The Scheme manages these risks through various risk management processes. These processes have been developed to ensure that the long-term investment return on assets supporting the insurance liabilities are sufficient to fund members' reasonable benefit expectations.

The Audit Committee has been established by the Board of Trustees to assist in the implementation and monitoring of these risk management processes.

### Credit risk

Credit risk is the risk of financial loss to the Scheme, if a counterparty to an insurance contract or a financial instrument fails to meet its contractual obligations.

The Scheme's principal financial assets exposed to credit risk include cash and cash equivalents, fair value through profit or loss investments and trade and other receivables. The Scheme's credit risk is primarily attributable to its insurance and other receivables.

#### *Insurance and other receivables*

Trade and other receivables comprises insurance receivables and loans and receivables. The main components of insurance receivables are in respect of:

- Receivables for contributions due from members; and
- Receivables for amounts recoverable from service providers and members in respect of claims debt.

The Scheme manages credit risk by:

- Actively pursuing all contributions not received after 3 days of becoming due, as required by S26(7) of the Act;
- Monthly reconciliations between the Administrator and the Employer are discussed for possible suspensions of memberships;
- Ageing and pursuing arrear accounts on a monthly basis.

The Scheme establishes an allowance for impairment that represents its estimate of incurred losses in respect of trade and other receivables. The main components of this allowance are a specific loss component that relates to individually significant exposures, and a collective loss component established for groups of similar assets in respect of losses that have been incurred but not yet identified. The collective loss allowance is determined based on historical data of payment statistics for similar financial assets.

Details of the process to estimate the impairment provision are included in note 1.2.

#### *Investments*

Investment transactions are limited to high credit quality financial institutions.

Annexure B of the Regulations to the Act prescribes the credit limits per institution, which reduces the individual risk per institution. The utilisation of these credit limits are regularly monitored.



## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 20. FINANCIAL RISK MANAGEMENT REPORT (continued)

##### *Cash and cash equivalents*

The Scheme has no significant concentration of credit risk. Cash transactions are limited to financial institutions with a high credit rating. The Scheme has a policy of limiting the amount of credit exposure to any one financial institution.

##### **Exposure to credit risk**

The carrying amount of financial assets represents the maximum credit exposure. The maximum exposure to credit risk at the reporting date was:

	Notes	Carrying amount	
		2021 R	2020 R
Fair value through profit or loss investments	2	193,332,601	133,747,937
Trade and other receivables	3	800,467	1,344,308
Insurance receivables		635,668	993,380
Loans and receivables		164,799	350,928
Cash and equivalents	4	58,314,121	73,017,542
		<b>252,447,188</b>	<b>208,109,787</b>

##### *Trade and other receivables*

The main components of insurance receivables are contribution receivables and member and service provider claims receivables.

Contribution receivables are collected by means of cash payments or debit orders.

The maximum credit exposure to claims receivables was:

Recoveries from members and suppliers	160,362	206,500
	<b>160,362</b>	<b>206,500</b>

TFG MEDICAL AID SCHEME

NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

20. FINANCIAL RISK MANAGEMENT REPORT (continued)

*Impairment losses*

The ageing of insurance receivables at year end was:

	Gross 2021 R	Impairment 2021 R	Gross 2020 R	Impairment 2020 R
Not past due	60,593	-	959,789	-
Past due 3 - 30 days	4,580	-	10,381	-
Past due 31 - 60 days	108,523	-	23,210	-
Past due 61 days +	856,974	395,002	286,422	286,422
<b>Total</b>	<b>1,030,670</b>	<b>395,002</b>	<b>1,279,802</b>	<b>286,422</b>

The movement in the impairment allowance, for each class of insurance asset, during the year was as follows:

	Trade and other receivables			
	<i>Insurance receivables</i>		<i>Loans and receivables</i>	Total
	Contribution debtors R	Member and service provider claims debtors R		
<b>Balance as at 1 January 2020</b>	-	324,713	-	324,713
Amounts utilised during the year	-	-	-	-
Decrease in allowance for impairment	-	(38,291)	-	(38,291)
<b>Balance as at 31 December 2020</b>	-	<b>286,422</b>	-	<b>286,422</b>
<b>Balance as at 1 January 2021</b>	-	<b>286,422</b>	-	<b>286,422</b>
Amounts utilised during the year	-	(68,462)	-	(68,462)
Increase in allowance for impairment	-	177,043	-	177,043
<b>Balance as at 31 December 2021</b>	-	<b>395,002</b>	-	<b>395,002</b>

*Cash and cash equivalents*

The table below shows the exposure limit and balance of cash or deposits held at five major counterparties at year end.

Counterparty	2021		2020	
	Exposure limit	Balance	Exposure limit	Balance
	R	R	R	R
ABSA	88,076,353	8,184,658	72,367,918	18,121,908
Rand Merchant Bank	88,076,353	12,032,359	72,367,918	7,971,277
Nedbank	88,076,353	13,846,073	72,367,918	23,884,745
Investec	88,076,353	14,379,653	72,367,918	13,250,819
Standard Bank	88,076,353	15,526,461	72,367,918	9,684,457

No exposure limits were exceeded during the reporting period and the Trustees do not expect any losses from non-performance of these counterparties.

Exposure limites were calculated as 35% of investable assets (2020: 35%).

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 20. FINANCIAL RISK MANAGEMENT REPORT (continued)

##### Credit quality of financial assets and insurance receivables

The credit quality of financial assets that are neither past due nor impaired can be assessed by historical information about counterparty default rates:

	2021 R	2020 R
<i>Insurance receivables</i>		
Counterparties without external credit rating:		
Contribution debtors	475,306	786,880
Recoveries from members and suppliers	555,364	492,922

##### Contribution debtors

On analysing the credit quality of contribution debtors, the Scheme collected 99% of these amounts in January 2022. This indicates a high credit quality relating to these debtors.

##### Active member claim debtors

These debtors are members of the Scheme and therefore are expected to have similar credit quality to the contribution debtors. This does not imply that all amounts were collected in January.

##### Provider claim debtors

These debtors are the healthcare providers of the Scheme. The amounts due to the Scheme are offset against future payments to be made to these providers.

##### Cash and cash equivalents

Counterparties with external credit ratings:

**Ba2** (Moody's)

**63,969,204**

**72,913,206**

**TFG MEDICAL AID SCHEME**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

for the year ended 31 December 2021

**20. FINANCIAL RISK MANAGEMENT REPORT (continued)**

**Liquidity risk**

Liquidity risk is the risk that the Scheme will not be able to meet its financial obligations as they fall due. Prudent liquidity risk management implies maintaining sufficient cash and marketable securities. The availability of funding through liquid cash positions with various institutions ensures that the Scheme has the ability to fund day-to-day operations. With exception of the matter raised in note 22, the Scheme has complied with the requirements regarding the nature and categories of assets as prescribed by Section 35 and Regulation 30 of the Act.

A maturity analysis for financial liabilities, excluding insurance liabilities is provided below:

<b>As at 31 December 2021</b>	<b>Less than 1 month</b>	<b>Between 1 and 3 months</b>	<b>Between 3 months and 1 year</b>
	<b>R</b>	<b>R</b>	<b>R</b>
Outstanding risk claims provision (Note 5)	2,701,473	885,000	2,313,527
Trade and other payables (Note 6)	1,490,037	-	-

<b>As at 31 December 2020</b>	<b>Less than 1 month</b>	<b>Between 1 and 3 months</b>	<b>Between 3 months and 1 year</b>
	<b>R</b>	<b>R</b>	<b>R</b>
Outstanding claims provision (Note 5)	2,190,677	555,000	954,323
Trade and other payables (Note 6)	1,424,879	-	-

The contractual cash flows above equate the carrying amount of the assets and liabilities above.

**Market risk**

Market risk is the risk that changes in market prices, such as interest rates and equity prices will affect the Scheme's income or the value of its holdings in financial instruments. The objective of market risk management is to manage and control market risk exposures within acceptable parameters, while optimising the return on risk.

*Currency risk*

All of the Scheme's benefits are Rand-denominated and therefore the Scheme does not have significant currency risk.

*Price risk*

The Scheme is exposed to equity security price risk because of investments held by the Scheme. The Scheme is not exposed to commodity risk. To manage its price risk arising from investments in equity securities, the Scheme diversifies its portfolio. Diversification of the Scheme's investments are done by the asset managers through the investments held in different investment portfolios.

	<b>2021</b>	<b>2020</b>
Equity exposure (Rand value)	132,561,110	64,547,921

A change of 5% in the equity market will have an effect of R6,628,056 (2020: R3,227,396) on the Scheme's reserves.

**TFG MEDICAL AID SCHEME**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

for the year ended 31 December 2021

**20. FINANCIAL RISK MANAGEMENT REPORT (continued)**

*Interest rate risk*

The Scheme is exposed to interest rate risk as it places funds at both fixed and floating interest rates. The risk is managed by maintaining an appropriate mix between fixed and floating rate investments within the Scheme's investment portfolio.

The Scheme's insurance liabilities are settled within one year and the Scheme does not discount insurance liabilities. Consequently, insurance liabilities do not expose the Scheme to interest rate risk.

The table below summarises the Scheme's exposure to interest rate risks. Included in the table are the Scheme's investments at carrying amounts, categorised by the earlier of contractual repricing or maturity dates.

	Up to 1 month	1 - 3 months	3 - 12 months	Total
As at 31 December 2021	R	R	R	R
Cash and cash equivalents	58,314,121	-	-	58,314,121
<b>Total</b>	<b>58,314,121</b>	<b>-</b>	<b>-</b>	<b>58,314,121</b>

	Up to 1 month	1 - 3 months	3 - 12 months	Total
As at 31 December 2020	R	R	R	R
Cash and cash equivalents	73,017,542	-	-	73,017,542
<b>Total</b>	<b>73,017,542</b>	<b>-</b>	<b>-</b>	<b>73,017,542</b>

The table below summarises the effective interest rate for monetary financial instruments:

	2021	2020
	%	%
Cash and cash equivalents	3.29%	4.10%

*Sensitivity analysis for variable rate instruments*

A change of 100 basis points in interest rates at the reporting date would have increased/(decreased) accumulated funds and surplus or loss by the amounts shown below. This analysis assumes that all other variables remain constant.

	Surplus or deficit		Accumulated funds	
	100bp Increase	100bp Decrease	100bp Increase	100bp Decrease
	R	R	R	R
<b>31 December 2021</b>				
Cash and cash equivalents	583,141	(583,141)	583,141	(583,141)
<b>Sensitivity (net)</b>	<b>583,141</b>	<b>(583,141)</b>	<b>583,141</b>	<b>(583,141)</b>
<b>31 December 2020</b>				
Cash and cash equivalents	730,175	(730,175)	730,175	(730,175)
<b>Sensitivity (net)</b>	<b>730,175</b>	<b>(730,175)</b>	<b>730,175</b>	<b>(730,175)</b>

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 20. FINANCIAL RISK MANAGEMENT REPORT (continued)

##### Legal risk

Legal risk is the risk that the Scheme will be exposed to in respect of contractual obligations which have not been provided for. At 31 December 2021 the Scheme did not consider there to be any significant concentration of legal risk that had not been provided for.

##### Capital management

The Scheme is subject to the capital requirement imposed by Regulation 29(2) to the Act which requires a minimum solvency ratio of accumulated funds expressed as a percentage of gross contributions to be 25%.

The Scheme's objectives when managing capital are to maintain the capital requirements of the Act and to safeguard the Scheme's ability to continue as a going concern in order to provide benefits for its stakeholders.

The calculation of the regulatory capital requirement is set out below.

	2021 R	2020 R
Total members' funds per statement of financial position	243,955,740	201,395,174
Less: cumulative unrealised net gains on remeasurement to fair value of investments	(42,323,504)	(24,828,239)
<b>Accumulated funds per Regulation 29</b>	<b>201,632,236</b>	<b>176,566,934</b>
<b>Gross risk contributions</b>	<b>164,867,875</b>	<b>157,908,274</b>
<b>Solvency margin</b> = Accumulated funds/annualised gross contribution income x 100%	<b>122.30%</b>	<b>111.82%</b>

The required solvency has been maintained throughout the year.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 20. FINANCIAL RISK MANAGEMENT REPORT (continued)

##### Fair value estimation

The carrying value less impairment of loans and other receivables and payables are assumed to approximate their fair values due to their short-term nature.

Continuous monitoring takes place to ensure that appropriate assets are held where the Scheme's liabilities are dependent upon the performance of investments and that a suitable match of assets exists for all liabilities.

##### Breakdown of investments

The assets of the portfolio must be invested in accordance with Annexure B of the Regulations to the Act.

The investments for the purposes of the financial statements comprise of fair value through profit or loss investments and cash and cash equivalents.

##### *Fair value through profit or loss investments*

Fair value through profit or loss investments comprise the following:

	2021 R	2020 R
Investments in Linked Life Policies	193,332,601	133,747,937
	<b>193,332,601</b>	<b>132,300,709</b>

The asset managers invest the Scheme's monies in reputable funds which promise returns to the Scheme. The Scheme views these funds as unconsolidated structured entities. The Scheme monitors the performance of these funds closely to ensure the Scheme earns high returns without unnecessary exposure to risk.

The Scheme invested in an equity Linked Life Policy through Allan Gray Life Limited, Sanlam Ltd, Prescient Ltd and Old Mutual Ltd. which at year-end amounted to 77% (2020: 64%) of the Scheme's assets. The objective with this investment is to maximise capital growth over a longer term.

##### *Cash and cash equivalents*

Cash and cash equivalents are made up of the following year end balances:

	2021 R	2020 R
Current accounts	2,379,773	1,449,865
Money market accounts	55,934,349	71,567,677
<b>Total</b>	<b>58,314,122</b>	<b>73,017,542</b>

**TFG MEDICAL AID SCHEME**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

for the year ended 31 December 2021

**20. FINANCIAL RISK MANAGEMENT REPORT (continued)**

The following table compares the fair value and carrying amounts of financial assets and liabilities per class of financial assets and financial liabilities. The carrying amount equates the fair value.

	<b>Financial liabilities at amortised cost</b>	<b>Loans and receivables</b>	<b>Insurance receivables and payables</b>	<b>Fair value through profit or loss investments</b>	<b>Total carrying amount</b>
	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
<b>For the year ended 31 December 2021</b>					
Fair value through profit or loss investments	-	-	-	193,332,601	<b>193,332,601</b>
Cash and cash equivalents	-	58,314,121	-	-	<b>58,314,121</b>
Trade and other receivables	-	164,799	635,668	-	<b>800,467</b>
Trade and other payables	(1,490,037)	-	(1,101,412)	-	<b>(2,591,449)</b>
	<b>(1,490,037)</b>	<b>58,478,920</b>	<b>(465,744)</b>	<b>193,332,601</b>	<b>249,855,739</b>
<b>For the year ended 31 December 2020</b>					
Fair value through profit or loss investments	-	-	-	133,747,937	<b>133,747,937</b>
Cash and cash equivalents	-	73,017,542	-	-	<b>73,017,542</b>
Trade and other receivables	-	350,928	993,380	-	<b>1,344,308</b>
Trade and other payables	(1,424,879)	-	(1,589,734)	-	<b>(3,014,613)</b>
	<b>(1,424,879)</b>	<b>73,368,470</b>	<b>(596,354)</b>	<b>133,747,937</b>	<b>205,095,174</b>



## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 21. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

##### *Critical accounting estimates and assumptions*

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Scheme makes estimates and assumptions concerning the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. The resulting accounting estimates will, by definition, rarely equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are outlined below.

##### *Outstanding risk claims provision*

The critical estimates and judgements relating to the outstanding claims provision are set out under note 5.

##### *Reported claims not yet paid*

Judgements are required in determining the final cash flows associated with discounts received from arrangements with hospitals. The underlying assumptions are reviewed on a quarterly basis.

##### *Impairment of assets*

The critical estimates and judgements relating to the impairment of assets are set out under note 1.2.

##### *Valuation of financial instruments*

The Scheme measures fair values using the following fair value hierarchy that reflects the significance of the inputs used in making the measurements:

- Level 1: Quoted market price (unadjusted in an active market for an identical instrument).
- Level 2: Valuation techniques based on observable inputs, either directly (i.e., as prices) or indirectly (i.e., derived from prices). This category includes instruments valued using: quoted market prices in active markets for similar instruments; quoted prices for identical or similar instruments in markets that are considered less than active; or other valuation techniques where all significant inputs are directly or indirectly observable from market data.
- Level 3: Valuation techniques using significant unobservable inputs. This category includes all instruments where the valuation technique includes inputs not based on observable data and the unobservable inputs have a significant effect on the instrument's valuation. This category includes instruments that are valued based on quoted prices for similar instruments where significant unobservable adjustments or assumptions are required to reflect differences between the instruments.

The Scheme's fair value through profit or loss investments are all categorised as Level 1 investments.

##### *Unconsolidated investment structures*

The Scheme has involvement with an investment fund in which it invests but it does not consolidate. The investment fund meets the definition of a structured entity because:

- the voting rights in the fund is not dominant rights in deciding who controls it because they relate to administrative tasks only;
- each fund's activities are restricted by prospectus; and
- the fund has narrow and well-defined objectives to provide investment opportunities.

The fair value through profit or loss investments are disclosed in note 20.

## TFG MEDICAL AID SCHEME

### NOTES TO THE FINANCIAL STATEMENTS (continued)

for the year ended 31 December 2021

#### 22. NON-COMPLIANCE MATTERS

##### 22.1 Contributions not received within three days of it becoming due

In terms of Section 26(7) of the Act, all contributions shall be paid directly to a medical scheme not later than three days after payment thereof becoming due.

There were a small number of instances, during the year, where the Scheme received contributions after three days of becoming due, however, there are no contracts in place agreeing to this arrangement.

Procedures are in place regarding the collection of these contributions.

##### 22.2 Investment in participating employer and medical administrators

In terms of Section 35(8) of the Act, a medical scheme is prohibited from investing any of its assets in an employer who participates in that scheme or any medical scheme administrators.

At 31 December 2021 the Scheme held shares through linked life policies in The Foschini Group Ltd to the value of R338,941 (2020: R423,623), in Momentum Metropolitan Holdings to the value of R457,092 (2020: R395,743), in Discovery Ltd to the value of R410,997 (2020: R871,518) and in Sanlam Limited to the value of R879,891 (2020: R238,023).

Funds in this specific portfolio are structured at the sole discretion of the asset manager in a manner that maximizes returns. Therefore the Scheme does not make inputs into the structuring of the portfolio. The Scheme has applied for exemption from this section of the Act, and approval is expected based on prior approvals.

##### 22.3 Claims not settled within 30 days

In terms of Section 59(2) and Regulation 6(2) of the Act a medical scheme shall pay a member or supplier of services any benefit owing to that member or supplier within 30 days of receipt of the medical claim.

A limited number of exceptions were noted where settlement took longer than 30 days from receipt. These were limited to more complex claims and management is committed to resolve these matters in a responsible manner and in the best interest of the member and the Scheme.

##### 22.4 Sustainability of benefit options

In terms of Section 33(2) of the Act, each benefit option shall be self-supporting in terms of membership and financial performance and be financially sound. At 31 December 2021 the TFG Health option incurred a net healthcare deficit of R7,597,743 (2020: surplus of R3,014,026).

The result for the 2021 year was in line with the Scheme's pricing strategy. The Board of Trustees together with the actuarial consultants are addressing the net deficit in the TFG Health option.

##### 22.5 Investment in local equities

In terms of Regulation 30 and Annexure B a medical scheme is only allowed to invest up to 40% of investable assets in local equities. As 31 December 2021 the Scheme's equity holding exceeded this limit.

Regulation 30(3A) provides that assets in excess of the minimum specified in Regulation 30 may be allocated according to different percentages if a medical scheme provides the Registrar of Medical Schemes with a certified statement from a suitably qualified person. The Scheme provided such statement to the Registrar of Medical Schemes, and the Scheme is investing within the suggested percentages.

#### 23. COMMITMENTS AND OTHER CONTINGENT LIABILITIES

The Scheme does not have any commitments or contingent liabilities outstanding at 31 December 2021.

#### 24. GOING CONCERN

The Board of Trustees considers the Scheme to be going concern. The Board took the following into consideration in the evaluation of the Scheme's going concern status:

- The reserve ratio at the end of the year was 122.30%.
- Available cash and investments at the end of the year amounted to R251,646,722
- Actuarial forecasts over a five year period indicated that the Scheme will be a going concern.

**TFG MEDICAL AID SCHEME**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2021

**25. CHANGE IN THE ACCOUNTING POLICY RELATING TO THE PRESENTATION OF THE STATEMENT OF CASH FLOWS FROM INDIRECT TO DIRECT CASH FLOWS**

<b>RESTATED</b>	<b>2020</b>
<b>Cash flows from operating activities</b>	<b>R</b>
Cash receipts from members and providers	158,111,045
Cash receipts from members – contributions	157,908,274
Cash receipts from members and providers – other	202,771
Cash paid to providers, employees and members	(131,486,984)
Cash paid to providers and members – claims	(121,372,724)
Cash paid to providers and employees – non-healthcare expenditure	(10,114,260)
<b>Cash generated from operations</b>	<b>26,624,061</b>
Interest income	3,268,885
Dividends	2,665,598
<b>Net cash flows from operating activities</b>	<b>32,558,544</b>
 <b>PREVIOUSLY PRESENTED</b>	
Surplus for the year	25,575,521
Adjustments for:	
Dividends received	(2,665,598)
Interest received	(3,268,885)
Realised loss on disposal of investments	2,737,846
Unrealised loss/(gain) on investments	913,189
Movement in outstanding claims provision	3,296,115
<b>Cash flows from operations before working capital changes</b>	<b>26,588,188</b>
<b>Working capital changes</b>	
• Decrease/(increase) in trade and other receivables	5,352,543
• Decrease in outstanding claims provision	(6,196,114)
• Increase/(decrease) in trade and other payables	879,444
<b>Cash flows from operations</b>	<b>26,624,061</b>
Interest income	3,268,885
Dividend income	2,665,598
<b>Net cash flow from operating activities</b>	<b>32,558,542</b>
 <b>CASH FLOWS FROM INVESTING ACTIVITIES</b>	
Proceeds on disposal of investments	560,446
Acquisition of investments	(2,764,253)
<b>Net cash flows from investing activities</b>	<b>(2,203,807)</b>
 <b>NET INCREASE IN CASH AND CASH EQUIVALENTS</b>	<b>30,354,735</b>