

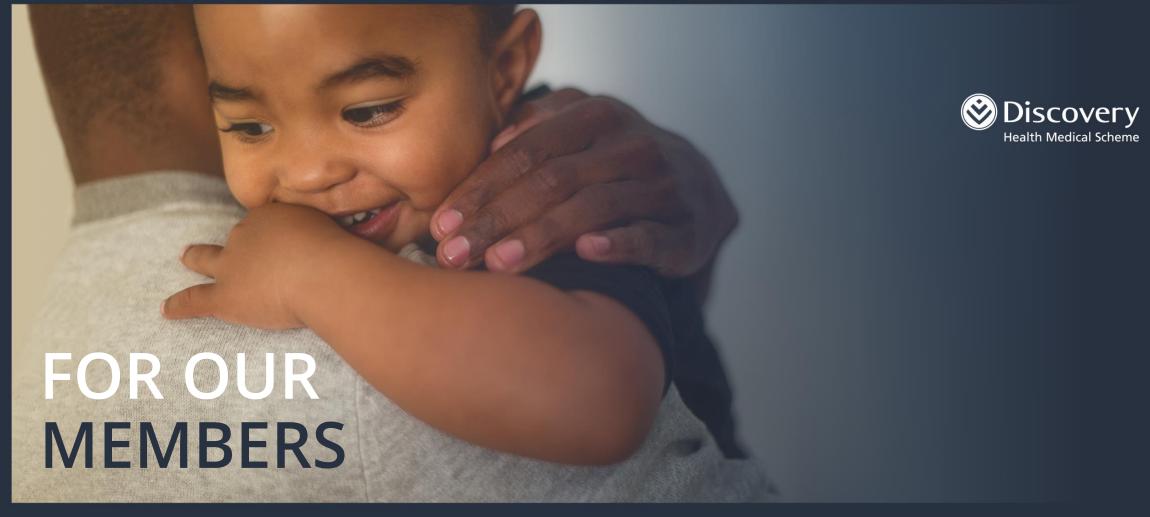
Welcome to the Discovery Health Medical Scheme Annual General Meeting 21 June 2018

## Agenda



- 1. Welcome and quorum
- 2. Minutes of the 2017 Annual General Meeting for approval
- 3. Tabling of the 2017 Integrated Report
  - 3.1 Presentation by the Principal Officer of Discovery Health Medical Scheme
  - 3.2 Presentation by the CEO of Discovery Health
- 4. Governance
  - 4.1 Discovery Health Medical Scheme Trustee Remuneration Policy and approval of the 2018 Trustee Remuneration
  - 4.2 Appointment of Auditors
- 5. Motions
- 6. General
- 7. Voting and closure of the AGM
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The Board of Trustees invites members to engage with the Principal Officer and the Board of Trustees on specific Scheme matters of their choice immediately after the closure of the AGM.



Discovery Health Medical Scheme | Annual General Meeting

Dr Nozipho Sangweni, Principal Officer 21 June 2018



# PURPOSE

Our purpose is to care for our members' health and wellness by engaging the brightest minds and innovative solutions to provide access to affordable, equitable and quality, value-based healthcare that meets their needs now and sustainably into the future



Our vision is to be the **best medical scheme** in the **country** 

# How do we deliver on our purpose and vision?





# How do we deliver on our purpose and vision?

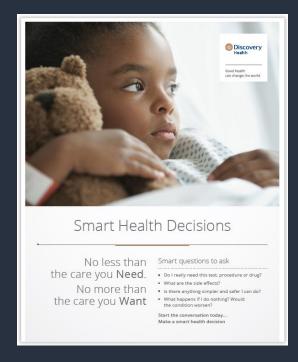




# Safely guiding our members through their healthcare journey



#### Member campaigns







#### Disease Management Programmes

DiabetesCare



#### KidneyCare



#### Value Based Contracts

CadCare



Surgicom



## Caring for members with complex and emergency healthcare needs



#### 10 highest individual member claims paid in 2017 = R 48 million

R 6.8m

**Age 58**, Long term use of a ventilator (cardiovascular related)

>

R 6.0m

Age 46, Long term use of a ventilator (gastrointestinal related)

R 5.2m

**Age 26,** Long term use of a ventilator (liver related)

R 4.7m

Age 53, Trauma

R 4.4m

Age 59, Trauma

R 4.2m

**Age 62**, Long term use of a ventilator (infections related)

R 4.1m

Age 31, Respiratory

R 4.1m

Age 82, Infections

R 4.0m

Age 58, Complications following admission for toxicity

R 4.0m

Age 38, Long term use of a ventilator (respiratory related)



205 years

worth of contributions to fund the claim



7 489

individuals claimed over R500 000



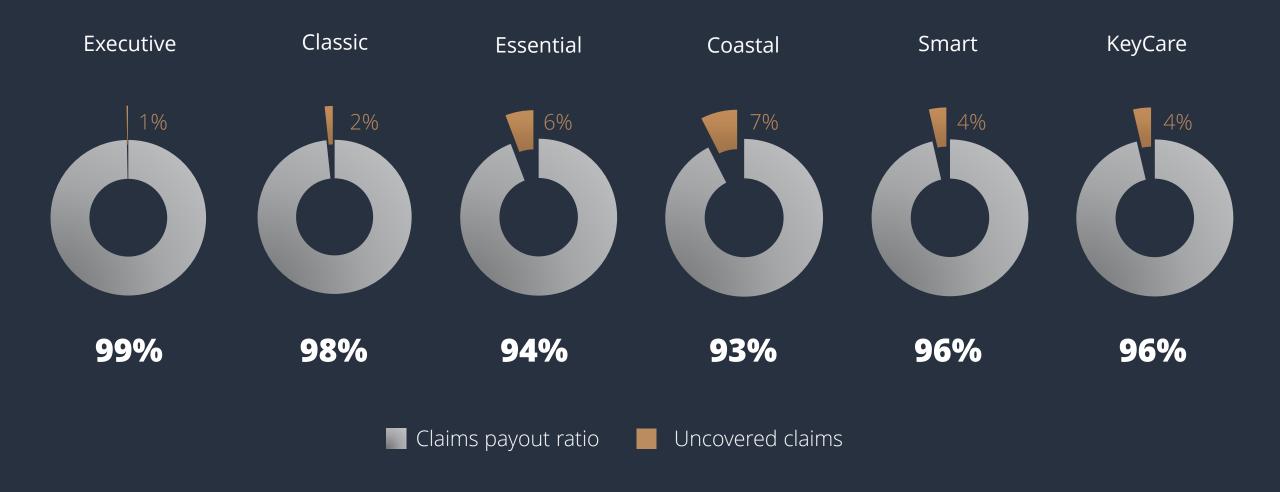
1 681

individuals claimed over R1 million

# Ensuring our members have comprehensive levels of cover



#### 97% overall In-hospital claims pay-out ratio (including medical specialists) - 2017



# How do we deliver on our purpose and vision?

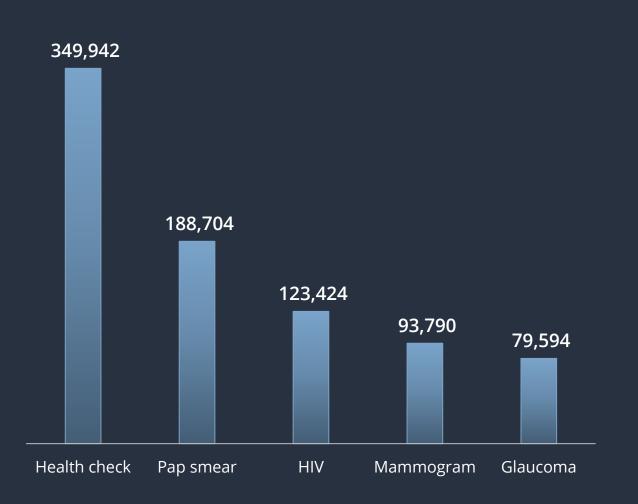




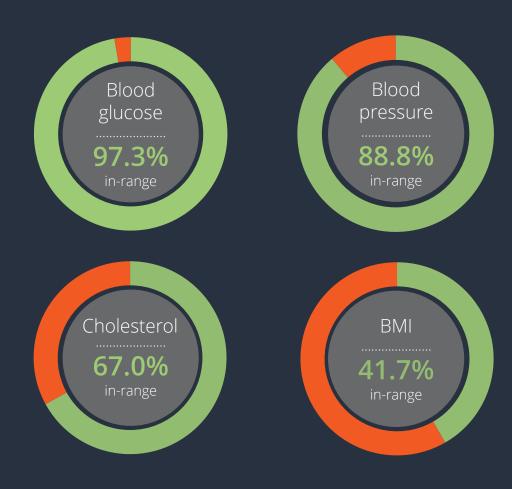
# Proactively caring for our members by encouraging and paying for screening and prevention



Number of members performing screening tests (2017)



Health check results (2017)



# How do we deliver on our purpose and vision?





# Keeping healthcare affordable for our members through lowest possible contribution increases



#### DHMS headline contribution increase vs competitors (2018)

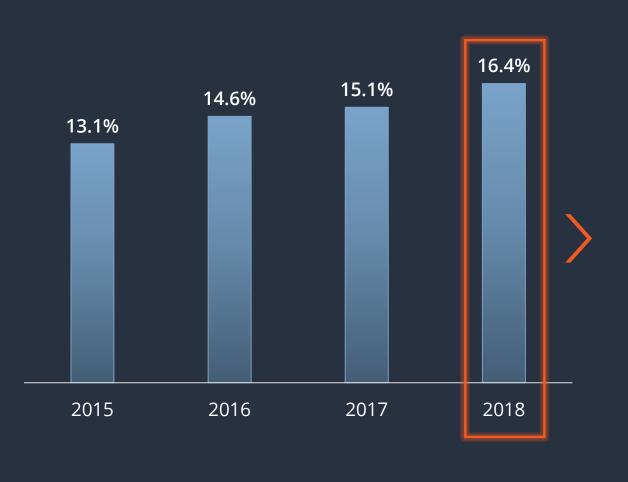


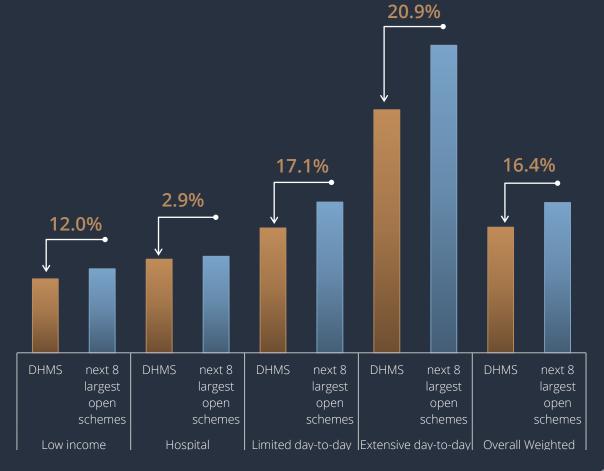
# Contributions are competitively priced across all segments, usually with superior benefits



Continuous improvement in contribution differential

Average contribution differential P+A+C in 2018

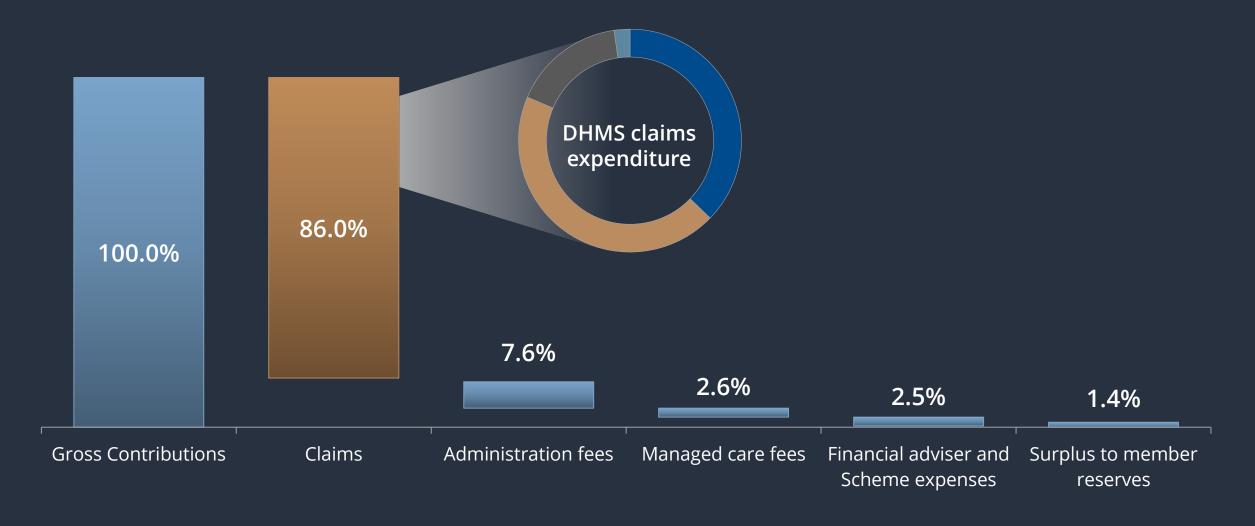




## 86.0% of contributions are used to fund members' healthcare claims

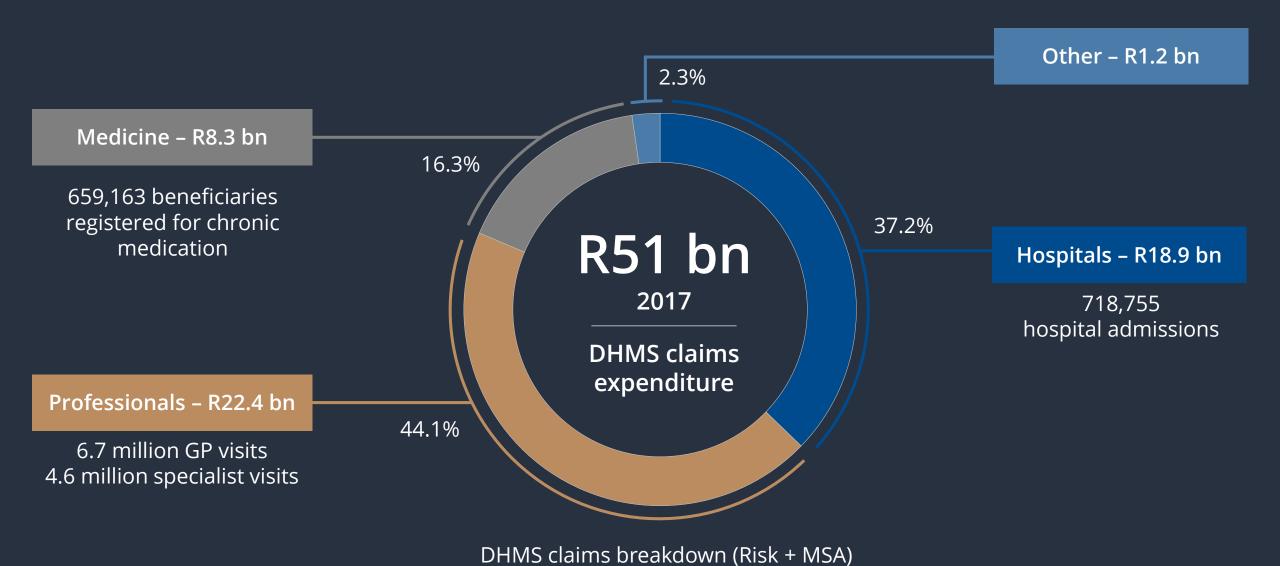


#### DHMS expense breakdown (2017)



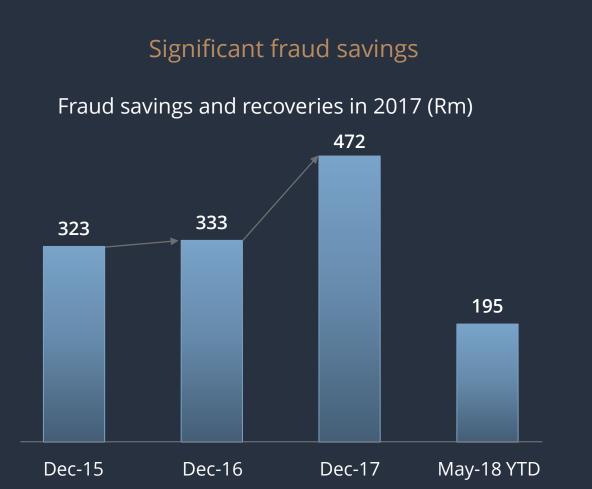
#### Contributions are used to fund R51 billion of healthcare claims

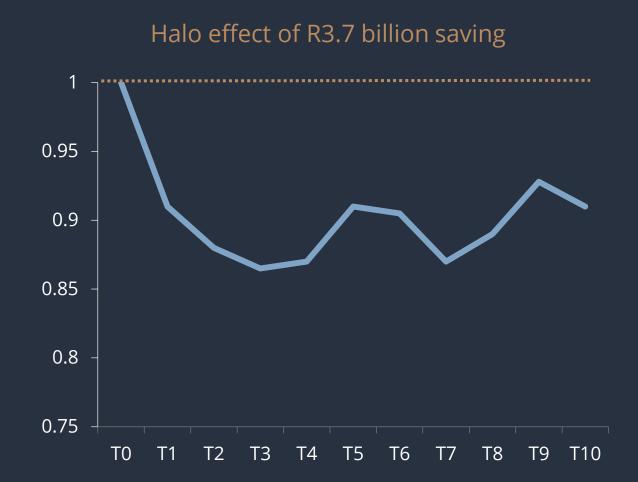




Notes: Total claims include risk and MSA claims Categories add up to R50.8 billion due to rounding Source: DHMS data





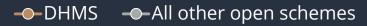


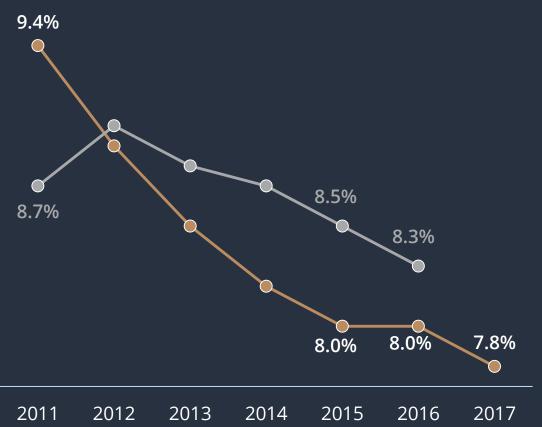
Members benefit through a **0.75% lower contribution increase** every year

# Members benefit through continuously reducing administration expenditure that is among the lowest in the industry

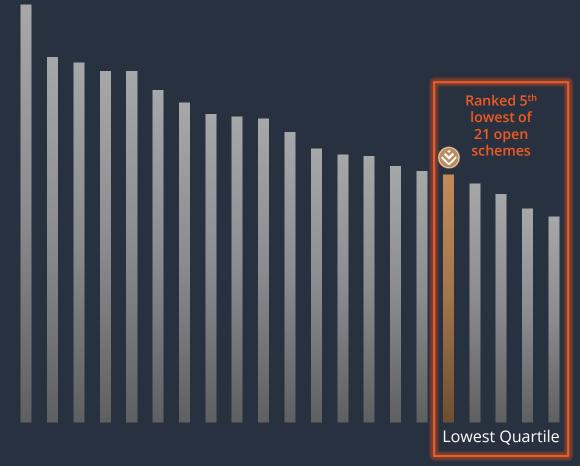


Administration expenditure as % of gross contribution income (2011 – 2017)





Administration expenditure as % of gross contribution income (2016)



Source: CMS Annual Report 2016-17

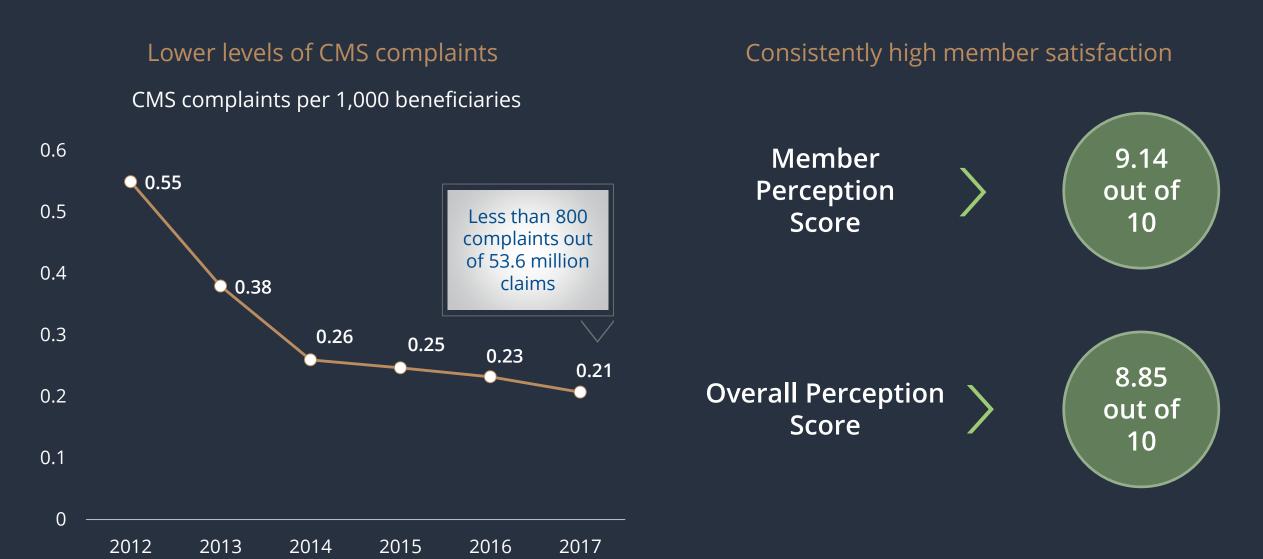
# How do we deliver on our purpose and vision?





# Our efforts are realised through lower levels of complaints improving member satisfaction





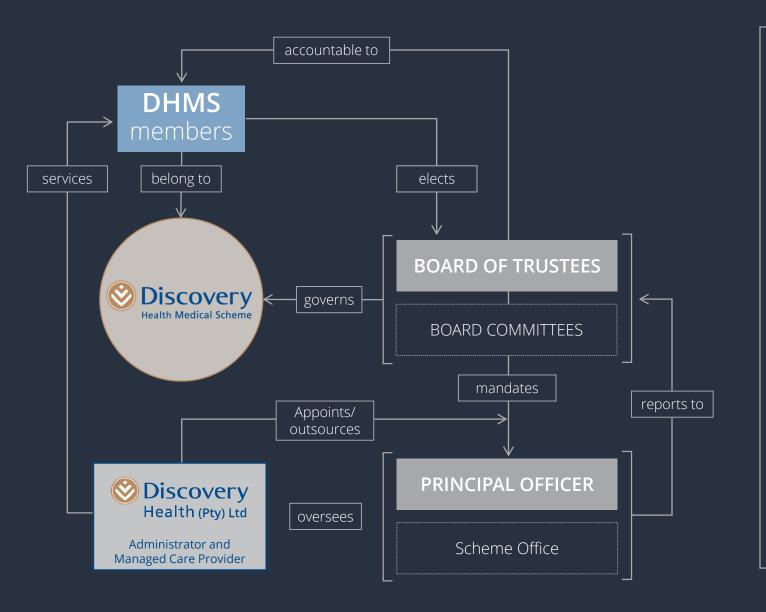
# How do we deliver on our purpose and vision?





# We protect our members' funds through strong, independent governance structures





#### **Board Committees**

- Audit
- Clinical Governance
- Disputes
- Investment
- Nomination
- Non-healthcare Expenses
- Product
- Remuneration
- Risk
- Stakeholder Relations and Ethics

# Our role in ensuring members receive a seamless experience







We apply a best-practice outsourcing model to govern our relationship with Discovery Health





#### THE FIVE CORE PRINCIPLES OF THE VESTED OUTSOURCING MODEL

A system of continuous value creation

The outsourced model relationship is focused on outcomes and not just transactions.

The contracts focus on what is to be achieved, leaving leeway open to the service provider on how to achieve it.



There is agreement on clearly defined and measurable outcomes.



The pricing model ensures that optimal cost or service trade-offs are achieved.



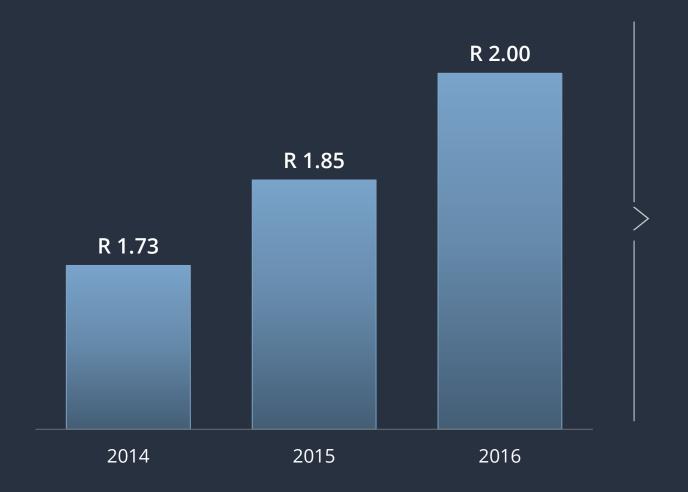
The governance structure provides the Scheme with highly effective oversight, as well as significant insight into how Discovery Health conducts the Scheme's business.



# Our members receive increasing value from Discovery Health



#### Value generated for DHMS members



For every R1 spent on managed care and administration fees, members of DHMS derived R2 in value



# How do we deliver on our purpose and vision?



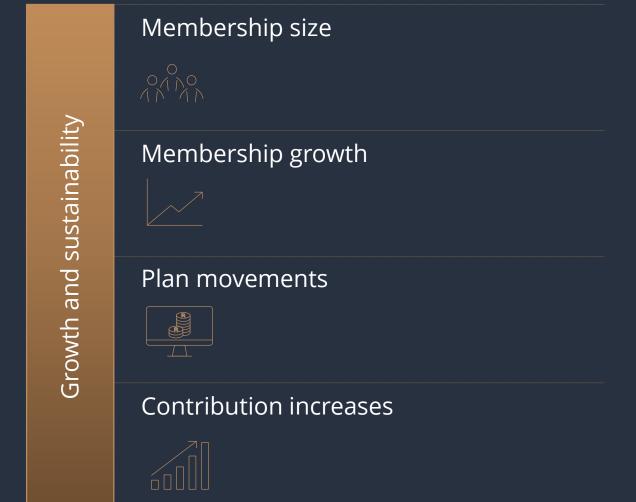


# 2017 DHMS financial highlights: members' funds are secure



Measure	2016	2017	% change pampm¹
	(R million)	(R million)	
Gross Contribution Income	54,056	59,711	8.4%
Less savings contribution income	(10,430)	(11,009)	3.6%
Net contribution income	43,626	48,702	9.5%
Relevant healthcare expenditure <sup>2</sup>	(38,036)	(41,748)	7.7%
Gross healthcare result (contributions – claims)	5,591	6,954	
Broker service fees	(1,102)	(1,214)	8.1%
Expenses for administration	(4,150)	(4,512)	6.6%
Other operating expenses	(236)	(261)	8.2%
Net healthcare result (contributions – claims – expenses)	103	968	
Net investment and other income <sup>3</sup>	1,203	1,482	20.9%
Net surplus for the year (including investment income)	1,306	2,450	

### We measure key metrics for a sustainable medical scheme:



# Pricing sufficiency

Absolute reserves



Financial strength

Prudent investments



## We measure key metrics of a sustainable medical scheme



#### Membership size



Greater risk pooling means more predictable claims experience and accuracy in pricing, leading to stable performance.

#### Membership growth



Continuous growth of young and healthy beneficiaries **improves risk pooling** and reflects attractiveness and competitiveness of the Scheme through cross-subsidisation principles.

#### Plan movements



Indicates **satisfaction**, stability in benefit design and appropriate pricing.

#### Contribution increases

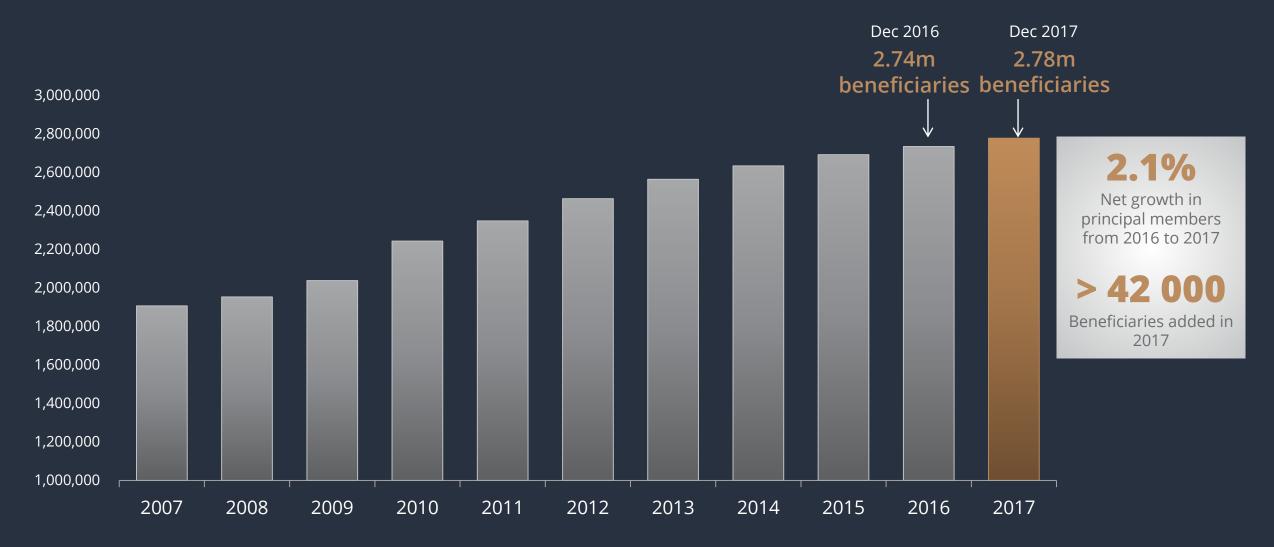


Reflects **effective risk management** and **value proposition** to members.

## DHMS continues to grow and attract new members



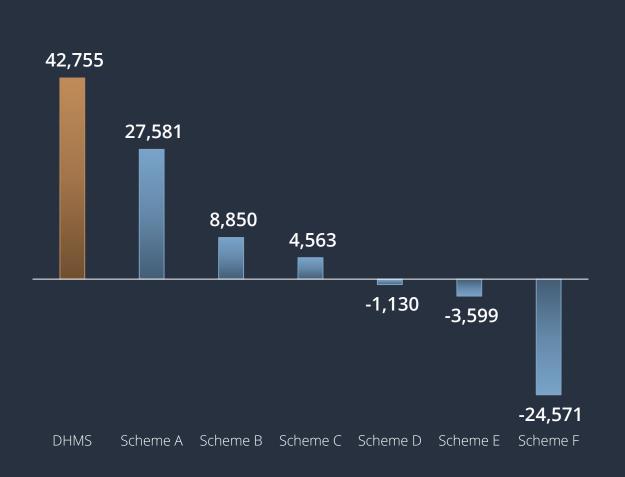
#### DHMS beneficiaries covered



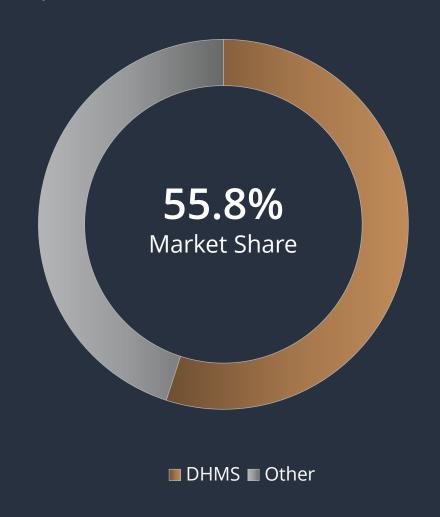
# Members are choosing DHMS as their preferred healthcare partner



#### Net growth in beneficiaries (2017)



#### Open schemes market share (2017 Q3)

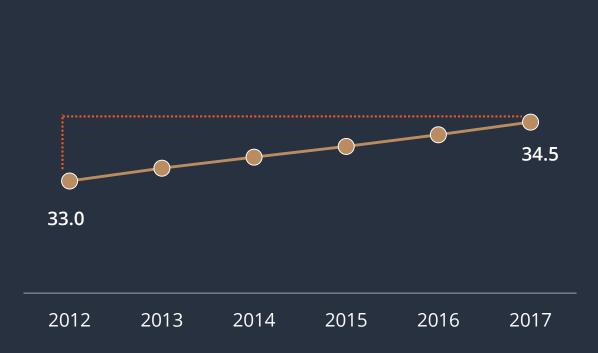


# New members are younger which positively impacts the Scheme's risk profile



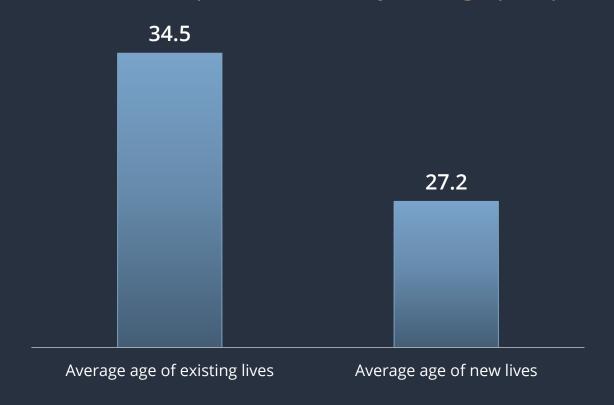
#### DHMS ages less than a year annually

1.5 years aging over a 5-year period



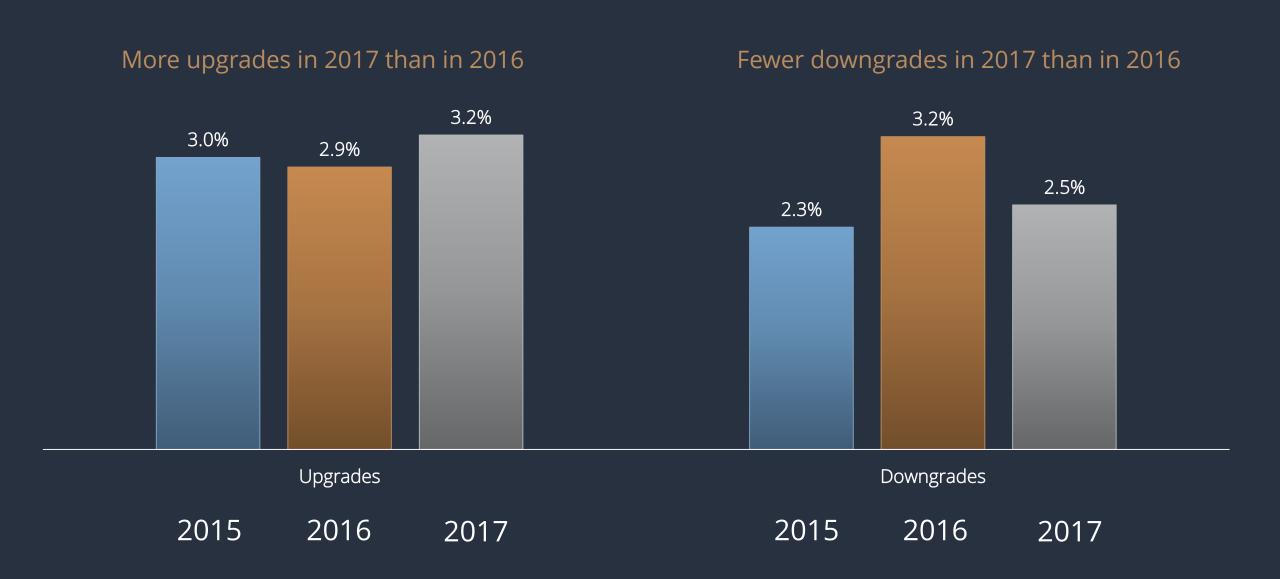
Average claims of a medical scheme increase by 2.5% for every year that the average age of a medical scheme increases

#### New beneficiaries present a healthy demographic profile



# Consistent stability in plan movements





## We measure key metrics of a sustainable medical scheme



#### Absolute reserves



Demonstrates ability to meet large, unexpected claims variation.

#### Pricing sufficiency



Surplus year-on-year reflects **contribution levels** that are in line with expected membership and claims.

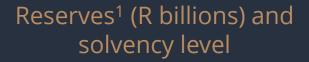
#### Prudent investments



Ensuring that **investment returns** are maximised within an acceptable and conservative level of risk

# DHMS has significant reserves to fund members' claims





Investment returns

Industry ceiling credit rating



10% p.a.



DHMS reserves higher than combined reserves for next

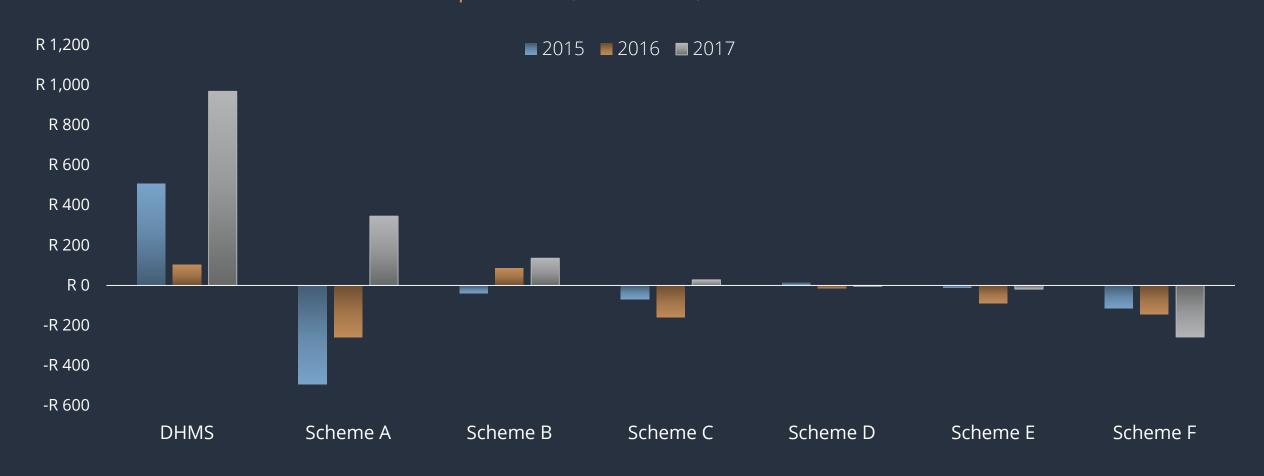
17

largest open schemes

# DHMS has consistently generated positive net healthcare results, in contrast to many other open schemes



#### DHMS net healthcare result vs competitors (R millions)



## How we know if we are delivering on our purpose and vision?



# Value for money

For every R1
spent on
managed care
and
administration
fees,
members of
DHMS derived
R2 in value



Headline contribution increase







Financial strength

Prudent investments

10.0%

Average investment return



Discovery Health Medical Scheme: Annual General Meeting

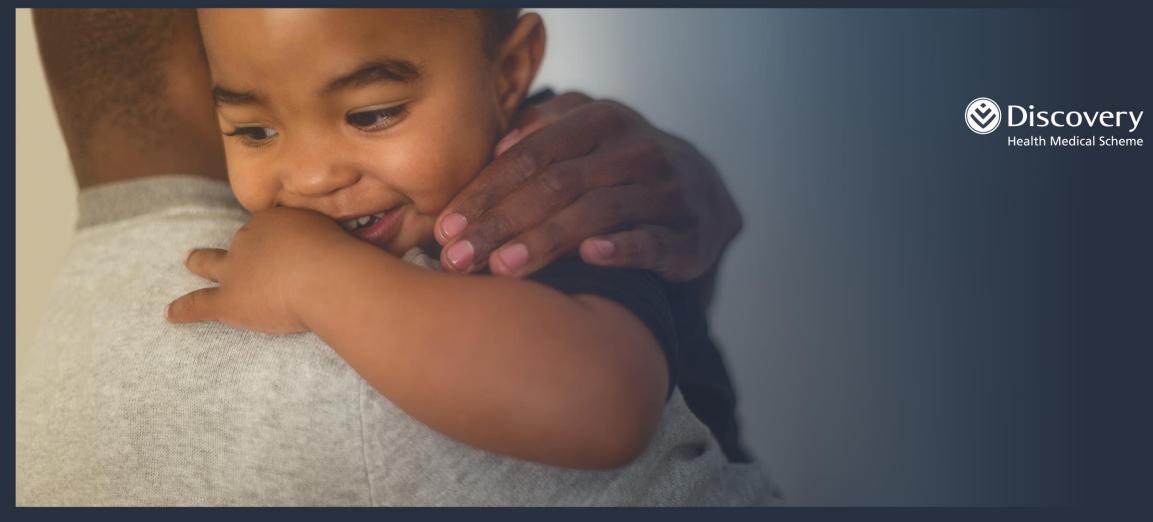
Dr Nozipho Sangweni, Principal Officer 21 June 2018

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# DHMS AGM

Dr Jonathan Broomberg, CEO of Discovery Health 21 June 2018





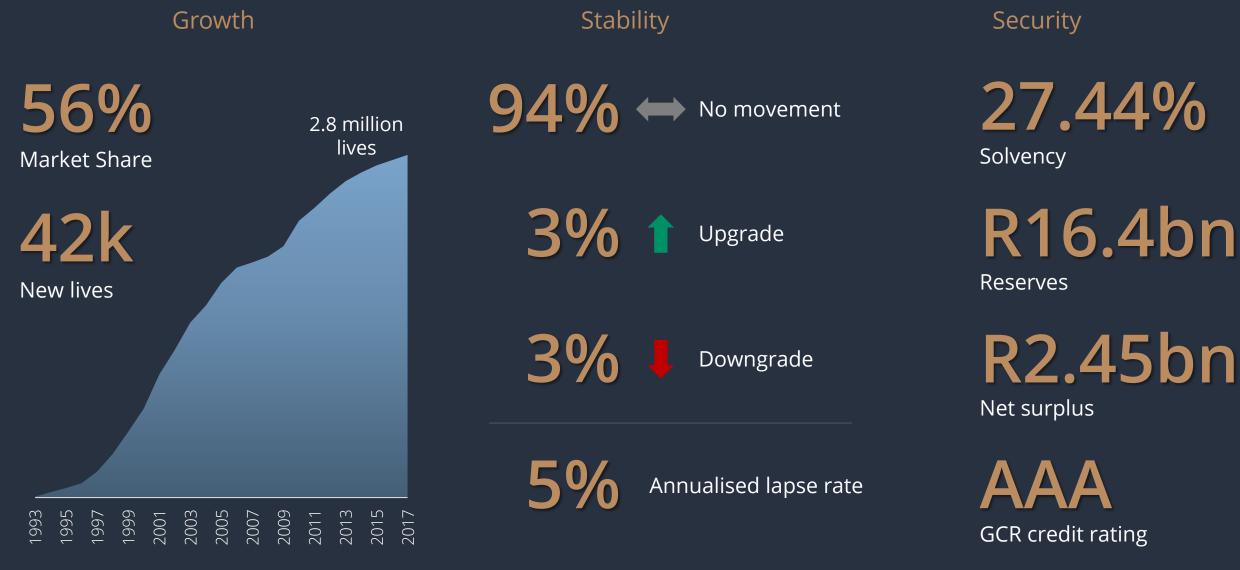
01 Review of 2017 performance

Xey trends impacting DH and DHMS in 2018 and beyond

03 | 2018 Strategic objectives

#### DHMS Performance









#### Trend

Slow GDP andemployment growth

Increasing disease burden

Inefficiency and qualityof care challenges

Challenge

Pressure on schemegrowth

Increasing claims and premium inflation





#### **Trend**

- Rapid advances in medtech and pharma with very high cost products
- Omics and wearable devices
- Apps
- Telemedicine
- Artificial Intelligence

#### Challenge

- Claims inflation pressure
- Opportunities in:
- Genomics and personalised wellness/care
- Personalised disease prediction and management

# Discovery Health's strategy for DHMS





01 | Lowering healthcare costs

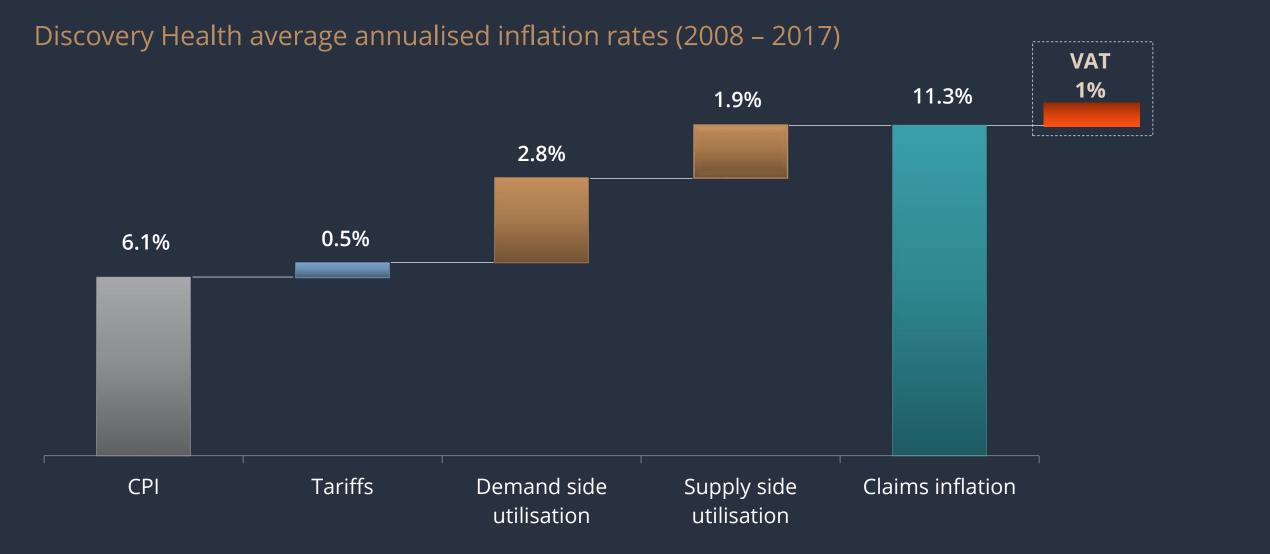
02 | Superior quality of care for scheme members

03 | Using digital technology to transform healthcare and member servicing

**04** | Making members healthier

# Discovery Health's social mandate | curbing medical inflation



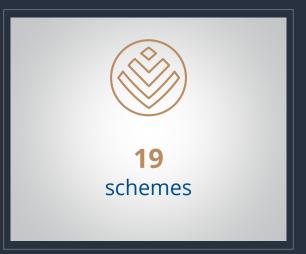


April 2018: VAT increase from 14% to 15% for the first time in a democratic South Africa

# Discovery Health has built a comprehensive and experienced fraud team – 71 fraud experts and proprietary software assets















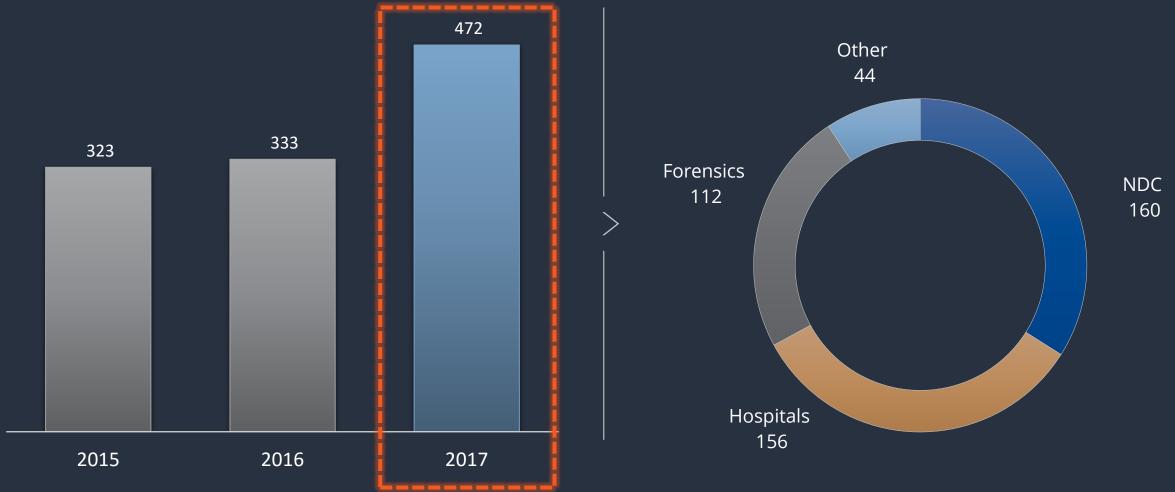




# Over R470 million in fraud recoveries and savings in 2017



#### Recoveries and savings - 2015 to 2017 (R' million)

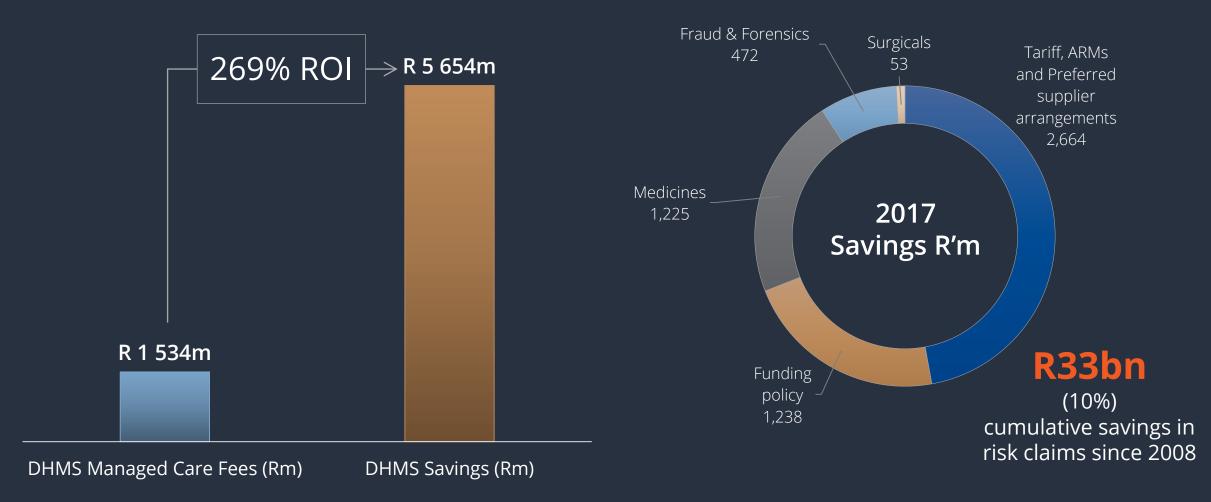


Note: Figures unaudited

# Managed care interventions generated a 269% ROI



#### Discovery Health managed care interventions in 2017 (R' million)



Note: Figures unaudited

# Discovery Health's strategy for DHMS





**01** | Lowering healthcare costs

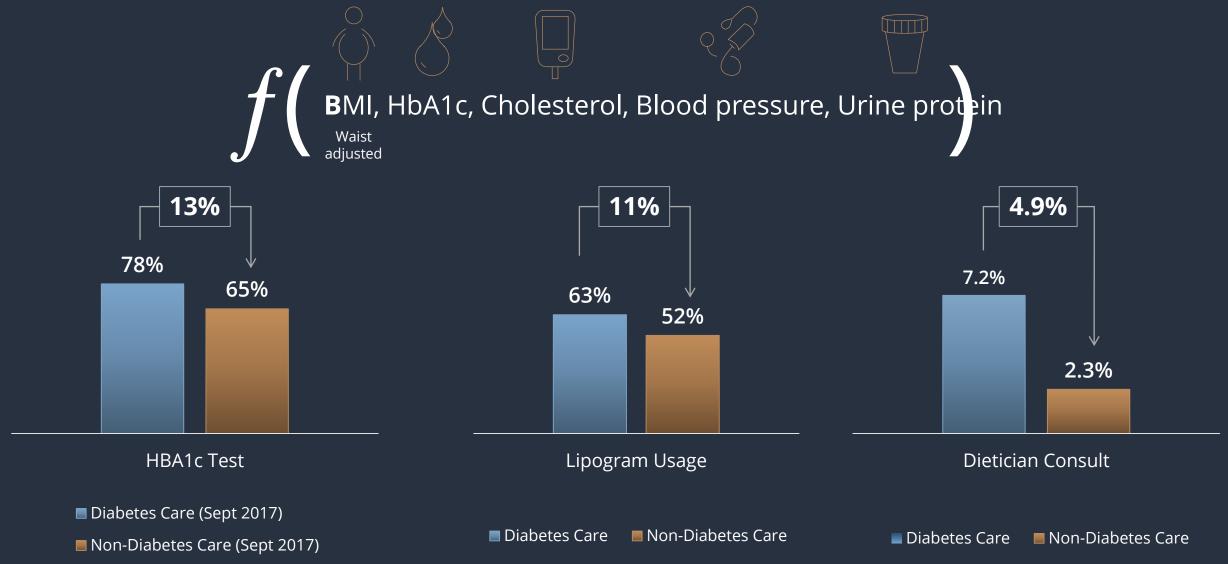
02 | Superior quality of care for scheme members

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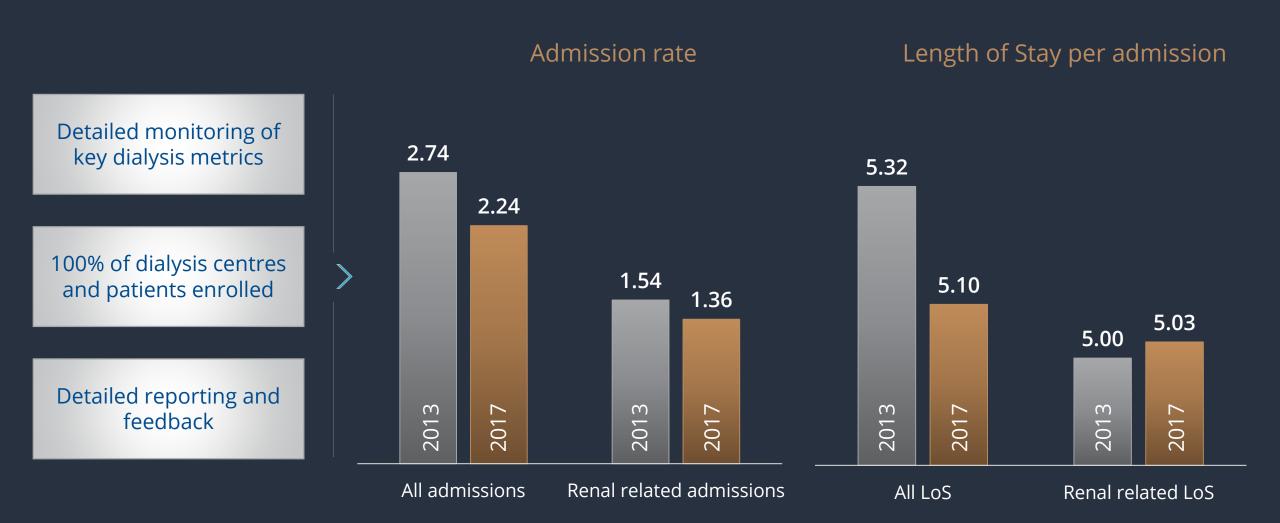
**04** | Making members healthier

DiabetesCare programme: leveraging incentives and technology to change patient and doctor behaviour









## Measuring patient reported experience (PREMS)



#### High level trends

Sent: 146,851

Received: 26,049

Response Rate: 17.8%

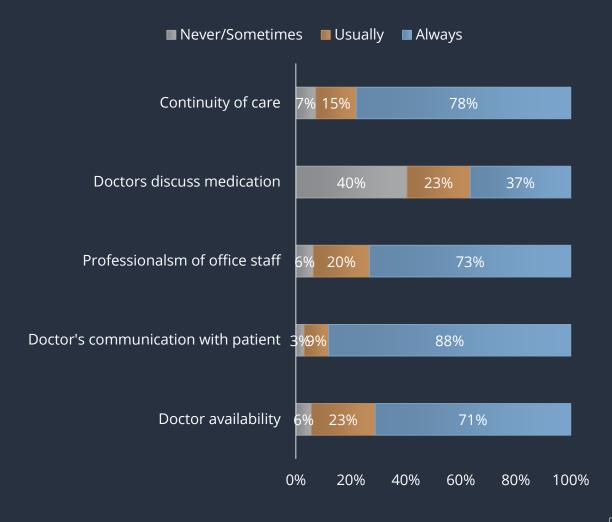
Doctors involved: 5,510

**89.8%** of GPs were **rated 8 or higher** for the survey period

**82.4%** of members **would recommend** their GP

**Net Promoter Score of 70%** 

#### GP patient survey measures



# Discovery Health's strategy for DHMS





**01** | Lowering healthcare costs

- 02 | Superior quality of care for scheme members
- 03 | Using digital technology to transform healthcare and member servicing
- **04** | Making members healthier

# Comprehensive digital platform for DHMS members and doctors



#### Members

- Personal Health Record
- SmartPlan
- App and web tools
- Virtual Assistant
- Pypestream
- Medical library
- Virtual consults

#### **Healthcare Providers**

- HealthID
- Practice ManagerConnect
- Vitality Active Rewards
   FOR DOCTORS
- Patient engagement tools
- Electronic medical records

#### **Case Managers**

- Benefit Management System
- Clinical Vault
- Care Management



#### Discovery Health's Digital Landscape

Powered by



**Doctor Al** 

**Communication platform** 

Electronic Medical Record Light

**Care pathways** 

Powered by

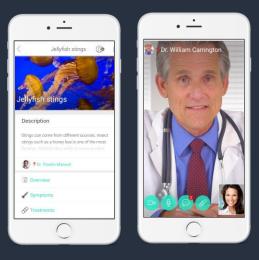


#### DrConnect: Doctor advice on your device





#### **Ask Questions**



#### **Get Health Tips**



#### Current features

- **140 000 doctors** worldwide. >7 billion questions and answers. Al enabled
- Video, voice or text follow up consultations
- Personalised tips and checklists for your health

## Significant member and doctor engagement with HealthID



#### HealthID – regular users



% of engaged doctors\*

68%

Member consents

>1.7m

"Electronic health record systems such as Discovery Health's HealthID improve the efficiency of the consultation and have the potential of indirectly improving quality of care"\*\*

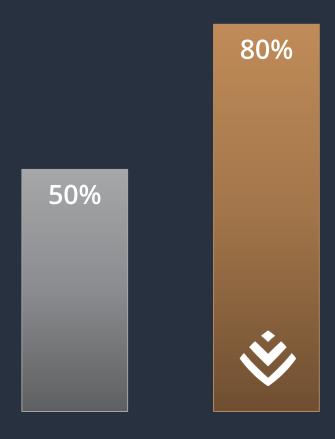
<sup>\*</sup>As a percentage of doctors targeted (3 000)

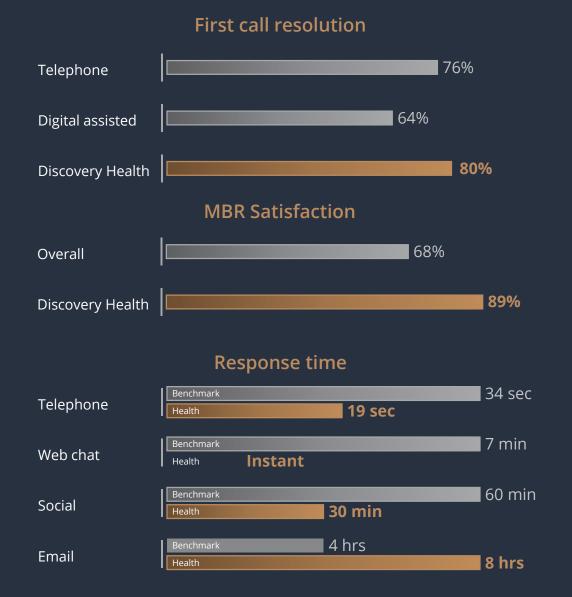
<sup>\*\*</sup>Paper submitted by UCT Faulty of Health Sciences to African Journal of Primary Healthcare and Family Medicine

# Operational performance is consistently better than global best practice benchmarks









# Discovery Health's strategy for DHMS





**01** | Lowering healthcare costs

02 | Superior quality of care for scheme members

03 | Using digital technology to transform healthcare and member servicing

 $04\mid$  Making members healthier

## Corporate Wellness | Wellness days for DHMS employers



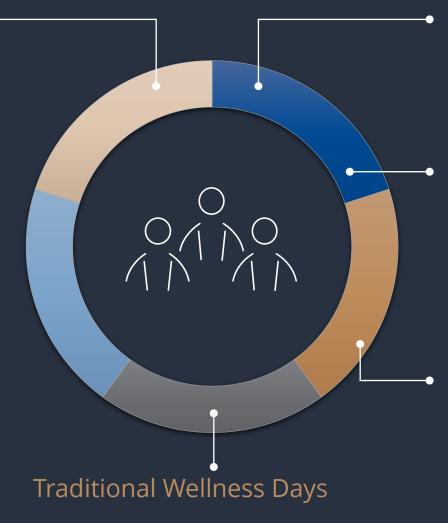
#### Combined Wellness Days •

A Premier offering combining all screenings into one event:

- Premier screening for members on a scheme administered by Discovery Health
- Traditional Wellness Day screening for non-members and uninsured
- Traditional Wellness Day for PrimaryCare employees

15 health testscompleted12 minutes

**164 151** members screened during wellness days in **2017** 



#### Wellness Centers

Corporate on-site clinics with option of occupational health

Introduction of national coastal tiered offerings for executive wellness

# Premier & Mobile Wellness Days

- Premier screenings for 80+ participants
- Mobile screenings for smaller corporates

# Healthy Company | Integrated data analytics and personalised pathways allow for proactive intervention

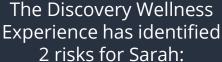




# Healthy Company | Intuitive member journey







High blood pressure &
Financial wellness



A coach proactively contacts
Sarah to guide her journey



She gets expert advice from a doctor on her high blood pressure



She chats to her coach on the Discovery App to manage her diet



Sarah is on the road to financial freedom and lower blood pressure at her next Discovery Wellness Experience



Financial wellness

Physical wellness









Know your health > Improve your health > Get rewarded



# **Get Healthy**



**290 000** 

Vitality Health checks



**28 million** gym visits



20 million

Healthy Food baskets bought

# **Get Rewarded**



2.7 million

movies watched



3 milion

Vitality Active Rewards earned



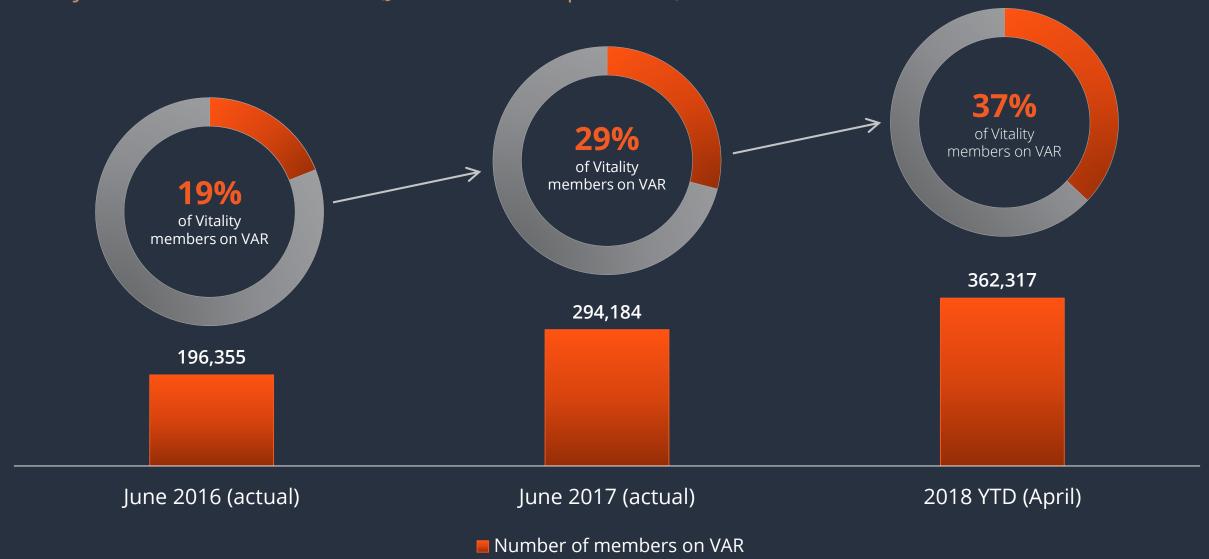
1.25 million

flights booked

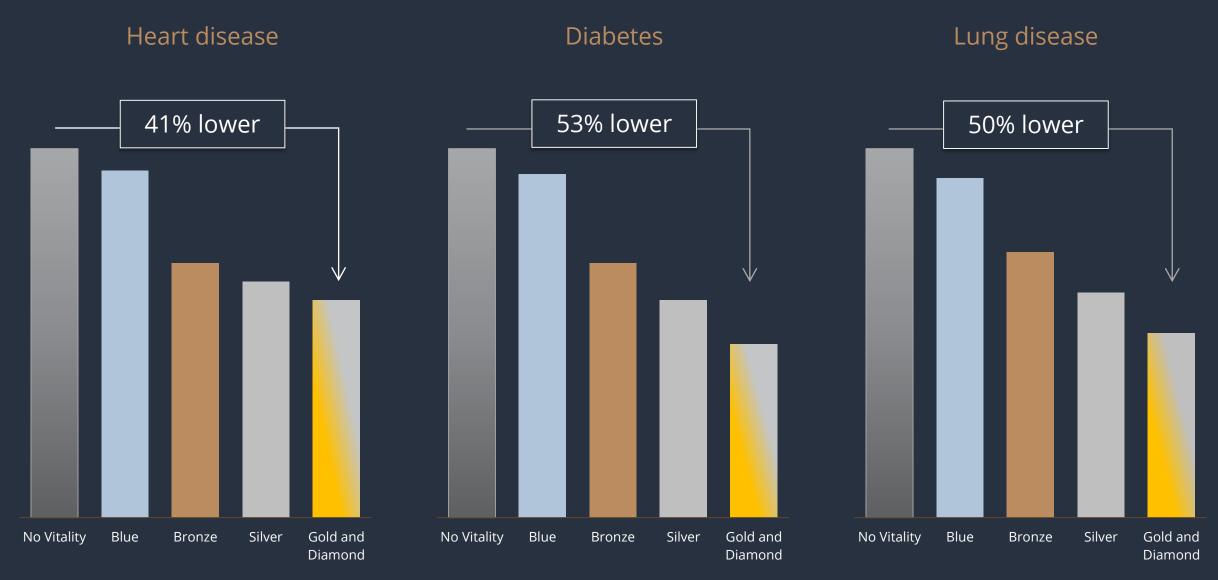
An increasing number of DHMS members are engaging with Vitality Active Rewards, with positive behaviour change

Vitality

Vitality Active Rewards Trends (June 2016 to April 2018)



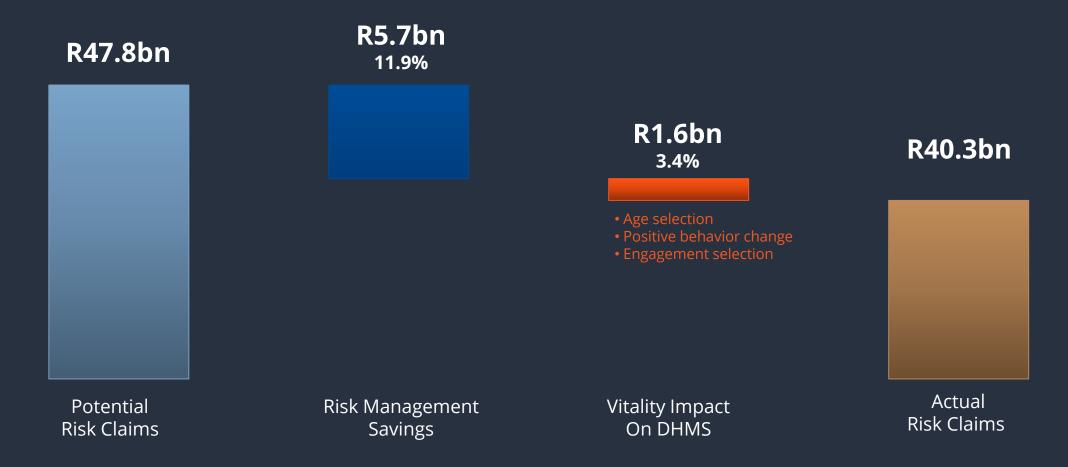




#### Discovery Health and Vitality interventions saved DHMS R7.3 bn in 2017



#### Impact of Discovery Health and Vitality on DHMS risk claims in 2017



Discovery Health and Vitality: 15.3% effective reduction in DHMS risk claims

## The Discovery Health System



Better health



**Healthy Company:** 

160 000+ screenings

**Vitality Active Rewards:** 

37% uptake for members on Vitality

Technology

R800m invested in systems & technology per annum



HealthID

1.7 member consents



Discovery Member App 4.3m monthly logins



Better health

Better healthcare

**⊯(H)** 

**‡**(2) +

Lower cost •-

Better healthcare



**Managed Care Programmes** 

KidneyCare, CADCare, DiabetesCare

Lower cost

16% lower premium than market

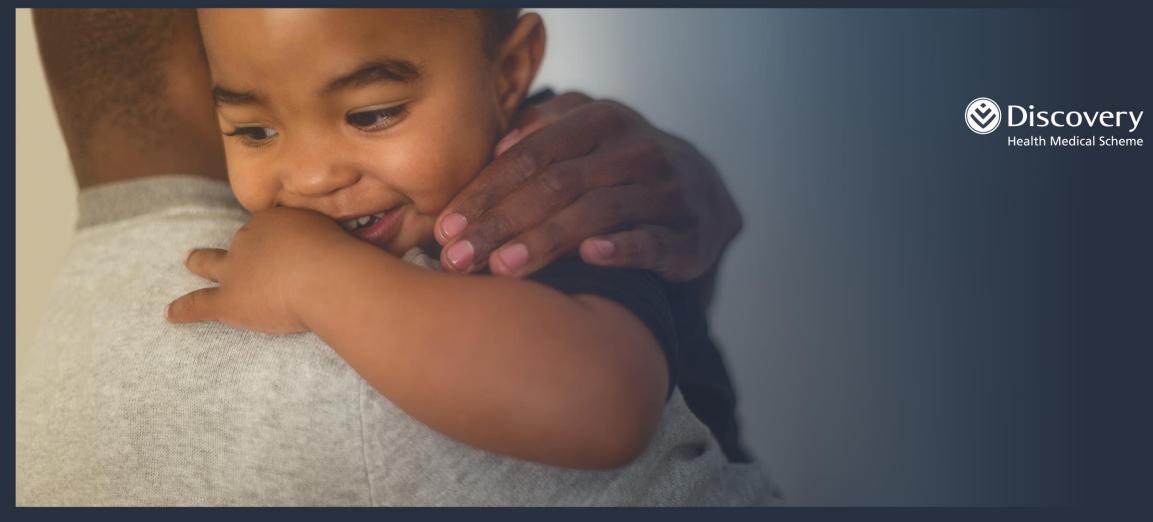


**269%** ROI on Managed Care Fees negotiation



**R5.7bn** Scheme savings





# DHMS AGM

Dr Jonathan Broomberg, CEO of Discovery Health 21 June 2018

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2018 Annual General Meeting Remuneration Presentation

# Agenda



- 1. Remuneration Governance
- 2. Trustee Remuneration Policy
  - Remuneration Methodology
  - Remuneration of the Board of Trustees
- 3. Proposed 2018 Trustee Remuneration
  - Trustees
  - Chairpersons

### Remuneration Governance



- ☐ The Board of Trustees is responsible for the development and implementation of a Remuneration Policy for Scheme employees as well as the Board of Trustees and Board Committee members.
- ☐ The Board of Trustees has delegated the responsibility of Scheme remuneration oversight to a Remuneration Committee (REMCO).
- □ REMCO constitution Four Trustees, one of whom is the Chair and an Independent member.
- □ REMCO makes use of independent expert consultants and market benchmarking to assist the Committee in terms of best remuneration practices.

### Remuneration Governance



### ☐ Adoption and Approval of Remuneration

 Trustee remuneration - presented at this AGM for majority vote by members, after the approval thereof by the Board of Trustees, on recommendation of the REMCO.

### **☐** Approval of Trustee Remuneration Policy

The Scheme's Trustee and Board Committee member remuneration for each prospective financial year
is reviewed and recommended by the REMCO to the Board for approval and thereafter tabled at the
2015, 2016, 2017 and this AGM for a non-binding advisory vote by members.

#### ☐ Trustee Remuneration Disclosure

- AGM members;
- Regulator Council for Medical Schemes;
- Integrated Annual Report.



- ☐ Multi-year phased-in approach approved by 94.57% of the members in attendance during the 2015 AGM
- R4 000 less 40%
- ☐ The 2016 Trustee fee based on a professional fee rate and approved by 98% of the members in attendance during the 2016 AGM
  - R4 240 less 35%
- ☐ The 2017 Trustee fee based on a professional fee rate and approved by 98% of the members in attendance during the 2017 AGM
  - R4 515 less 30%
- □ 2018 onwards annual fee benchmark
  - R4 786.54 less 30%

The total annual projected Trustee and Committee Member remuneration budget will not exceed 0.01% of gross annual contribution income per year, for the period 2015 - 2017.



- ☐ The objective of the remuneration policy for the Board and Board Committees is to provide a legal and policy framework against which all remuneration decisions are made, validated, implemented, approved and reported by the Scheme.
- □ The DHMS REMCO engaged PwC's Remuneration Practice in 2014 to assist in developing a new remuneration methodology and benchmark applicable to Trustees, taking into account that DHMS is a non-profit organisation and the guidelines of Circular 41 of 2014 issued by the CMS. This methodology was submitted to the CMS on 24 November 2014.
- ☐ In terms of this methodology:
  - Trustee remuneration is based on a professional fee and an hourly rate. The fees take into account the fact that the Scheme is a non-profit entity.
  - For 2018 this hourly rate is R3 350.58 which members are required to vote on via ballot: i.e. R4 786.54 (professional fee) less 30% = R3 350.58 (hourly rate)



- ☐ The total remuneration paid to Trustees is determined by the following elements and illustrative examples will be provided:
  - Number of meetings planned per year.
  - Preparation time for each meeting.
  - Duration of meetings.
  - Estimated time between meetings required by the Chairpersons.
  - The number of actual meetings attended.
- ☐ The total annual fees payable to Trustees and Board Committee members is split into:-
  - "Annual Base Fee" (70%).
  - "Fee per Meeting" (30%).
- □ The Annual Base Fees and Fees per Meeting payable to Board Committee members differ from those payable to Trustees insofar as the duration and frequency of their meetings differ from Board of Trustee Meetings.



- For 2018 the Scheme has made additions to the Remuneration policy. The changes made to the policy, do not deviate from the methodology and structure of fees as set out in the submission made to the CMS on 24 November 2014.
- ☐ The policy has been updated to clarify the manner in which Trustees and Independent Board Committee members are remunerated for the various forums and meetings that they participate in.
- ☐ Trustee and/or Board Committee Member fees are exclusive of VAT. Where Trustees and/or Board Committee Members are registered for VAT, they issue a tax invoice to the Scheme clearly reflecting the VAT element in addition to their total fees for the period.
- □ Attendance at a Board or Board Committee meeting as an observer No remuneration is payable.
- ☐ Attendance at an Annual General Meeting ("AGM") or a Special General Meeting ("SGM")
  - Trustees
    - o AGM receive the "Fee per Meeting"
    - o SGM will receive remuneration at the hourly rate for preparation time, as agreed to by the Chair, and the duration of their attendance.
  - Independent Board Committee members
    - o Will receive remuneration at the hourly rate for the duration of their attendance.



### ☐ Attendance at Board strategy sessions and other Board Committee strategy sessions

- Board Strategy session Trustees attending will receive the "Fee per Meeting" and Independent Board
   Committee members will receive remuneration at the hourly rate for the duration of their attendance.
- For Board Committee Strategy session Trustees or Independent Board Committee members, as the case may be, will receive remuneration at the hourly rate for the duration of their attendance.

#### ☐ Attendance at a meeting at the request of a Chairperson

■ Independent Board Committee member invited to attend a Board meeting or Trustee invited to attend a Board Committee meeting - Will receive remuneration at the hourly rate for preparation time, as agreed to by the relevant Chair, and the duration of their attendance.

### ☐ Attendance at a Board meeting of an Independent Board Committee Chairperson

 Such an Independent Board Committee Chairperson will receive remuneration at the hourly rate for preparation time, as agreed to by the Chair of the Board, and the duration of their attendance.

### Remuneration of the Board of Trustees



### ☐ Trustee training

 Trustees are NOT paid for attending training or conferences over and above the training fees, travel costs, accommodation and subsistence costs.

### ☐ Consulting fees

Trustees are NOT paid any consulting fees.

#### ☐ Incentive programmes

Trustees do not participate in any incentive programmes.

#### **□** Reimbursement of expenses

Trustees are reimbursed all reasonable expenses incurred by them in the performance of their duties as a Trustee.

# Proposed 2018 Trustee Remuneration – Board Chair



The table below provides an overview of the 2018 Proposed Board Chairman's remuneration and is based on the methodology as discussed in the Remuneration Policy. The fees presented are on a VAT exclusive basis.

Proposed fee build up for the Remuneration of the Chairman of the Board of Trustees	
Additional time requirements and preparation for Board of Trustee Meetings	20
Attendance at Board of Trustee Meetings	8
Total number of hours per Board of Trustee Meetings	28
Number of meetings per year (average)	8
Total number of hours per year for the Board of Trustees meetings (average)	224
Proposed 2018 professional hourly rate	R3 350
Total fee for Board of Trustee meetings	R750 528.84

The total fees as indicated will vary depending on the number of meetings attended per year.

The additional time requirements are for matters that require deliberation at the Board of Trustee Meetings, matters that arose from the previous meetings that require attention and resolution and Scheme strategic matters which require the Chair's involvement.

# Proposed 2018 Trustee Remuneration – Trustees



The table below provides an overview of the 2018 Proposed Trustee remuneration and is based on the methodology as discussed in the Remuneration Policy. The fees presented are on a VAT exclusive basis.

Proposed fee build up for the Remuneration of Trustees	
Preparation for Board of Trustee Meetings	8
Attendance at Board of Trustee Meetings	8
Total number of hours per Board of Trustee Meeting	16
Number of meetings per year (average)	8
Total number of hours per year for the Board of Trustee meetings (average)	128
Proposed 2018 professional hourly rate	R3 350
Total fee for attendance at a Board of Trustee meeting	R428 873.63

The total fees as indicated will vary depending on the number of meetings attended per year.

Trustees also serve on Board Committees together with Independent Committee members, for which they receive remuneration as per the Remuneration Policy.

### Proposed 2018 Trustee Remuneration – Chair of a Board Committee



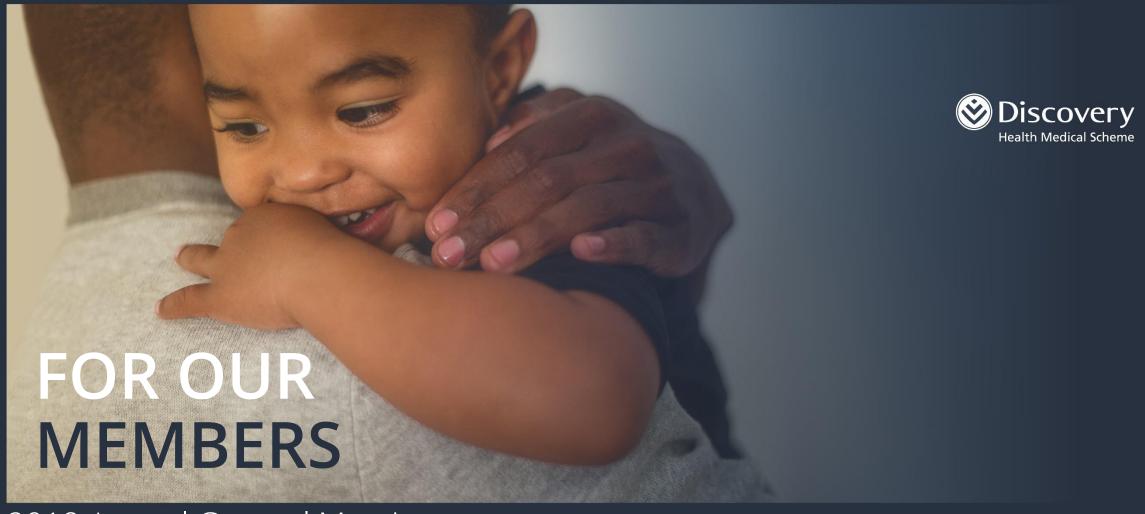
The table below provides an overview of the 2018 Proposed Chair of a Board Committee's remuneration and is based on the methodology as discussed in the Remuneration Policy. The fees presented are on a VAT exclusive basis.

Proposed fee build up for the Chair of a Board Committee	
Preparation for Board Committee Meetings	11
Attendance at Board Committee Meetings	4
Total number of hours per Board Committee Meeting	15
Number of meetings per year (average)	5
Total number of hours per year for the Board Committee meetings (average)	75
Proposed 2018 professional hourly rate	R3 350
Total fee for attendance at a Board Committee meeting	R251 293,14

The Audit Committee is used as an example.

The total fees as indicated in the tables will vary depending on the number of meetings attended per year.

The additional time requirements are for matters that require preparation for Committee meetings, deliberation at the Board meetings, matters that arose from the previous meetings that require attention and resolution and Scheme strategic matters which require the Chair's involvement.



2018 Annual General Meeting Remuneration Presentation

# Agenda



- 1. Welcome and quorum
- 2. Minutes of the 2017 Annual General Meeting for approval
- 3. Tabling of the 2017 Integrated Report
  - 3.1 Presentation by the Principal Officer of Discovery Health Medical Scheme
  - 3.2 Presentation by the CEO of Discovery Health
- 4. Governance
  - 4.1 Discovery Health Medical Scheme Trustee Remuneration Policy and approval of the 2018 Trustee Remuneration
  - 4.2 Appointment of Auditors
- 5. Motions
- 6. General
- 7. Voting and closure of the AGM
  - 7.1 2018 Trustee Remuneration
  - 7.2 Non-binding Advisory vote on the Trustee Remuneration Policy
  - 7.3 Motions
- 8. Member Engagement

The Board of Trustees invites members to engage with the Principal Officer and the Board of Trustees on specific Scheme matters of their choice immediately after the closure of the AGM.