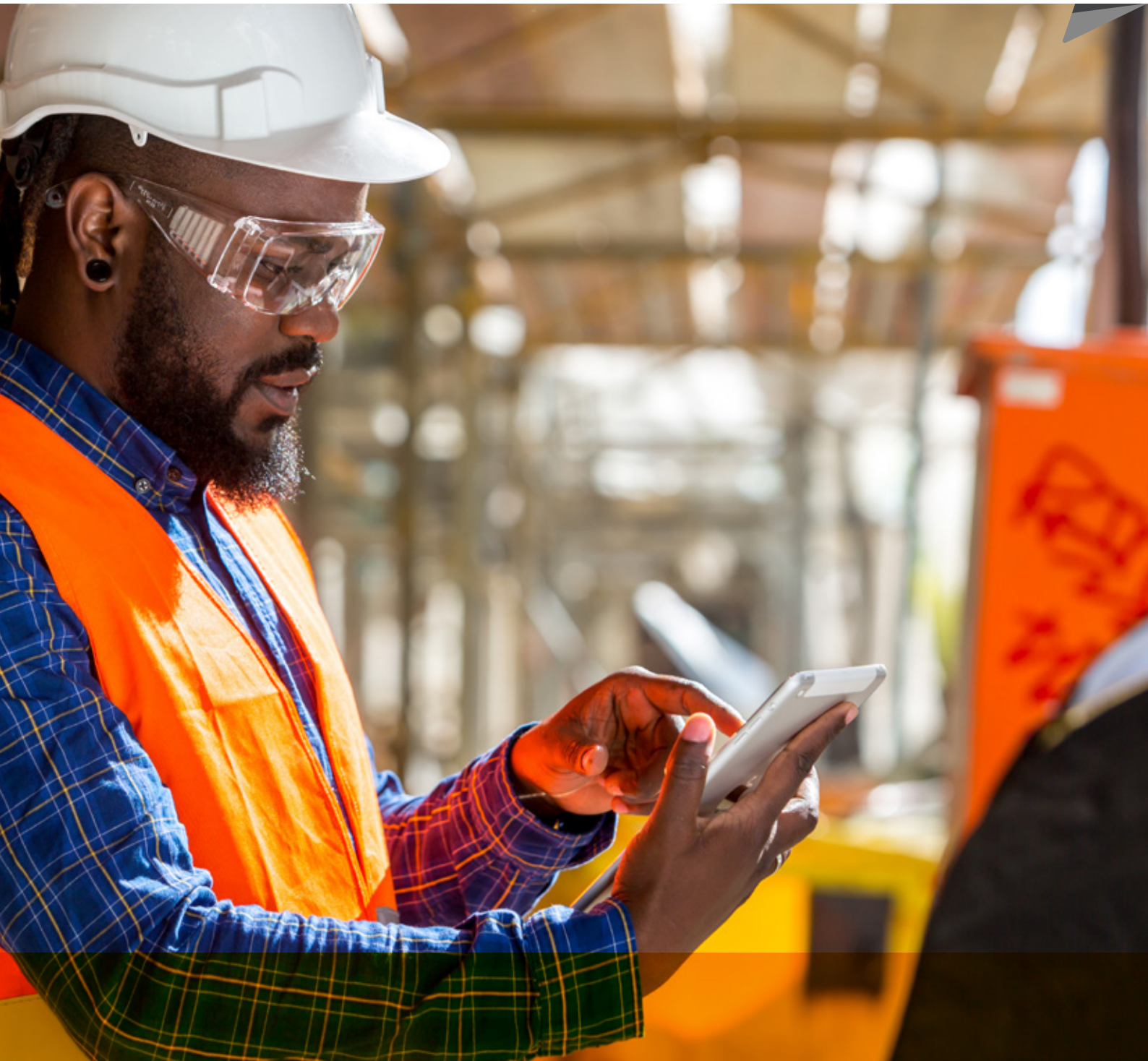




Rand Mutual - Since 1894
Caring | Compassionate | Compensation

CLASS XIII

STAKEHOLDER UPDATE



Caring | Compassionate | Compensation



OVERVIEW

As a valued stakeholder and partner of RMA, we are pleased to update you on our progress since our last interaction with you following the transfer of Class XIII from the Compensation Fund in 2015.

You will recall that RMA has been administering workers' compensation benefits for the mining industry since 1894. In 2015, RMA was extended the licence to administer COID benefits for the iron, metal, steel and related industries. This means that from 1 March 2015, RMA has been responsible for assessments, premium collection, claims administration and claims payment for companies falling under the Class XIII class of business.

RMA has a total number of 328 staff dedicated to servicing its clients, made up of:



Permanent staff:	273
Temps:	35
Learners:	20
Total:	328



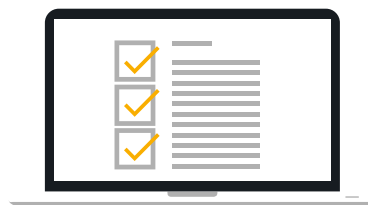
ACCESSIBILITY TO CLIENTS



RMA has a wide footprint with its head office in Johannesburg and regional walk-in branches located in Cape Town, Carletonville, Durban, eMalahleni, Klerksdorp, Pretoria, Rustenburg, Welkom and now also in Port Elizabeth. RMA has satellite offices in Lesotho, Mthatha and Mozambique. Additional walk-in centres are due to open during 2017.

Over and above its walk-in centres, RMA has invested much to enhance its customer service offering and accessibility to its clients through its one stop Contact Centre, boosting its online self service platforms and developing a growing network of sales and service consultants around the country.

RMA VALUE PROPOSITION



RMA has an end to end integrated IT system that has enabled the introduction of paperless adjudication of claims.

This has significantly improved the efficiency and effectiveness of the claims adjudication process across all insurance products. The system also ensures a speedy adjudication and payments of medical invoices from healthcare providers.

In addition, our online platforms give clients 24/7 accessibility to RMA and include the following self-service capabilities:

- Online earnings submissions
- Downloading of invoices and LOGS

- Reporting accidents and diseases
- Following the status of a claim
- Uploading of medical reports or any other supporting documents required

RMA also has a good working relationship with hospitals and medical professionals, ensuring the injured employees have access to quality care when they need it most.

Medical payment turnaround, provided all required information has been submitted to RMA, is seven days.

Claims turnaround from the day the accident is reported to payment is six weeks.

RMA also offers a holistic solution to its clients with several insurance products that bridge the gaps not covered by COID, ensuring that employees are covered from end to end.

PROGRESS UPDATE

RMA currently has **312** employers covered under the mining industry (Class IV) and **20 090** covered under the iron, steel, metals and related industries (Class XIII). Together this is a total of **1 056 894** covered lives.

In 2016, RMA collected more than R2 billion in premiums from the two classes of business. The premium is used to cover compensation for current injuries and diseases as well as long-term medical and pension liabilities.

In the same year, RMA received a total of 37 099 claims of which more than two thirds were submitted by Class XIII employers.

Performance Indicators:

Indicator	Class XIII
Number of employers	20 090
Number of employees	692 502
Premium received (R)	1176 539 093
No. of claims received	24 870



SATISFACTION SURVEY

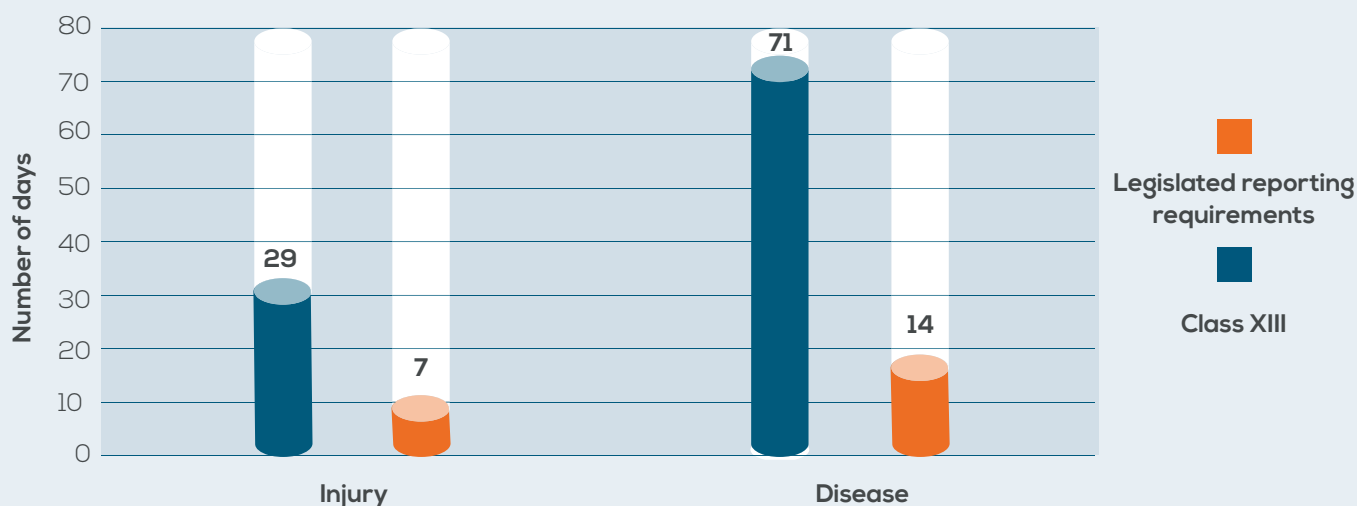
A stakeholder satisfaction survey held in 2016 indicated that the majority (72%) of Class XIII clients believe that we give them great service by rating RMA 7/10 or higher.

The net promoter score by these clients, which reflects how likely they are to recommend us and our products to others, was a positive +25. The survey was conducted independently by Smoke Customer Care Solutions.

CHALLENGES

One of the biggest challenges experienced by RMA is employer compliance with reporting of an accident. In terms of COIDA, injuries should be reported within seven days of the accident occurring, and within 14 days of diagnosis for diseases. The below graph depicts the Class XIII reporting timelines, which are on average 29 days for injuries and 71 days for diseases, against the legislated timelines.

The impact of late reporting is delays in the adjudication of the employee's claim. This has a large impact on injured employees who require payment. Efforts are however being made to engage and educate our clients on the negative impacts of late reporting.



STAKEHOLDER ENGAGEMENT

In order to assist **Class XIII clients** with the renewals period, RMA embarked on a country-wide roadshow from end January to mid-March 2017.

The roadshow enabled Class XIII clients not only to get a full understanding of the requirements expected of them for the 2017 COID policy renewals period, but also gave clients an opportunity to engage with RMA, to understand RMA's value proposition and to address any enquiries they may have regarding RMA, its online member portal, products or claims processes.

In addition, advertorials were taken out in Automobile magazine and on the Engineering News online platform to alert Class XIII clients to the 2017 COID policy renewals period and related roadshow.

RMA continues to send quarterly newsletters to its Class XIII clients which includes valuable RMA updates and educational articles to assist clients to better navigate RMA's processes, products, online portal or enhancements.

RMA is always available to give registered employers any support required to help manage injuries on duty.

Employer representatives can be trained at their own work sites or they can attend RMA workshops and where needed can even request specialised expertise to assist in preventative measures. These are provided at no extra charge.

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