

2024/2025 ManCo Report to

Members



Management Committee Report to Members for the year ended 31 March 2025

1. Financial Performance

The Group

Group insurance revenue for the year was **P1,392,434,646**. Group revenue grew by **19%** from prior year figure of **P1,169,938,348**. This was mainly due to growth in membership base. The total group loss before tax amounted to **P47,729,009** in **2024/25**, decreasing from a profit of **P30,256,709** reported in prior year **2023/24**. The group loss is mainly attributable to increase in the insurance service cost which comprises of claims and related expenses during the year.

Investment income, which is inclusive of the share of profits from the investment in Lenmed Health Bokamoso Private Hospital, decreased from prior year. The decrease was from **P8,301,999** in **2023/24** to **P5,843,627** in **2024/25** financial year. This was due to declined returns from the Scheme's market portfolios as a result of increasing claims cost reducing funds availability for investment to the asset managers.

The Scheme

The insurance revenue for the year **P1,392,434,646**. This represents **19%** increase in revenue from **2023/24** and as mentioned above, is mainly attributable to the growth in membership base.

The insurance service expense which is the Health Care Cost (HCC) closed the year **2024/25** at **P1,377,566,252** reflecting a **20%** increase from **P1,150,923,627** reported in **2023/24**. The increase was largely due to increased utilisation of benefits by members during the year. Overall, insurance service expense for **2024/25** were high with a claims ratio of **99%**, a slight increase from **98%** reported in the **2023/24** financial year. It is to be noted that these ratios are above the strategic target range of **80-85%**.

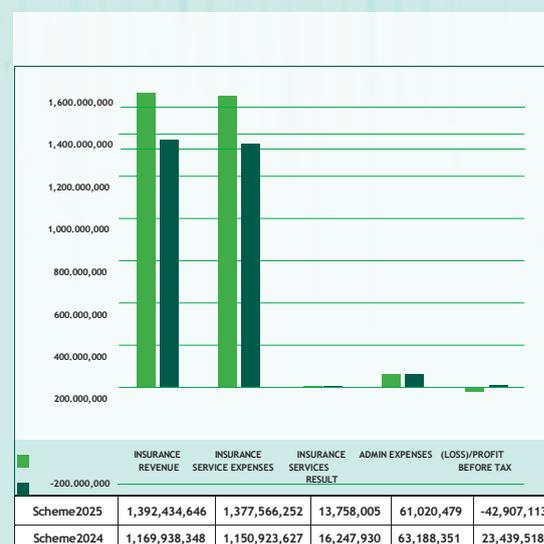
Gross Administrative Expenses (GAE) amounted to **P61,020,479** in the **2024/25** financial year, from **P63,188,351** reported in the **2023/24** financial year. GAE as percentage of revenue was **6%** and **5%** for the years **2023/24** and **2024/25** respectively, this being within the strategic target of **12%** for both years. The major driver of the increase in GAE is the Scheme administrator fees which proportionally increase with membership growth.

The Scheme's loss for the **2024/25** was **P42,907,113** while there was a surplus in the **2023/24** of **P23,439,518**. This reflects a loss compared to prior year where a surplus which was recorded. There is however a fair value loss in the net assets investment in BPOMAS Property Holdings (Pty) Ltd and share in profit/loss by the associate being Lenmed Health Bokamoso Private Hospital (LHBPH).

BPOMAS Consolidated Financial Performance



BPOMAS Scheme Financial Performance



ended 31 March 2025 continued...

1. KEY MEMBERSHIP HIGHLIGHTS

New members enrolled for the year is



3,669

Total lives covered decreased from 202,379 in FY 2023/24 to 201,362 in FY 2024/25, representing a marginal decline of

0.68%

Principal membership declined by 0.71%, from

88,487

to close the 2024/25 Financial Year with

87,859 members.

- During the reporting period, the Administrator ran a membership clean-up campaign, which saw the Scheme losing over 1,000 members due to non-payment
- Annual retention closed at 97%, below the 99% target set for the year, which was due largely to the membership clean-up campaign.

2. MEMBERSHIP VALUE HIGHLIGHT

Mobile Office

BPOMAS introduced Mobile Offices to further improve access to services. The goal of the Mobile Office initiative is to bring services closer to members by visiting areas where BPOMAS does not have permanent offices. Each Mobile Office is stationed in a location for an extended period to allow members sufficient time to access services.

3. MEMBERSHIP GROWTH AND SCHEME PROFILE

The principal membership recorded a negative growth rate of 0.71% for FY 2024/25. This contraction was largely attributable to the Scheme’s decision to conduct a membership clean up, coupled with administrative challenges affecting payroll deductions. As at the 31st March 2025, the Scheme closed the Financial Year with 87, 859 Principal Members and 201,362 Total Lives Covered.

Figure 1: Showing the Principal Member Performance



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Figure 2: Showing the Total Lives Performance



4. BENEFIT OPTION COMPARISON

The High Benefit Option remained the preferred plan among members, demonstrating the value placed on comprehensive coverage. However, the Standard Benefit Option showed stronger percentage growth year-on-year.

Benefit Option	FY 2023/24	FY 2024/25	Share of Total
High Benefit	72,980	72,064	82.0%
Standard Benefit	12,549	12,984	14.8%
Premium Benefit	2,958	2,811	3.2%

Indicator	2023/2024	2024/25	Percentage Movement	Comment
Average age of principal members	47	47	0%	Stable age profile
Average age of all beneficiaries	32	33	3.1%	Slightly ageing population
Percentage of pensioners	7.80	8.10	3.8%	Growing retired population
Beneficiaries registered on NCD benefit management program	18900	22,020	16.5%	Significant increase in chronic disease registration
Number of GP visits	363037	209,143	-42.4%	Reduced visits likely due to improved disease management and increased use of preventive care and screening services.
Number of Hospital Admissions	7129	9,390	31.7%	Rise in inpatient care, possibly driven by NCD rise
Admission rate per 1000 lives covered	3	3.90	30%	Significant rise in hospital utilisation
Hospital average length of stay (LOS)	2.78	2.62	-5.8%	Decrease in hospital stay, shorter stays
Number of maternity cases	1165	1,225	5.2%	Slight increase attributed to improved awareness and utilisation of maternity benefits, as well as younger dependants covered under the Adult Child Benefit who fall within the reproductive age group.
C-Sections as percent of maternity cases	84%	80%	-4.7%	Slightly lower C-section rate showing an improvement from the previous FY
Number of emergency medical cases (evacuation/responses)	1179	1,267	7.5%	Increase driven by rising chronic disease complications, improved member awareness of emergency benefits, and seasonal spikes in acute illnesses
Funeral Benefit Usage	4,513,150	4,426,450	2%	Minor decrease in benefit utilisation, which reflects that the mortality amongst members has remained largely steady year on year.