



# NOTICE TO BPOMAS MEMBERS

## Dear BPOMAS Members

We would like to acknowledge the concerns raised regarding member contribution increases for the Financial Year 2025/26.

We truly understand and appreciate the apprehension and frustration expressed as a result of the 2025/26 contribution increases especially that many households are already facing financial pressures. Please know that this decision was not taken lightly.

In reviewing contributions for the 2025/26 financial year, the Board was informed by, among others, rising healthcare costs, increased usage of benefits, new benefits introduced as well as the need to ensure that the Scheme remains financially sustainable and capable of meeting members' healthcare needs, now and into the future. Our goal is always to strike a balance between affordability for members and maintaining comprehensive, quality coverage.

BPOMAS acknowledges and understands the concerns raised regarding the service received from the Scheme's Administrator. Please be assured that the Board and Management of BPOMAS are fully aware of the challenges and are working tirelessly to address them. Our priority is to ensure that you, our valued member, receives the quality of service and support you rightfully expect and deserve.

We remain committed to providing you with access to the best possible healthcare services and support. If you would like to explore more affordable plan options or need help understanding how these changes may affect you, our team is here to assist you.

For clarity the amount you received through the increment letter is the total monthly contribution which includes your portion (what you pay) and the employer's portion (what the employer pays).

The financial viability of the scheme is of paramount importance to serve you as our valued member. Thank you for your continued membership.

We would like to assure you that your feedback is valuable to us and contributes to enhancement of our service delivery.

Should you have any questions and/or need any clarification regarding the above, please feel free to contact the Scheme through the following dedicated line and e-mail: **+267 316 8900** or **membership@bpomas.co.bw**

Thank you.

Vice Chairperson  
BPOMAS