



SPECIALTY EMERGENCY SERVICES

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"Giving healthcare a human touch"

Division of  Unihealth

2 December 2016

To our valued customers,

We would like to address the unfounded rumors circulating around SES and the state of the business.

It has come to our attention that there are certain sectors circulating rumors that SES will have its 'license' rejected in January 2017, and that our doors will be shut for us, leaving our members stranded.

We would like to categorically state that this is not the case at all. Firstly, SES is under a business license here in Zambia. Secondly SES is registered and compliant with the 'The Health Professions Council of Zambia (HPCZ), [the] statutory regulatory body established under the Health Professions Act No. 24 of 2009 of the Laws of Zambia' (<http://hpcz.org.zm/>).

SES closed two operational bases in Ndola and Solwezi in November 2016. SES had a contract to provide medical services for a countrywide corporate bank, and their clients. As part of the contract, SES established a physical presence in these two cities. This contract was not renewed, due to a low take up by the staff and clientele of the corporate bank. Based on the low turnout within those cities, and the expenses associated with running the bases, it was decided that we should close those bases and reinforce our current operations.

SES has seen monthly growth of roughly 10% per month, since April of 2016, with a commensurate renewal rate of over 70% for the same period. Our Health Plans are more robust than ever before, and the market has responded very well to our product offerings. We have bases in Lusaka South, Lusaka East, Livingstone and Kitwe. We have clientele, safely covered under our Health Plans in each and every one of the 10 provinces in Zambia, whether directly based or just travelling through. SES has seen a growth rate of 14% during the current recessionary period.

Our major shareholder, Unihealth covers over 50,000 lives throughout Sub Saharan Africa. The firm is registered, regulated and rated under the following worldwide governing bodies:

- The Consumer Protection Act, of 1987 in the United Kingdom;
- Unihealth has an IFS rating of AA+ under the National Insurer Financial Strength (IFS ratings) in South Africa, and a rating of BBB+ for International Operations. These ratings are evaluated and awarded by the acclaimed ratings agency, Fitchratings (<https://www.fitchratings.com/site/definitions/insurerratings>)

SES and Unihealth have used the income generated to reinvest in operations in Zambia, to ensure that our members can extract the top value health plans and services from the market in Zambia. We are

confident with our Corporate Governance, our policies and procedures, and the extra effort made by all SES employees and individuals to add value to our clients in our day-to-day operations.

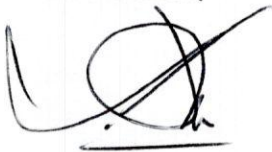
We have taken the initiative and used the growth to spur us forward to new heights. The business is currently structured to take advantage of a pending registration with the Pensions and Insurance Authority, mandated under the Pension Scheme Regulation Act No 28 of 1996 (amended by Act No. 27 of 2005) and the Insurance Act No. 27 of 1997 - which will allow for us to offer even more benefits to our current and potential clients.

If anyone should hear any rumors contrary to the above, or if anyone has any concerns regarding the business operations of SES, please may you contact us directly on info@ses-zambia.com

Conversely, you may call me directly through to our head office on 737 or speak directly to our Business Development Manager Tino Chaza on the above number.

Lastly, we would like to thank all of our clients for their continued support, and we look forward to welcoming more members into the SES family for 2017.

Yours faithfully



Jo-Anne Doras
Chief Executive Officer

