

A message from the CEO

The health minister has announced on the 2nd February that Health Insurance prices will be increasing across the industry from the 1st April 2016. These increases are an unfortunate reality in today's medical industry, with Health expenses increasing across all health providers. Industry reports have also shown that Health Insurance members have been admitted into Hospital by an additional 20% since 2010. With members using their health insurance more than ever, the price increase has been made across the industry to cover budgeted and projected expenses. Phoenix will be notifying each member of these unique increases via email or post.

A big thank you to all of our members who participated in the member satisfaction survey in late January. While we conduct this survey each year, the results and feedback that we collect from our members is invaluable.

The fund is working hard on creating a new and improved version of our mobile claiming app. The new app will provide members with the ability to access more membership functionality including making claims, viewing policy details, making changes to policy details and more. We will update members once this new app is available.

Sharon

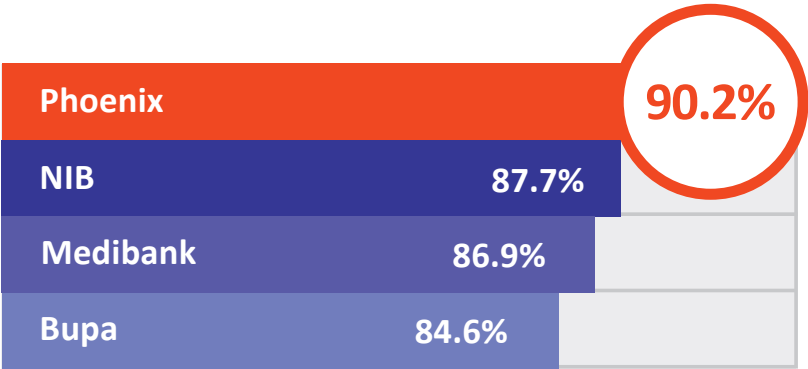
Sharon Waterhouse
Chief Executive Officer

How does Phoenix compare against the bigger funds?

We've had a lot of members in the past ask us whether we really do offer better returns to members. Take a look at the latest results shown in the Government's State of the Health Funds report below. The report shows a summary of benefits paid as a percentage of contributions charged, which essentially means that for each \$1 in contributions, Phoenix will pay back 90.2 cents in benefits.

On average, Phoenix offers much higher returns in benefits against the big Health Funds, and against the industry average too. We can do this because we are a not-for-profit health fund – this means higher returns to members because we don't have shareholders.

The graph to the right shows benefits paid as a percentage of contributions as per the State of the Health Funds Report 2014



Learn to swim lessons are now claimable for children under 10 years!

Phoenix Health Fund is now offering members the ability to be able to claim for learn-to-swim swimming lessons for children under the age of 10 under their Healthy Lifestyle program benefit. Swimming lessons can be claimed from AUSTSWIM recognised swim centres. Squad training or recreational swimming is not covered.

If you would like to find out where your nearest AUSTSWIM center is, you can jump online and search for http://www.austswim.com.au/Swimcentres.aspx.

Member Satisfaction Survey results and promotion winners!

Thank you once again to all of our members who participated in our Member Satisfaction Survey of 2016. While we perform this survey every year, the fund continues to learn from our members feedback through this important tool, as it assists us in better understanding what our members are thinking and improvements that can be made. The survey also offered all participants the chance to win 1 of 5 \$100.00 Eftpos gift cards. Our lucky winners for 2016 have been notified - congratulations again!

Emergency Ambulance coverage made simpler

From the 1st April 2016, Phoenix will be providing Emergency Ambulance coverage to all members who currently have Ambulance coverage on their membership, without members needing to purchase a subscription or action a request. At present, Phoenix pays Ambulance subscriptions in some states and territories (which a member has to purchase first), and in other states and territories, a levy is paid on behalf of the member.

From 1st April 2016, all members that have Emergency ambulance coverage on their policy will no longer need to do anything to be covered for Emergency Ambulance expenses. We will notify each member of any specific changes in a separate communication in the coming month.

For all members living in NSW/ACT who hold hospital cover with us, this does not change anything for you (as Phoenix covers you automatically already).

The Government Rebate is changing

The Government have announced that they will be reducing the Private Health Insurance Government Rebate on Private Health Insurance from the 1st April 2016. This means that those eligible to receive the Government Rebate will receive a smaller portion of the rebate from this date.

To find your updated rebate level, simply use the table to the right to find your income Tier, and then your new rebate entitlement. For more information please refer to the ATO.

	Tier 0	Tier 1	Tier 2	Tier 3
Singles	≤ \$90,000	\$90,000 - \$105,000	\$105,000 - \$140,000	≥ \$140,000
Families, Couples and Single Parent Families	≤ \$180,000	\$180,000 - \$210,000	\$210,000 - \$280,000	≥ \$280,000
Your Age	Tier 0	Tier 1	Tier 2	Tier 3
Under 65	26.791%	17.861%	8.930%	0%
Ages 65 - 69	31.256%	22.326%	13.395%	0%
Ages 70+	35.722%	26.731%	17.861%	0%

Contact the fund - we are here to help!

Call **1800 02 8817**
We are open 8:30am - 5:00pm Monday - Friday (AEST)
Jump onto Online Member Services (OMS) by visiting **www.phoenixhealthfund.com.au**
Email us on, **enquiries@phoenixhealthfund.com.au**

