



POLMED®

OUR INVESTMENT OUR HEALTH OUR FUTURE



4 August 2017

Dear Members

POLMED WELCOMES NEWLY APPOINTED PRINCIPAL OFFICER

POLMED's Board of Trustees followed a rigorous process to select and appoint our new Principal Officer. The Board of Trustees, Management and staff at POLMED (the Scheme) consider it to be a privilege and pleasure to announce that Ms Neo Khaoue was successfully appointed to the position of Principal Officer at POLMED with effect from 1 August 2017.

Ms Khaoue has most certainly climbed the corporate ladder and her vast knowledge and experience in the medical industry is a rare combination that makes her extremely successful within this environment.

Ms Khaoue's qualifications include a Dip Nursing (General, Psychiatry, and Midwifery), Dip Human Resources, BTech HRM, MAP, MBA and BTh. She began her career as a nurse at Baragwanath Hospital, where she excelled before moving into the medical scheme industry 22 years ago. She started as a Customer Services Consultant at Medscheme and moved up the ranks, occupying several management positions in Client Relationship Management, Human Resources, Industrial Relations, Training and Provider Relationship Management, among others.

She later went on to work as a Client Relationship Manager at Alexander Forbes and Sizwe Medical Fund, where she was instrumental in improving customer relations and query resolution at both organisations. She managed diverse teams and supported brokers who were involved with different medical schemes.

Ms Khaoue was instrumental in managing the Administration and Managed Care contract, which contributed to POLMED's success as reported in the media by independent companies such as Alexander Forbes. Ms Khaoue is well known for her intelligent business practices, which changed the fortune of POLMED during her term as Scheme Executive at POLMED's previous Administrator. Her focus was on people management, client relations, customer services, and in managing improvements to overcome financial and operational challenges. Her ability to communicate, operate and interact at different levels was key to her success in building productive and coherent teams.

POLMED's business unit experienced improvements and member satisfaction, which prompted the Scheme to request her appointment as General Manager in 2009 due to her ability to coordinate and establish high-performing teams. It was during this time that she actively involved different stakeholders at the South African Police Service (SAPS) and POLMED, including health risk managers, service providers and members, in Scheme-related matters. Member education and communication were enhanced with high participation at different levels. Member voice and fair practice have always been among her priorities.

Continued overleaf

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In 2014 she spearheaded the takeover of the strategic management of Sizwe Medical Fund out of curatorship. Due to her proven track record of good governance, ensuring effective and efficient functioning organisations, encouraging member participation and stakeholder management, the medical scheme is now stable with a good financial outlook. It has imposed the lowest contribution increases in the market since 2015 and has a high solvency ratio coupled with rich benefits.

The POLMED Board of Trustees has no doubt that the Scheme will grow bigger and stronger under her efficient leadership. POLMED's Board of Trustees, Management and staff wish Ms Khauoe a pleasant and successful career at POLMED, and we are confident that all stakeholders, including members, will benefit from her appointment as Principal Officer.

Kind regards,

POLMED