CHC MEADA PROGRAM

PROGRAM OVERVIEW

AND PROGRESS REPORT

AS OF APRIL 2013
ORGANIZATIONAL CHART

BOARD OF DIRECTORS

EXECUTIVE DIRECTOR

FINANCE DEPARTMENT

OPERATIONS DEPARTMENT

HR AND ADMIN DEPARTMENT

MIS DIVISION

CLAIMS DIVISION

MARKETING AND UNDERWRITING DIVISION
BOD Composition

Board Chairman:
Madame Suos Man

Board Members:
1. Dr. Sok Thim
2. Dr. Chiv Bunthy

Advisory Committee:
1. Mr. King Kap Kalyan
2. Dr. Jaime Aristotle Alip
1. Loan Protection Insurance

- It is designed to pay off loan amount to ensure the 100% collection of the loan in case the client-borrower dies or became Total and Permanently Disabled (TPD).

- Eligibility: for SAMIC active clients 18-60 years old upon first enrollment but policy can be renewed on succeeding years until clients reach 65 years old.

- Paid principal portion of member’s loan is returned to beneficiaries upon clients death.

- The premium rate is 1.5% per annum of original loan.
2. Basic Life Insurance

- Reduces the effect of financial loss (loss of income) resulting from a client’s or his/her spouse’s death
- Death benefit can be used to pay for burial costs and other obligations while not paying out money
- Eligibility Age: at least 18 to 60 years old at the time of first enrolment
- Length of insurance coverage: one year but renewable until age 65
- Premium rate: 12 dollars for married clients, 6 dollars for single
- Maximum Benefit is 1,000 USD
1. Areas of Coverage-17 Branches of SAMIC covering the provinces of: Kampong Speu, Kampot, Kandal, Kep, Phnom Penh, Siem Reap, Preah Sihanouk and Takeo
2. Insurance Products Sold

<table>
<thead>
<tr>
<th>INSURANCE PRODUCT SOLD</th>
<th>CLIENT</th>
<th>SPOUSE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Life</td>
<td>3,290</td>
<td>2,455</td>
<td>5,745</td>
</tr>
<tr>
<td>Loan Protection</td>
<td>11,092</td>
<td>0</td>
<td>11,092</td>
</tr>
<tr>
<td>Total</td>
<td>14,382</td>
<td>2,455</td>
<td>16,837</td>
</tr>
</tbody>
</table>
## Participation Rate among SAMIC Clients

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan Protection</td>
<td>11,092</td>
<td>74%</td>
</tr>
<tr>
<td>Basic Life insurance</td>
<td>3,099</td>
<td>20%</td>
</tr>
<tr>
<td>Clients not joined Meada</td>
<td>870</td>
<td>6%</td>
</tr>
</tbody>
</table>
OUR STRENGTHS

We have an MIS system capable of generating necessary membership reports with appropriate member’s data for actuarial analysis. It is also capable of generating premium reports which can be cross checked with accounting records.
OUR STRENGTHS

We also have an accounting software specifically tailored fit for Microinsurance operation.
OUR STRENGTHS

We are guided by the following manuals to professionalize how we would run microinsurance business efficiently and effectively.

MEADA OPERATIONS MANUAL
MEADA accounting MANUAL
MEADA hr policy MANUAL
OUR STRENGTHS

We try to pay claims immediately having the target of 1-3-7 days of claims settlement.

Claims Settlement in Number of Days (January-April 2013 N=15)

- Out of the claims from January to April 2013, 87% were paid within the set target.

w/in target 87%, not within target=13%
OUR STRENGTHS

We were supported by the following institutions technically, operationally and financially:

- Australian Government
  - AusAID
- Enterprise Challenge Fund
  - for the Pacific and South East Asia
  - Growing Business to Reduce Poverty
- RIMANSI
  - Organization for Asia and the Pacific, Inc.
THANK YOU!!