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Not-for-profit health funds take top honours in Roy Morgan awards

Two Members Health funds have been named as winners in this year's Roy Morgan Annual Customer Satisfaction Awards in the private health insurance categories.

Claiming the Private Health Insurer of the Year award was St.LukesHealth, from Tasmania, while Defence Health took out Major Private Health Insurer of the Year - Not for Profit or Restricted.

Both Defence Health and St.LukesHealth are not-for-profit and member-owned insurers, and have long and valued histories with their communities of interest.

"Congratulations to both St.LukesHealth and Defence Health for such a great achievement," said Members Health CEO Matthew Koce. "We are immensely proud to have both Defence and St.LukesHealth in our Alliance of funds, which prove time and again that they are industry leaders in customer service."

"St.LukesHealth has been a much-loved organisation in the Tasmanian community since 1952. This is the fourth year in a row it has received this award, which is a tremendous achievement given they are competing against the nation's largest health insurers. Well done."

"Defence Health is one of Australia's highly valued industry based funds, providing members of the country's armed forces – as well as their families – with health cover since 1953. They led the field of not-for-profit or restricted funds almost the entire year, so this is a convincing and consistent win."

Providing cover for more than 3.7 million Australians, the 27 health insurers of Members Health lead the industry with continually growing memberships, excellent customer service, and quality products that provide consumers with peace of mind.

St.LukesHealth CEO Paul Lupo said: "What sets us apart from our competitors is that we are not-for-profit and that we are consistently putting our members first. We constantly return 92 cents in the dollar to members as benefits compared to the big three for-profit funds that only return 84 cent."

"It is an honour to receive the Roy Morgan Customer Satisfaction Award for the fourth time and know consumers think so highly of us in such a competitive marketplace."

Defence Health CEO Major General Gerard Fogarty, AO (Ret'd), said: "As a member-owned health fund, I am proud to acknowledge everyone who contributed to this best-of-the-best achievement in customer satisfaction."

"To not only be awarded the category winner overall, but to win 11 of the 12 months over which the surveys were conducted, is testament to the dedication of our people to delivering excellence in member services on a consistent basis."

Roy Morgan's awards are based survey responses from 50,000 Australian consumers interviewed in person and in their own homes. Respondents name and rate the companies they deal with in various categories across 32 industries, including Private Health Insurance, Automotive, Banking and Supermarket.

Putting members' health before profit