

**MEDIA RELEASE:**

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## Australians put their trust Members Health insurance funds

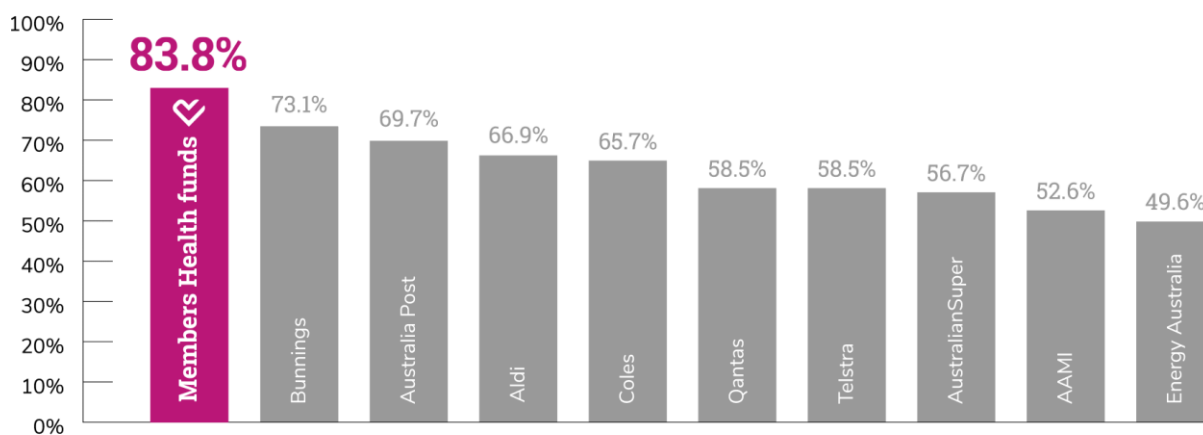
Results of a new independent survey of more than 12,500 customers of Members Health funds has revealed trust in not-for-profit and member owned health insurers exceeds that of some of Australia's biggest household-name brands.

Matthew Koce, CEO of Members Health, described the results of the Discovery Research survey as, a huge vote of confidence in the people-first culture shared by his not for profit and member owned community of funds.

“Members Health funds achieved an average trust score among their policyholders of almost 84 per cent – far above Australia Post on 69.7 per cent and Telstra on 58.5 per cent.”

### Members Health Trust Survey Results

We asked our health fund members how much they trust their health fund, relative to their trust for other leading Australian companies and brands.



Independent research conducted by Discovery Research 2022.

“Nothing is more important than your health and that of your loved ones. The peace of mind that comes from having access to trusted care and advice when you need it can't be overvalued. It is something Members Health funds deliver in spades.”

“Customers of Members Health funds trust that their fund will be there to help whenever they face important decisions about their health.”

“Members Health funds are different because they don't have the distraction of needing to generate large profits for the top end of town and are able to focus entirely on people, who sit at the heart of everything they do,” Mr Koce said.

### Putting members' health before profit

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“Being run by members for members is a huge advantage because it fosters a deep appreciation and understanding of policyholder needs and expectations.” Mr Koce said.

“It speaks volumes that so many of Australia’s most trusted professions are with a Members Health fund, including our [Doctors](#), [Nurses](#), [Teachers](#), [Police](#), [Emergency Services](#), [Defence](#) and [Navy](#) personnel to name just a few.”

Since 2019, Linda D’Abreu, a former nurse from South Australia has been a member of one of the top ranked for trust funds, Emergency Services Health (run by Police Health), and has found their support essential during her healthcare journey.

“From the moment I call, I feel at ease with a friendly voice on the line. I never have to ‘fight’ to be covered. My health insurance is one thing I don’t have to worry about,” said Ms D’Abreu

Ms D’Abreu was involved in a major car accident with injuries including multiple fractures, damage to her sternum and ribs, burns, spinal problems, and extensive bruising. In the past four years, she spent a year in a wheelchair, has had ten surgeries, alongside countless medical tests and appointments.

It is fair to say that since her car accident, Ms D’Abreu has been through a lot. Together with the love and care of her family, friends and medical professionals, Emergency Services Health has been with her during every step of her recovery.

“I’m fortunate enough to live in a country where we have access to world-class physicians, hospitals, and private health insurance.”

“It’s a relief to know that at least the out-of-pocket costs for inpatient hospital fees and medical expenses are minimal thanks to my cover. With the many stressors over the past few years, Emergency Services Health is the one organisation that has made our life easier.”

"Life can change in an instant. A split second. These moments teach us what we’re truly capable of. For that, I’m grateful," said Ms D’Abreu.

You can read more about how Emergency Services Health helped Linda [here](#).

Over 5 million Australians have chosen a Members Health fund that’s right for them. [Find one that works for you.](#)

*Members Health is the peak industry body for an alliance of 26 health funds that are not-for-profit or part of a member-owned group, regional or community based. They all share the common ethic of putting their members’ health before profit. Our funds represent the interests of more than 5 million Australians.*

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