



MMI Holdings

- Received a **Legends of Empowerment Honorary Award** in the Oliver Top Empowerment Awards.
- In June 2017 MMI Holdings was included in the FTSE/JSE Responsible Investment Top 30 Reserve list.
- MMI Holdings confirmed as a FTSE4Good Emerging Index constituent.



Momentum

- Momentum Growth Enhancer won the **African Deal of the Year Award** in the inaugural Africa Structured Products and Alternative Investments Awards hosted by Structured Retail Products.
- Momentum's Client and Intermediary Interaction team won the **Ask Afrika Orange Index Award** for best customer service in South Africa, in the Long-term Insurance Industry category.
- Momentum Health took first place in the **Product Supplier of the Year – Healthcare category at the Financial Intermediaries Association (FIA) Awards** in June.
- During 2016, the OSTI received 9 423 complaints in total, with only 97 (1%) relating to Momentum Short-term Insurance. Momentum Short-term Insurance recorded an overturn rate of only 4.29%, significantly below the industry average of 27.27%. This overturn rate is the lowest of any insurer in the South African industry, where the OSTI received more than one complaint for the period.*
- Momentum's Smart Exit solution, developed together with Accenture, won the **gold award** in the **Service Design category at the Loeries**.



Metropolitan

- Ranked first in the **South African Customer Satisfaction Index** for life insurance, with consistent improvement over the last three years to attain a score of 82.6 – placing us well above the industry average of 79.



Momentum and Guardrisk

- Momentum and Guardrisk were finalists in five out of the ten categories at the **2017 FIA Awards**.

* The Ombudsman for Short-term Insurance (OSTI) is an independent mechanism clients in the short-term insurance industry can use to resolve disputes they have with their insurers. On an annual basis, the Ombudsman publishes a report providing detailed complaint statistics per insurer, providing an insightful perspective on how fairly insurers handle claims. The key measure to consider is the overturn rate, which indicates the proportion of complaints that were overturned by the OSTI, with some benefit going to the complainant. This measure best indicates the correctness and fairness of the insurer's claim decisions.