

Dear Member,

Greetings from Malaysia!

It hardly seems possible that another program year has already passed and I am again writing to you about the renewal details. I know we have done a lot of traveling to meet members and have made many new friends whilst gaining a better understanding of everyone's needs. However, where did all the time go!

Before, I get into the details of the revised premium rates and the improvements made to the programs, I would like to outline some of the changes needed to the way in which we collect premiums. In the past, we have allowed a number of individual members to pay on a quarterly basis. However, this facility has, in a number of instances, been misused - leaving us with debts that we ourselves have had to pay. Therefore, not wanting to do away with this facility, we are forced to follow industry guidelines and apply a loading against quarterly premiums. Having said that, rather than us apply the full amount, we will limit it to half that of the industry standard. Namely, by calculating quarterly payments using a multiplication factor of .265 rather than the .28 commonly used, e.g., an annual premium of say US\$1,000 now becomes a quarterly payment of US\$265.00.

On a similar matter, I do not believe there is any other insurance provider in the world that allows coverage ahead of premium payment. As this is also proving harder to keep track of each year and also because the underwriters require funds to meet claims much quicker, we have been asked to tighten our operating parameters. Consequently, we now expect payment to reach us preferably before renewal, but certainly within the 30-day grace period. In addition, where quarterly payments are concerned, these need to reach us within 15 days of their due date. Any unexplained, further delay will set off a chain of events leading to suspension of cover, followed by automatic termination at the 30-day point. I am really sorry about this, but we must operate a tighter schedule or be forced to drop quarterly payments altogether.

To offset that, we have some good news, in that we have agreed a zero percent (0%) credit card charge on all transactions (*previously 3.1%*). This not only makes premium payment by credit card the quickest and easiest way, but also the most convenient and least expensive method.

Talking about convenience, we have improved the TTC Assist service by appointing a 24-hour assistance company called 'On Call' that has offices in twenty-five countries. Although 'On Call' is a relatively new name in the industry (*established in 1995*), it is not a company without experience as the founder, Michael Kelly, was a former President of 'SOS International'.

If we look at some of the statistics behind this year's review, we find that there have been over 2,100 claims of one sort or another. This is a tremendous number and includes one instance of expensive repatriation and surgery to remove a brain tumor, so far totaling some US\$177,000 for a member that was serving in Peru. However, notwithstanding that, many members will still be enjoying their NCB (*No Claims Bonuses*) this coming year. This reminds me, unlike previously, no one who this past year submitted an invalid claim will lose his or her NCB, as there is no longer an internal administration cost for claims handling.

This past year our membership fees were used to purchase car rental insurance, which was much appreciated by those members who had the opportunity to use it. However, as many members only take furloughs every three years, we thought it would be better to have this changed to an optional benefit that can now be added when needed. I will send you further details of this in a later newsletter, so that those members wishing to take advantage of the benefit can do so at this or any subsequent renewal.

To replace the Rental Car benefit and still provide everyone with membership within the affinity group, we wanted a new coverage. I am therefore very pleased that we have managed to find a life underwriter willing to provide us all with global coverage within TTC's annual membership fee. In simple terms, all primary insured members aged 19 to 40 will have US\$20,000 of cover; whilst those aged 41 to 65 will be covered for US\$5,000. This must definitely be the year's best value for money improvement - details of which will be found on your new certificates.

Now, bearing in mind that last year we had no premium increase whatsoever and that the year before it was only about 5%, also given that the US Medicare service, a good indicator of medical inflation increased by 14% this year, I am pleased to announce that our rate increase (*from July 1st*) has been limited to under 9% overall. In fact, there has been no change of premiums on the Outreach Program, a little over 7% on Alpha and 12% on Omega - the program most affected by US medical costs. So as not to bore you <smile>, please excuse the fact that I have not provided a mass of data here, but suggest you visit our web site at www.talent-trust.com to see exactly what this means to you.

Once you have an idea of what this means, all we need is a simple confirmation that you wish to renew your coverage, along with any changes you might like to make to the various options. We will then respond, confirming everything is as requested, also notifying you of your exact premium.

As promised, this year we set-up and started operating our mercy fund whereby members could benefit through receiving gifts to meet costs that fell outside a program's rules. At present, the size of the fund is a little over US \$40,000 and has already met some members' emergency needs. The most recent was when a little boy (*aged 8*) was taken ill in China with pending kidney failure and was repatriated home to Singapore with one of his parents under the program's rules. This, however, left the other parent alone in China with their six-month-old baby, so we

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stepped in here with funds to meet the cost of their air tickets. I am glad to report that the little boy is now recovering well.

Lastly, I would like to introduce two new staff members; Pansy, who is in communications and will be answering many of your questions, and Kong Mun, who has joined us to look after our web site and other design matters. These additions now brings our team up to nine, with plenty of work for everyone as our membership growth this past year has already climbed past the 45% mark.

I think this newsletter is now more than long enough to cover all the renewal details. Therefore, it only leaves me to thank you for your valued support this past year and to trust that we will hear back from you soon.

Blessings, Michael Lyon
TTc ... serving alongside

ps: Please note that it is absolutely critical that we are kept updated with any change of your email address - thank you.