

About HCF Group

HCF is one of Australia's largest combined health and life insurance organisations. In late December 2008, HCF completed a successful merger with Manchester Unity, adding retirement and aged care facilities and a range of financial services to the Group. The combined Group comprises five operating Divisions: Health Insurance; Life Insurance and Financial Services; Health Care Services; Retirement and Aged Care Services; and Corporate Combined Services.

Our Mission

HCF's mission is to satisfy the needs of Australians for access to affordable, high quality health care when they need it, personal protection, secure asset growth and peace of mind.

Our Vision

Our Vision is to become the leader and the benchmark for excellence within our industry when it comes to:

- choosing a health fund
- achieving better health outcomes for members
- highly efficient, low cost operations
- being good people to partner with and
- setting the standard for fiscal and ethical responsibility.

Our Values

- integrity
- customer focus
- personal accountability
- strong leadership and teamwork
- innovation

HCF was established in 1932 to provide the community with the means of insuring against the cost of medical care. Since then, it has grown to become one of the country's largest combined registered private health and life insurance organisations. In December 2008, the group was further expanded through a merger with Manchester Unity Friendly Society. The Group is financially secure, has no borrowings and is one of the few major health funds to allow contributors to vote for Directors to the Board. HCF is a public company limited by guarantee. It operates on a not-for-profit basis and is registered under the *Private Health Insurance Act 2007*.

To service our growing national membership we maintain a network of branch offices in NSW, ACT, Queensland, Victoria and South Australia with national coverage provided by our call centres and full sales and service virtual branch at www.hcf.com.au.



Health Insurance

The Health Insurance Division comprises:

- The combined HCF and Manchester Unity (MU) Health Funds
- Travel Insurance
- Pet Insurance

Travel insurance at member-discounted rates is available for all Group members. This is a logical extension to our members' Australian private health insurance, helping meet members' health cover needs whilst overseas.

Pet insurance is provided also at member-discounted rates. This helps our members cover all members of their family, ensuring pets will receive proper care without impacting the family budget.

The HCF Group at a glance	2008	2009	Change
Group Equity (\$M)	\$563	\$580	3%
Credit Rating (Standard & Poors)	A-strong	A-strong	n/a
Health policies in force	467,008	556,483	19%
Life policies in force	167,331	186,003	11%
Total lives covered (health and life)	1,066,233	1,283,635	20%
Branches	50	48	(4%)
Dental Centres	7	7	0%
Eyecare Centres	7	7	0%
Financial services customers (MU)	17,441	16,390	(6%)
Retirement Living Units	182	182	0%
Aged Care beds	183	183	0%
Staff (full time equivalent)	774	1041	34%



Health Care Services

The Health Care Division comprises:

- Dental Centres
- Eyecare Centres
- “MyHealth Guardian”

HCF is dedicated to purchasing and delivering the best quality health care for members. We monitor patient satisfaction with both the quality and outcome of the hospital, dental and eye care services they use. Members have access to HCF’s network of seven quality accredited dental and eye care centres. These are equipped with the latest technology and staffed by experienced, caring professionals. The HCF dental and eye care centres are located in Sydney. HCF has arrangements with almost 2,400 dentists in NSW, ACT, Queensland, Victoria and South Australia to provide a range of “no gap” dental services.

The health improvement program, “MyHealth Guardian” is a personal health management service introduced in May 2009 and is available to all health insurance members. (Details on page 21).

Life Insurance and Financial Services

The Division comprises:

- HCF Life Insurance
- Manchester Unity Financial Services

HCF Life is a wholly owned subsidiary of HCF. It provides members with affordable, good value sickness, accident and death cover, extends the financial protection provided by our health policies and offers safe investment products.

The MU financial services team manages friendly society products and investments held by over 16,000 members.

Retirement and Aged Care Services (RACS)

Retirement and Aged Care Services operates 183 aged care beds and 182 retirement living units in NSW for over 400 residents. The facilities are in strong demand due to the ongoing high standard of services provided.

Corporate Combined Services

Corporate Services units provide a range of corporate shared services to the Group business units.

HCF Group

HCF and MU Health Insurance

- Health Insurance
- Travel Insurance
- Pet Insurance

Health Care

- Dental Centres
- Eyecare Centres
- “MyHealth Guardian”
- Hospital Contracts
- Medical Contracts
- Population Health
- Oral Health Program

Life Insurance and Financial Services

- HCF Life
- MU Financial Services

Retirement and Aged Care Service

- Manchester Unity Retirement Aged Care Services

Corporate Combined Services

- Finance
- Technical Services
- People
- Marketing
- Information Management
- Operations (sales and service)
- Secretarial and Governance
- Audit and Risk