

MEDICASH HEALTH BENEFITS LIMITED
SOLVENCY AND FINANCIAL CONDITION REPORT
YEAR ENDED 31 DECEMBER 2024

Executive Summary

Medicash Health Benefits Limited is the sole insurance entity within the Medicash Health and Wellbeing Group for which the PRA's Solvency UK regulations are applicable. A high level summary of each section within this report has been provided below:

Section A – Business and Performance

The Board is pleased to report another record-breaking year for the business, with £10.7 million in premium growth and an increase of 55,000 in policyholder numbers. Our continued investment in digital health services, alongside significant enhancements to our internal IT systems, has positioned the business to offer the most comprehensive and competitively priced health cash plans on the market.

The Company's results show a technical account surplus of £1.6 million (2023: £1.0 million loss), with earned premiums rising to £61.7 million (2023: £51.0 million). We are proud to have achieved a technical surplus in the face of challenging market conditions, particularly ongoing inflationary pressures on claims costs. This outcome reflects our commitment to sustainable growth and the strength of our underwriting strategy.

The non-technical account recorded a surplus of £2.0 million (2023: £2.5 million surplus), driven by strong performance in the investment portfolio and continued positive returns from the Group's investment property, One Derby Square, in which our business is headquartered alongside a number of blue chip tenants.

Section B – System of Governance

The business maintains robust and effective systems of control to ensure strong governance is achieved. The Board ensures that decisions are made by considering the interests of policyholders first and foremost. There are clear lines of communication between the Directors and various stakeholders in the business to ensure that policyholders' needs are appropriately considered when setting short and long-term strategic objectives.

Section C – Risk Profile

The Board effectively manages the various risks the company faces to ensure opportunities that will enhance value for policyholders can be explored and taken forward.

Section D - Valuation for Solvency Purposes

Assets have been valued in accordance with the Valuation Rules contained in the PRA's Rulebook for Solvency UK firms, with admissible assets totalling £58.0m in 2024 (2023: £53.0m). The calculation of the best estimate liabilities uses realistic assumptions based on actual claims and expense experience.

Section E - Capital Management

The company remains in a strong financial position with funds in excess of the Solvency Capital Requirement totalling £18.4m in 2024 (2023: £19.8m).

Section A – Business and Performance

A.1 Business

Medicash Health Benefits Limited is a Company limited by guarantee (Company Number: 258025) and is incorporated in England. The address of the registered office is One Derby Square, Liverpool L2 1AB.

The external auditor for the annual report for the year ended 31 December 2024 was:

MHA

Chartered Accountant and Statutory Auditors
6th Floor
2 London Wall Place
London
EC2Y 5AU

The principal activity of the business is the provision and underwriting of health cash plan insurance to policyholders across the UK, either direct to individuals or as an employer-paid benefit. Our overriding objective is to provide sustainable health cash plans that are good value for money and which assist individual policyholders with their everyday health costs while providing employers with a low cost, highly appreciated benefit to their staff which can result in reduced absence, improved morale and enhanced productivity.

The Company is classified as a category four firm by the PRA given its very limited capacity to individually cause disruption to the UK financial system. The Company is also regulated by the Financial Conduct Authority as a category four firm.

A.2 Underwriting Performance

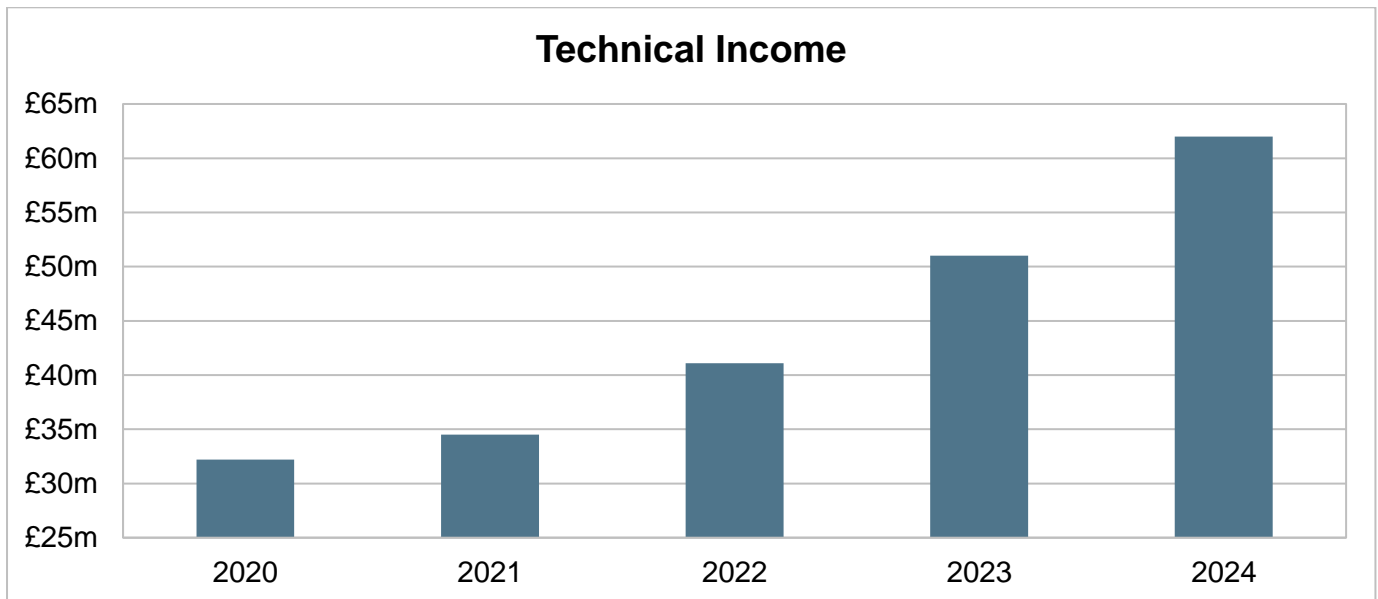
Technical Income

Demand for employer-funded cash plans continues to increase and the Company has aligned its growth strategy to this trend by focusing its efforts on increasing its corporate policyholder base. The business prides itself on its digital proposition which allows policyholders to make claims, administer their policy and access their benefits through the “My Medicash” App. The continued enhancement of digital services has been well received by the market with the company achieving net policyholder growth of 55,000 in the year and Technical Income increasing by £10.7m. In the last five years, the Company has added the digital physiotherapy service “Phio”, an AI skin cancer detection service “SkinVision” and developed its own health and wellbeing app “mProve YOURSELF” which have all been provided to corporate policyholders at no extra charge. At the beginning of 2025, we added two new digital services:

- HealthLens, powered by VivaScore®, which offers policyholders a fast, non-invasive way to monitor key health indicators using their smartphone camera. Powered by transdermal optical imaging, it scans facial blood flow to detect blood pressure, heart rate, cardiovascular disease risk, stroke risk and more.
- Eargym offers policyholders comprehensive hearing assessments and training programmes, again through their smartphone.

These new product enhancements, which have been provided to corporate customers free of charge, are expected to have a further positive impact on premium growth over future years.

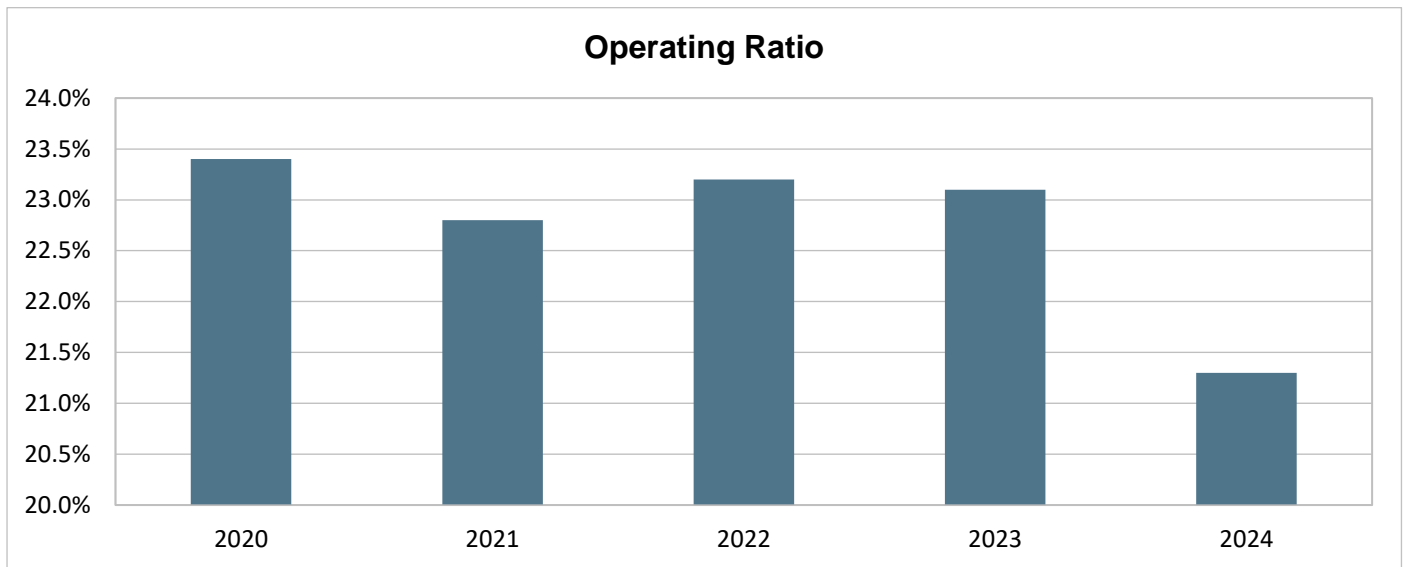
Technical Income for the last five years is shown below.



Operating Costs

As a not-for-profit organisation, we apply an underwriting policy which aims to redistribute the maximum amount of premium income back to policyholders through their claims and other benefits while sufficiently covering operating expenses. As previously stated, we continually invest in our IT infrastructure in order to increase productivity thereby keeping operating costs as a proportion of premiums low, while maintaining high levels of customer service.

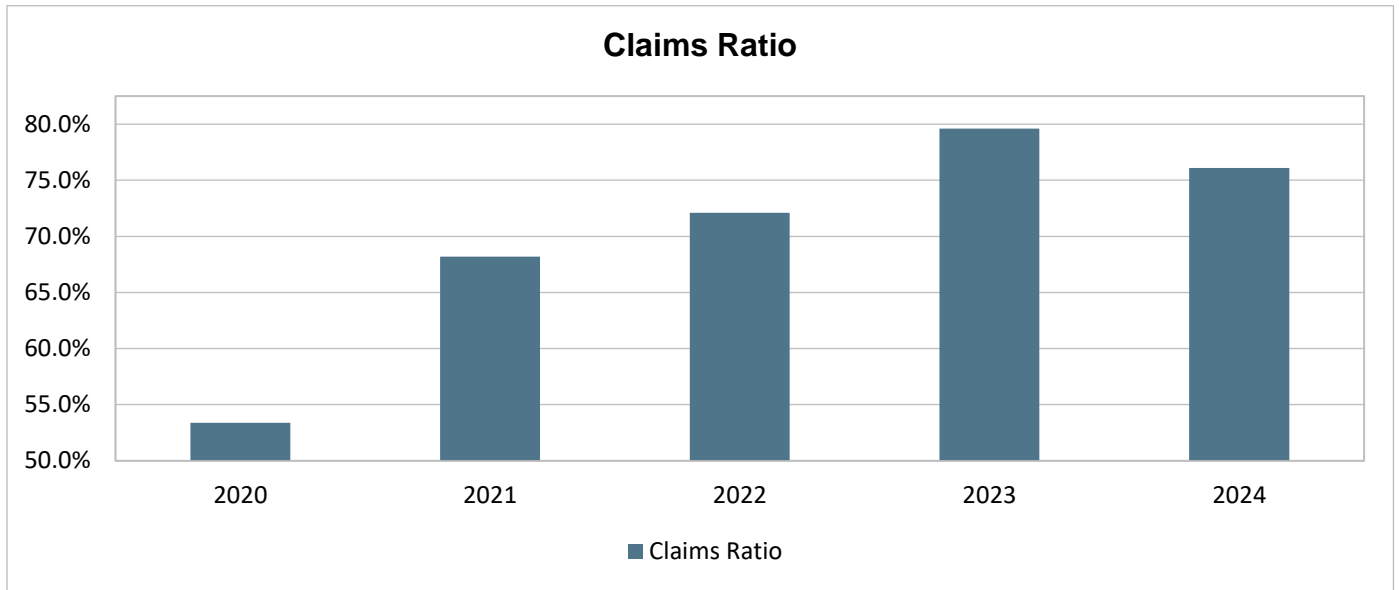
The chart below shows our Operating Ratio (operating costs as a proportion of technical income) for the last five years:



A number of successful IT automation projects were delivered in 2024 which contributed to the notable reduction in the operating ratio from 23.1% in 2023 to 21.3% in 2024. These efficiency savings have enabled us to reinvest in innovative products and services, such as HealthLens and Eargym, which we now offer to all corporate policyholders at no additional cost.

We have a number of further projects in the pipeline for 2025 and beyond which have the twin aims of enhancing our digital health services and improving our operating ratio.

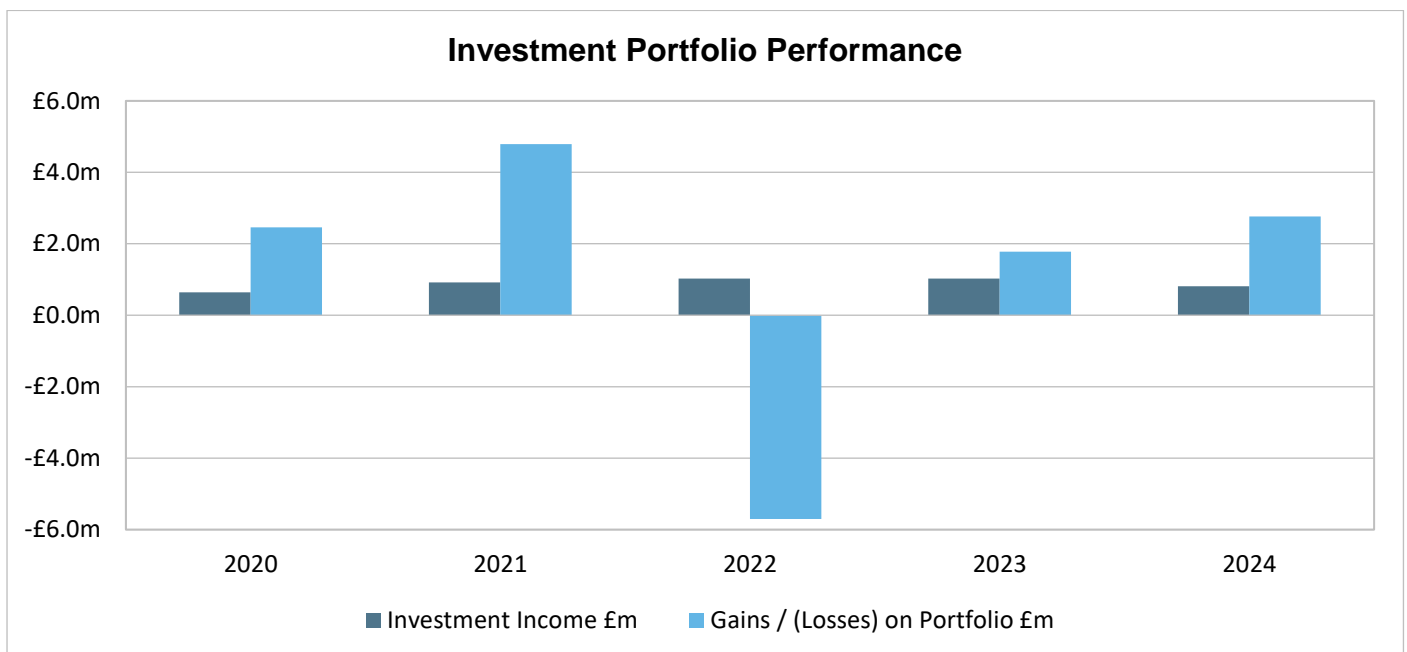
Claims



The Board remains firmly committed to sustainable growth and seeks to attain a claims ratio below 76% to support the achievement of an annual technical surplus. Our robust underwriting strategy successfully reduced the claims ratio from 79.6% in 2023 to 76.1% in 2024, an achievement we are particularly proud of given the inflationary environment which existed.

A.3 Investment Performance

The Company holds a large investment portfolio with a carrying value of £49.6m at 31 December 2024 (2023: £46.7m). The gains / losses (realised and unrealised) and investment income earned for the last five years is shown below:



A.4 Performance of Other Activities

In the year to 31 December 2024, the following income was included in the Consolidated Income Statement for the Group:

Entity	2024 (£k)	2023 (£k)
Health @ Work Consultancy Services Limited	332	327
The Medicash Foundation	97	42
365 Technical Consultancy Ltd	60	62
One Derby Square Ltd	1,611	893

A.5 Any Other Information

There is no other material information to report in respect of business and performance over the reporting period.

Section B – System of Governance

B.1 General information on the System of Governance

A priority for the Board is to continue to invest in ensuring robust governance and risk management systems are in place. The Company operates its system of governance within the following six groups:

- Board of Directors
- Risk Committee
- Audit & Compliance Committee
- Nomination Committee
- Remuneration Committee
- Investment Committee

Board of Directors

Members of the Board of Directors are listed below:

J Brown	Chairman & Non-Executive Director
A Healy	Chief Executive (Appointed 1 March 2025)
J Ellis	Non-Executive Director
C Oddy	Non-Executive Director
P Gambon	Sales & Marketing Director
A Roberts	Finance & IT Director
S Weir	Director

The Risk Committee, Audit & Compliance Committee and Investment Committee report directly to the Board of Directors. The key business functions performed by the Board of Directors are set out in the rest of this section.

B.2 Fit and Proper Requirements

Medicash has established robust Fit and Proper procedures to ensure that all individuals performing key functions possess the necessary qualifications, competence, and integrity to fulfil their responsibilities effectively. The Compliance Officer holds the prescribed responsibility for overseeing the application and ongoing adherence to Fit and Proper requirements which includes ensuring that individuals appointed to key functions, including members of the Board and Senior Management, meet the standards of fitness (in terms of professional qualifications, knowledge and experience) and propriety (in terms of good repute, honesty, and financial soundness) required under the Solvency II Directive.

B.3 Risk Management System including the Own Risk and Solvency Assessment

Strategy and Risk Appetite

Medicash's strategy is underpinned by its mission to provide accessible and affordable health cash plans to individuals and businesses across the UK, while maintaining long-term financial sustainability as a not-for-profit insurer. The business strategy is closely aligned with our core values of customer focus, responsible growth, and innovation in health and wellbeing. Strategic priorities are determined by the Board and Executive team and are informed by market dynamics, regulatory developments, and evolving customer

needs. Our strategy is regularly reviewed to ensure it remains appropriate in the context of our risk environment and commercial objectives.

The Company's risk appetites define types and level of risk we are willing to accept in pursuit of our goals. Our risk appetite policy is approved by the Board and cascaded throughout the business via the risk management framework. It encompasses quantitative limits and qualitative statements across key risk categories, including underwriting, operational, investment, liquidity, and reputational risks. Regular monitoring ensures that risk exposures remain within appetite, with breaches escalated to the Board Risk Committee and the Board where appropriate. This integrated approach supports informed decision-making and helps ensure the organisation remains resilient in the face of uncertainty.

Own Risk and Solvency Assessment (ORSA)

The Board of Directors reviews and updates our Own Risk Solvency Assessment (ORSA) annually to determine whether sufficient levels of capital are held in light of the risks to which the business is exposed. A number of stress tests are performed to ensure adequacy of capital levels under certain scenarios.

The key inputs used to formulate the ORSA are as follows:

- Five year financial forecasts
- Annual operating plan / budget
- Standard Formulae – Solvency Capital Requirement (“SCR”)
- Risk Management Framework

Risk Committee

The members of the Risk Committee are:

- C Oddy Chair & Non-Executive Director
- A Healy Chief Executive (Appointed 1 March 2025)
- Paul Gambon Sales & Marketing Director
- Andrew Roberts Finance & IT Director

The Risk Committee also includes the following business unit leaders:

- Chief Technology Officer
- Financial Controller
- Finance Manager
- Compliance Officer

Risk Registers

A Risk Register is maintained for all areas of the business. The Risk Committee considers all risks identified and evaluates the effectiveness of mitigating actions proposed. Significant risks are communicated to the Board Audit and Compliance Committee and the Board of Directors where appropriate. The Risk Register is also used to determine areas of focus for the Internal Audit function.

B.4 Internal control system

Internal Control System

The Board Audit and Compliance Committee has ultimate responsibility for ensuring the Internal Control System operated by the Company is adequate and effective. To do this, the Committee uses the following key inputs:

- Results of the ORSA
- Findings of the Internal Audit function
- Findings of the Risk & Compliance Committee
- Legal and Regulatory requirements

Audit and Compliance Committee

Members of the Audit and Compliance Committee are:

J Ellis	Chair & Non-Executive Director
C Oddy	Non-Executive Director

The key business functions performed by the Audit and Compliance Committee are described below:

Compliance Function

The Audit and Compliance committee is responsible for ensuring the business appropriately manages its regulatory risks and complies with all regulations which fall within the scope of the Company's activities.

Statutory Reporting & Internal Audit

The Audit and Compliance Committee assists the Board of Directors in ensuring the integrity of the Company's financial statements. It also assists the Risk Committee in directing the focus of Internal Audit activities and reviewing the results of work performed to ensure business risks are sufficiently mitigated.

Remuneration Committee

Members of the Remuneration Committee are:

J Ellis	Chair & Non-Executive Director
J Brown	Non-Executive Director

The Remuneration Committee is responsible for determining and overseeing the remuneration of the organisation's executive team and employees, including performance-related bonuses. Specifically, the committee's responsibilities include:

Setting Salaries and Benefits: The committee determines the salaries and other benefits provided to the executive team.

Approving Annual Pay Increases: It agrees upon the annual pay increase rates applicable to all employees within the firm.

Performance-Related Bonuses: The committee oversees the allocation of bonuses to executive directors based on the achievement of objectives set during annual performance reviews.

Nominations Committee

Members of the Nominations Committee are:

J Brown	Chair & Non-Executive Director
A Healy	Chief Executive (Appointed 1 March 2025)
J Ellis	Non-Executive Director

The Nominations Committee plays a crucial role in maintaining effective governance and leadership within the organisation. Its primary responsibilities include:

- **Board Composition and Competence:** The committee ensures the Board possesses the necessary knowledge and skills to achieve the company's objectives.
- **Executive and Non-Executive Appointments:** It makes recommendations to the Board regarding the appointment of both Executive and Non-Executive Directors, ensuring that recruitment decisions align with the company's long-term strategy.
- **Succession Planning:** The committee is responsible for maintaining an effective succession plan to ensure continuity in leadership and governance.

Investment Committee

Members of the Investment Committee are:

C Oddy	Chair
A Healy	Chief Executive
A Roberts	Finance & IT Director

The Investment Committee provides strategic oversight of Medicash's investment portfolio, ensuring it supports the Group's long-term objectives and complies with regulatory and ethical standards. Its key responsibilities include:

- **Portfolio Oversight:** Monitoring investment performance against benchmarks and ensuring alignment with the Statement of Investment Principles and risk appetite.
- **Risk & Compliance:** Identifying key investment risks and ensuring compliance with policies, regulations, and ESG principles.
- **Manager Review:** Conducting regular due diligence and benchmarking of the investment manager.

Committee members are appointed by the Nominations Committee and bring expertise in investment, finance, and compliance.

B.5 Internal Audit Function

The Risk Committee agrees an audit testing plan each year and this is implemented by the Internal Audit Team. A separate audit schedule is prepared for IT controls and data processing in line with ISO 27001 guidance. The results of both the Internal Audit and IT Internal Audit activities are presented to the Risk Committee at each meeting with any remedial actions agreed by the Committee. Significant risks and the relevant tests carried out during the year are communicated to the Audit and Compliance Committee who also assist in determining areas of focus and agreeing mitigating actions.

B.6 Actuarial Function

Overall responsibility for the Actuarial function is held by the Finance & IT Director with assistance provided by a third party actuary where deemed appropriate. Third party actuarial services are sought for assistance in the following areas:

- Appropriateness of Technical Provisions under Solvency UK
- Appropriateness of assumptions used in calculating the Solvency Capital Requirement (SCR) and Minimal Capital Requirement (MCR)
- Assistance in populating the Quantitative Reporting Templates (QRTs) for Solvency UK reporting.
- Preparation of sections D and E of the Solvency and Financial Condition Report
- Stress test scenarios applied as part of the annual ORSA review

B.7 Outsourcing

The Board of Directors is responsible for entering into outsourcing arrangements which would be classified as a material business activity. Due diligence is carried out prior to any outsourcing agreement being signed and all risks are considered in detail.

Material business activities which are outsourced include the management of the Company's investment portfolio which is managed on a discretionary basis by an external investment manager, Rathbone Investment Management Limited. Rathbone has the authority to make the day-to-day-investment decisions whilst operating within approved investment guidelines set by the Board. Day to day management of the investment property One Derby Square (where Medicash is headquartered) is outsourced to CBRE, a property management company.

B.8 Any other information

There is no other material information to report in respect of the organisation's system of governance over the reporting period.

Section C – Risk Profile

The Company is exposed to the following risks:

C.1 Underwriting Risk

The risk associated with the Company's insurance contracts is that the claims allowable under the terms of the contract may exceed the premiums received.

When creating bespoke plans for corporate customers, an assessment is made as to future expected claims. Where historical claims data is made available to the Company, the level of risk is reduced significantly. The key consideration when writing such business is to assess the potential for a change in the number of lives covered for that particular customer and how that might affect future claims behaviour.

Where no historical claims data is available, the Company is exposed to a higher degree of risk. While large corporate contracts with no previous claims data present the potential for material losses to be realised, experience shows that the higher the number of lives covered the lesser the degree of variation from standard claim statistics. Customers with a smaller membership base therefore carry a higher degree of risk of claims being outside standard statistics, however any such instances would not be of a material nature. The industry the customer operates in is a key factor when writing bespoke business where no claims data is available.

Corporate contracts of a material nature are always assessed individually and are not written onto standard corporate cash plans. All corporate contracts are reviewed on an annual basis with adjustments made to premiums where necessary at renewal.

Business for individual customers is underwritten on a community pricing basis whereby premiums are consistent for all policyholders and the performance of the book of business is assessed as a whole. The risk of claims exceeding premiums on an individual basis is therefore offset by continuous monitoring of the performance of the entire book. Where claims across the book of business begin to exceed the required threshold, premiums or plan benefits are adjusted for all lives covered on that particular cash plan. No loss on an individual contract could be of a material nature.

i. Frequency and Severity of Claims

Claims from cash plans are typically high frequency and low severity. Claims from an individual policyholder tend to be higher frequency in the first few months of their benefit year. As the policyholders remaining allowance reduces the frequency of claims reduces. A small increase in claims frequency in the last month of the policyholders benefit year before their allowances are reset is also common.

ii. Sources of Uncertainty in the estimation of Future Claim Payments

The adjustment made to the provision for outstanding claims in respect of new business written during the year assumes that the claims behaviour of new customers will be consistent with existing customers. In order to ensure the suitability of this assumption, a historical trend analysis is performed to identify claim patterns over a number of years. Any significant variations are investigated thoroughly by management with further amendments made to provisions where necessary.

iii. Process used to decide on Assumptions

The assumptions used in calculating the provision for outstanding claims are reviewed by a third-party actuary. The actual value of claims received after the year end is also analysed against the provision held at the year end date to ensure the assumptions continue to be appropriate.

iv. Sensitivity Analysis

The following variances have been calculated when comparing the prior year provision with claims received post year end for the last five years:

	Claims Provision	Claims received post year end	Over / (Under) Provision	Over / (Under) Provision
	£'000	£'000	£'000	%
Year ending 31 December 2023	2,605	2,535	70	2.7%
Year ending 31 December 2022	2,026	2,176	(150)	(7.4%)
Year ending 31 December 2021	1,839	1,718	121	6.6%
Year ending 31 December 2020	1,891	1,510	381	20.1%
Year ending 31 December 2019	1,778	1,616	162	9.1%

The maximum variance between the year end claims provision and the actual value of claims received post year end in the last 5 years has been 20.1%. An under or over provision of the same value in the current year would equate to an impact of £578,000 on the profit before tax figure.

C.2 Market Risk

The Company holds a significant investment portfolio and is therefore subject to a level of market risk (including interest rate risk, equity price risk and currency risk) associated with its portfolio and investment income. We also holds time deposits, cash and trade receivables which are exposed to both credit and liquidity risk.

i. Interest Rate Risk

Interest rate risk arises primarily from investments in fixed interest securities and amounts held on deposit. If the interest rates had increased/decreased by 100 basis points, then the profit for the year would increase/decrease by £59,000.

ii. Equity Price Risk

The Company is exposed to equity securities price risk as a result of its holding in equity investments, classified as financial assets at fair value through profit or loss. As stated previously, our portfolio of equity investments is managed on a discretionary basis by an external investment manager, Rathbone Investment Management Limited, which has the authority to make day-to-day investment decisions whilst operating within approved investment guidelines set by the Board of Directors. We mitigate equity price risk by monitoring the performance of each asset class within the portfolio against the most suitable index comparators below and we ensure the board-approved investment guidelines are adhered to.

Asset class	Benchmark Index
UK equity shares	UK FTSE All Share
Overseas equity shares	FT/SP World (excl. UK)

If equity market indices were to increase/decrease by 20%, with all other variables held constant, and all our equity investments moved according to the historical correlation with the index, the profit for the year would increase/decrease by £7.1m based on equities held at 31 December 2024.

iii. Currency Risk

The Company is exposed to foreign exchange risk as a result of its holdings in equity and debt securities which are not in the entity's functional currency. If the pound had weakened/strengthened by 20% against the US Dollar with all other variables held constant then the profit before tax would have been £2.4m higher/lower. If the pound had weakened/strengthened by 20% against the Euro and Swiss Franc with all other variables held constant then the profit before tax would have been £151,000 higher/lower.

C.3 Credit Risk

Credit risk is the risk that a counterparty will be unable to pay amounts in full when due. The key areas where the Company is exposed to credit risk are:

- amounts held in time deposits and cash
- amounts due from insurance contract holders

We manage the risk associated with time deposits and cash through our treasury policy. We consider the risks associated with trade receivables to be minimal given the exposure is spread thinly over a large number of customers. Robust credit control procedures are in place.

C.4 Liquidity Risk

Liquidity risk is the risk that cash may not be available to pay obligations when they are due at a reasonable cost. The primary liquidity risk to the Company is the obligation to pay claims to policy holders as they fall due. We consider this risk to be minimal given the low volatility in the frequency and value of the claims we receive. We hold considerable cash to meet our obligation to pay claims and we have significant investments in equity shares which could be realised if required.

The majority of the provision for claims outstanding is released within 6 months of the year end date as this is the time limit for claims to be submitted. In exceptional circumstances, we will pay claims outside of the 6 months limit, however the value of such claims would not be material. The entire year end creditor balance is payable within 6 months.

C.5 Operational Risk

The business is exposed to the following operational risks:

i. Maintaining viable and competitively priced products

The Company operates in a highly competitive market, particularly in terms of price, service and products. This can create downward pressure on margins and coupled with the risk that we will not meet policyholders', employers' and intermediaries' expectations. In order to mitigate this risk, we monitor market prices and maintain minimum margin requirements across our product range. Furthermore, we undertake routine market research to understand our customers' expectations and whether their needs are being met.

ii. Reliance on Key Employees

The Company's performance depends to a significant extent on its staff. The loss of key individuals and the inability to recruit people with the right experience and skills could adversely impact our performance. To mitigate these risks, we periodically benchmark our remuneration packages to ensure we remain competitive in the market for talent. Six month notice periods are in place for our senior executives and the Company's succession plan is actively maintained and reviewed annually by the Board Nominations Committee.

iii. Reliance on Key Partners

The Company's performance is heavily dependent upon a number of third parties, including outsourced service providers and intermediaries. We are exposed to potential service disruption of elements of our product offering in the event of the business failure of an outsourced service provider. We mitigate this risk through effective supplier selection and procurement practices supplemented by appropriate insurance coverage. A comprehensive operational resilience policy is in place and the Board reviews the company's operational resilience self- assessment on an annual basis.

We also exposed to an increased risk of churn where policyholders have been introduced by intermediaries. To mitigate this risk, we pas competitive commissions on renewal business and provide a dedicated support team to employers and intermediaries.

iv. Data Protection & Cyber Security

The Company is, like any business, at risk of potential data protection breaches that could lead to loss of customers and regulatory fines. We mitigate this risk through training of staff, best practice recruitment referencing and robust physical and IT security controls over personal data, supplier selection and procurement practices. The Company holds ISO 27001 accreditation and has a comprehensive Cyber Security insurance policy.

v. Business Continuity

An operational resilience policy is in place and the Board reviews the company's operational resilience self-assessment on an annual basis. Comprehensive Business Continuity and Disaster Recovery plans are in place. As demonstrated during the pandemic, all staff with the exception of our printing and dispatch team are able to work remotely. We have access to printing facilities at a third-party site with the appropriate number of desks for the printing and dispatch team in the event our head office could not be accessed.

C.6 Other material risks

All material risks have been reported above.

C.7 Any other information

There is no other material information to report in respect of the Company's risk profile over the reporting period.

Section D - Valuation for Solvency Purposes

D.1 Assets

Assets have been valued in accordance with the valuation rules for Solvency UK firms set out in the PRA's Rulebook, which require that the assets are valued at the amount for which they could be exchanged between knowledgeable willing parties in an arms' length transaction.

The value of the assets is shown below:

Value of the assets (£000)	31 December 2024	31 December 2023
Gilts	1,985	2,574
Other fixed interest	3,818	3,790
Equity & Collectives	31,789	28,210
Property	12,154	12,090
Cash and deposits	5,731	526
Commercial mortgages	-	-
Loans	-	-
Other assets	1,646	4,279
Pension scheme surplus	863	1,491
Total admissible assets	57,987	52,959

The listed investments are included at market value.

The total value of investments includes a £36,000 investment in the British Health Care Association, which is not listed. The value calculated in the financial statements has been used.

Cash and deposits are valued at face value.

The pension scheme surplus is shown at the value calculated in the financial statements.

Other assets are shown at the value calculated in the financial statements.

There are no listed investments which are not held on an active regulated market.

There are no leasing arrangements or material deferred tax assets.

There are no related undertakings falling within the scope of Solvency UK, however the financial statements of the Company include the results of the following four entities:

- I. 365 Technical Consultancy Ltd, an IT support and consultancy provider.
- II. The Medicash Foundation - a registered charity.
- III. Health @ Work Consultancy Services Limited - a provider of health, wellbeing and safety training and the proprietor of the Workplace Wellbeing Charter accreditation scheme.
- IV. One Derby Square Limited – a property investment company

There has been no significant exercise of judgement in arriving at the values shown.

The only intangible assets relate to software and licenses which amount to £148,000.

The total assets are the same as the total value shown in the financial statements apart from the following differences:

- I. Exclusion of intangible assets totalling £148,000 as per Solvency UK requirements
- II. Exclusion of certain prepayments not eligible for solvency purposes totalling £803,000

D.2 Technical Provisions

The following table summarises the technical provisions:

Technical provisions (£000)	31 December 2024	31 December 2023
Premiums provision	1,467	1,108
Claims provision	2,874	2,605
Total best estimate liabilities	4,341	3,713
Risk margin	620	563
Total technical provisions	4,961	4,276

Methodology

The components of the best estimate liabilities have been calculated as follows:

- I. A 'premiums provision' representing the total amount of claims and expenses expected to be incurred in future periods by the amount of unearned premiums at the valuation date.
- II. A 'claims provision' representing the best estimate of claims and expenses that have already been incurred at the valuation date. This includes claims which have been reported at the valuation date but not yet settled, and also claims that have been incurred at the valuation date but not yet reported.

Premiums Provision

The premiums provision is calculated by applying the average claims ratio experienced by the Company to the amount of unearned premiums at the valuation date. This assumes that all of the contracts represented by the unearned premiums will remain in force for the periods covered by premiums paid in advance which, on average, is half of one month since the majority of contracts are renewable monthly.

An additional amount is added to the premiums provision to allow for the expenses associated with the premiums provision. This is calculated by applying the average expenses ratio to the amount of unearned premiums.

The calculation of the premiums provision is equal to the unearned premium reserve shown in the financial statements multiplied by the sum of the average claims ratio and the average expense ratio. As these are generally close to 100% the calculated premiums provision for Solvency UK purposes is taken to be the unearned premium reserve shown in the financial statements, unadjusted.

The calculation of the premiums provision is reviewed on an annual basis and will be changed as considered necessary.

Claims Provision

The claims provision is usually based on historical claims rate information adjusted for changes in volumes of business written during the year. Given the short tail nature of liabilities, discounting is not considered necessary as all claims are expected to be settled within 26 weeks of the treatment date.

A provision for claims expenses is made which is an estimate of the costs of handling the incurred claims represented by the claims provision. This is based on recent actual costs of the claims handling department.

The calculation of the claims provision is reviewed on an annual basis and will be changed as considered necessary.

Risk Margin

The risk margin is calculated for the business as a whole. It represents the cost of providing the Solvency Capital Requirement ("SCR") excluding diversifiable market risk for the run-off of the business using the required cost of capital rate of 4%. There is no requirement to split the risk margin by line of business as there is only one type of business written.

The value of the risk margin is calculated using the simplified assumption that the amount of the SCR excluding diversifiable market risk will reduce in line with the run-off of the best estimate liabilities. As the business written by the Company has an extremely short duration this calculation simplifies to a projection of one year. The projected value is then discounted using the appropriate rate from the risk-free yield curve.

Assumptions

The calculation of the best estimate liabilities uses realistic assumptions based on actual claims and expense experience.

D.3 Other Liabilities

The Company has current liabilities of £4,551,000. These consist of creditors, including taxation and social security, plus accruals and deferred tax. The largest creditor relates to taxation and social security of £2,062,000. The value used for valuation purposes is the same as that shown in the financial statements.

D.4 Alternative methods for valuation

No alternative valuation methods have been employed.

D.5 Any other information

With any modelling exercise there will be an underlying level of uncertainty present. Uncertainty arises primarily from the data being used, the choice of assumptions, and from the choice of model.

The data used has been checked to mitigate the risk that errors may materially affect the valuation result. Data is also reviewed over time to check for consistency between different time periods.

Assumptions may be demographic or economic and are set using historical experience and the current market environment and expectations. Actual and emerging experience is reviewed against expectations at least annually and more frequently if necessary. The results of these analyses are fed into the assumption setting process for the valuation.

The model used is tested to mitigate the risk that errors may materially affect the valuation. The choice of model is made so as to comply with the regulations whilst ensuring an efficient process and some simplifications may be necessary to achieve this.

There are no differences between the valuation for solvency purposes and the values that are shown in the financial statements other than the inclusion of the risk margin of £620,000 in the valuation for solvency purposes.

No use has been made of either a matching adjustment or volatility adjustment.

No use has been made of the transitional provisions for risk-free interest rates.

No use has been made of transitional deductions from technical provisions.

There are no reinsurance arrangements in force.

Section E - Capital Management

E.1 Own Funds

The Company's business strategy is reviewed and re-defined on at least a three-yearly basis, more frequently if appropriate. One of the key inputs of the business strategy review is the ORSA which is discussed in section B of this report.

The Company is a non-life health cash plan provider whose Own Funds are made up entirely of retained profits from policyholders which have arisen from historical underwriting and investment surpluses. All capital is Tier 1 and there are no restrictions on the Company's Own Funds to support the MCR or SCR. There have been no significant changes in Own Funds over the reporting period. Own Funds are shown in the following table:

Own Funds (£000)	31 December 2024	31 December 2023
Total admissible assets	57,987	52,959
Technical provisions	4,961	4,276
Other liabilities	4,551	3,608
Total liabilities	9,512	7,884
Own Funds	48,475	45,075

There are no restrictions on the use of Own Funds.

The main reason for the increase in Own Funds in 2024 is the increase in the value of the Company's investments.

There are no material differences between the equity in the Company's financial statements and the free capital for solvency purposes other than:

- I. the £908,000 shown in the financial statements for intangible assets and certain prepayments,
- II. the risk margin of £620,000.

There are no items of Own Funds subject to a transitional arrangement.

There are no items of ancillary Own Funds.

There are no deductions from Own Funds and no restrictions on availability and transferability.

E.2 Solvency Capital Requirement and Minimum Capital Requirement

The Company uses the Standard Formula to calculate its Solvency Capital Requirement.

The SCR at 31 December 2024 was £30,026,000 (2023: £25,312,000). This figure is subject to supervisory assessment.

The SCR split by risk module is shown in the following table:

£000	31 December 2024	31 December 2023
Market risk	20,736	16,456
Counterparty default risk	522	702
Health underwriting risk	14,318	13,160
Diversification benefit	(7,418)	(6,587)
Basic SCR	28,157	23,730
Operational risk	1,868	1,581
Solvency Capital Requirement	30,026	25,312

The Company's surplus funds after capital requirements are shown in the following table:

	31 December 2024	31 December 2023
Own Funds	48,475	45,075
Solvency Capital Requirement	30,026	25,312
Surplus funds	18,449	19,763

The Company has not adopted any of the allowable Standard Formula simplifications set out in the regulations for the SCR calculation and does not use any undertaking-specific parameters.

The Minimum Capital Requirement is the minimum amount of capital that an insurer must hold. It is calculated using a linear formula and must lie between 25% and 45% of the SCR after management actions have been allowed for. It has an 'absolute floor' of £2.4m. The Company's MCR is calculated as 25% of the SCR which equates to £7,506,000 at the reporting date.

E.3 Differences between the standard formula and any internal model used

The Company does not use an internal model.

E.4 Non-compliance with the Minimum Capital Requirement and non-compliance with the Solvency Capital Requirement

The Company has complied with the SCR and the MCR throughout the reporting period.

E.5 Any other information

The Company's pension scheme surplus has been calculated in accordance with FRS 102 accounting standards. There are no restrictions on the pension surplus.

There are no restrictions on the transferability of investments in subsidiaries to the Company

Medicash Health

Solvency and Financial Condition Report

Disclosures

31 December

2024

(Monetary amounts in GBP thousands)

General information

Entity name	Medicash Health Benefits Limited
Entity identification code and type of code	LEI/213800EB97ZPYHNQZD59
Type of undertaking	Non-life undertakings
Country of incorporation	GB
Language of reporting	en
Reporting reference date	31 December 2024
Currency used for reporting	GBP
Accounting standards	Local GAAP
Method of Calculation of the SCR	Standard formula
Matching adjustment	No use of matching adjustment
Volatility adjustment	No use of volatility adjustment
Transitional measure on the risk-free interest rate	No use of transitional measure on the risk-free interest rate
Transitional measure on technical provisions	No use of transitional measure on technical provisions

List of reported templates

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IR.02.01.02 - Balance sheet

IR.05.02.01 - Premiums, claims and expenses by country: Non-life insurance and reinsurance obligations

IR.05.04.02 - Non-life income and expenditure : reporting period

IR.17.01.02 - Non-Life Technical Provisions

IR.19.01.21 - Non-Life insurance claims

IR.23.01.01 - Own Funds

IR.25.04.21 - Solvency Capital Requirement

IR.28.01.01 - Minimum Capital Requirement - Only life or only non-life insurance or reinsurance activity

IR.02.01.02

Balance sheet

		Solvency II value
		C0010
Assets		
R0030	Intangible assets	
R0040	Deferred tax assets	
R0050	Pension benefit surplus	863
R0060	Property, plant & equipment held for own use	104
R0070	Investments (other than assets held for index-linked and unit-linked contracts)	49,642
R0080	<i>Property (other than for own use)</i>	12,050
R0090	<i>Holdings in related undertakings, including participations</i>	0
R0100	<i>Equities</i>	21,050
R0110	<i>Equities - listed</i>	21,015
R0120	<i>Equities - unlisted</i>	36
R0130	<i>Bonds</i>	5,803
R0140	<i>Government Bonds</i>	1,985
R0150	<i>Corporate Bonds</i>	3,818
R0160	<i>Structured notes</i>	0
R0170	<i>Collateralised securities</i>	0
R0180	<i>Collective Investments Undertakings</i>	10,739
R0190	<i>Derivatives</i>	
R0200	<i>Deposits other than cash equivalents</i>	0
R0210	<i>Other investments</i>	0
R0220	Assets held for index-linked and unit-linked contracts	
R0230	Loans and mortgages	0
R0240	<i>Loans on policies</i>	0
R0250	<i>Loans and mortgages to individuals</i>	
R0260	<i>Other loans and mortgages</i>	
R0270	Reinsurance recoverables from:	0
R0280	<i>Non-life and health similar to non-life</i>	0
R0315	<i>Life and health similar to life, excluding index-linked and unit-linked</i>	
R0340	<i>Life index-linked and unit-linked</i>	
R0350	Deposits to cedants	0
R0360	Insurance and intermediaries receivables	1,435
R0370	Reinsurance receivables	
R0380	Receivables (trade, not insurance)	
R0390	Own shares (held directly)	
R0400	Amounts due in respect of own fund items or initial fund called up but not yet paid in	0
R0410	Cash and cash equivalents	5,732
R0420	Any other assets, not elsewhere shown	210
R0500	Total assets	57,987

		Solvency II value
		C0010
Liabilities		
R0505	Technical provisions - total	4,961
R0510	<i>Technical provisions - non-life</i>	4,961
R0515	<i>Technical provisions - life</i>	0
R0542	Best estimate - total	4,341
R0544	<i>Best estimate - non-life</i>	4,341
R0546	<i>Best estimate - life</i>	
R0552	Risk margin - total	620
R0554	<i>Risk margin - non-life</i>	620
R0556	<i>Risk margin - life</i>	
R0565	Transitional (TMTP) - life	
R0740	Contingent liabilities	
R0750	Provisions other than technical provisions	268
R0760	Pension benefit obligations	
R0770	Deposits from reinsurers	
R0780	Deferred tax liabilities	152
R0790	Derivatives	
R0800	Debts owed to credit institutions	
R0810	Financial liabilities other than debts owed to credit institutions	470
R0820	Insurance & intermediaries payables	
R0830	Reinsurance payables	
R0840	Payables (trade, not insurance)	109
R0850	Subordinated liabilities	0
R0860	<i>Subordinated liabilities not in Basic Own Funds</i>	
R0870	<i>Subordinated liabilities in Basic Own Funds</i>	0
R0880	Any other liabilities, not elsewhere shown	3,553
R0900	Total liabilities	9,512
R1000	Excess of assets over liabilities	48,475

IR.05.02.01

Premiums, claims and expenses by country: Non-life insurance and reinsurance obligations

	C0010	C0020	C0030	C0040	C0050	C0060	C0070
	Home Country	Top 5 countries (by amount of gross premiums written) - non-life obligations					Total Top 5 and home country
R0010	C0080	C0090	C0100	C0110	C0120	C0130	C0140
Premiums written							
R0110	Gross - Direct Business	64,598					64,598
R0120	Gross - Proportional reinsurance accepted						0
R0130	Gross - Non-proportional reinsurance accepted						0
R0140	Reinsurers' share						0
R0200	Net	64,598					64,598
Premiums earned							
R0210	Gross - Direct Business	61,742					61,742
R0220	Gross - Proportional reinsurance accepted						0
R0230	Gross - Non-proportional reinsurance accepted						0
R0240	Reinsurers' share						0
R0300	Net	61,742					61,742
Claims incurred							
R0310	Gross - Direct Business	46,974					46,974
R0320	Gross - Proportional reinsurance accepted						0
R0330	Gross - Non-proportional reinsurance accepted						0
R0340	Reinsurers' share						0
R0400	Net	46,974					46,974
R0550	Net expenses incurred						0

IR.05.04.02

Non-life income and expenditure : reporting period

Non-life insurance and accepted proportional reinsurance obligations										Accepted non-proportional reinsurance				Annuities stemming from non-life insurance contracts	Annuities stemming from non-life accepted reinsurance contracts		
General liability insurance				Credit and suretyship insurance	Legal expenses insurance	Assistance	Miscellaneous financial loss	Health	Casualty	Marine, aviation and transport	Property						
Employers Liability	Public & products Liability	Professional Indemnity	Other general liability									C0190	C0200	C0210	C0220	C0230	C0240
Income																	
Premiums written																	
R0110	Gross written premiums																
R0111	Gross written premiums - insurance (direct)																
R0113	Gross written premiums - accepted reinsurance																
R0160	Net written premiums																
Premiums earned and provision for unearned																	
R0210	Gross earned premiums																
R0220	Net earned premiums																
Expenditure																	
Claims incurred																	
R0610	Gross (undiscounted) claims incurred																
R0611	Gross (undiscounted) direct business																
R0612	Gross (undiscounted) reinsurance accepted																
R0690	Net (undiscounted) claims incurred																
R0730	Net (discounted) claims incurred																
Analysis of expenses incurred																	
R0910	Technical expenses incurred net of reinsurance ceded																
R0985	Acquisition costs, commissions, claims management costs																
Other expenditure																	
R1140	Other expenses																
R1310	Total expenditure																

IR.19.01.21
Non-Life insurance claims

Total Non-life business

Z0020 Accident year / underwriting year

Gross Claims Paid (non-cumulative)																
(absolute amount)																
Year	C0010	C0020	C0030	C0040	C0050	C0060	C0070	C0080	C0090	C0100	C0110	C0170	C0180			
	0	1	2	3	Development year					6	7	8	9	10 & +	In Current year	Sum of years (cumulative)
R0100	Prior												0	0	0	0
R0160	-9	16,427	1,633	7	1	0	0	0	0	0	0	0	0	0	0	18,068
R0170	-8	17,114	1,523	2	2	1	0	0	0	0	0	0	0	0	0	18,642
R0180	-7	17,382	1,493	3	1	0	0	0	0	0	0	0	0	0	0	18,879
R0190	-6	18,528	1,542	3	0	0	0	0	0	0	0	0	0	0	0	20,074
R0200	-5	20,206	1,518	5	1	1	0	0	0	0	0	0	0	0	0	21,731
R0210	-4	14,824	1,369	7	2	0	0	0	0	0	0	0	0	0	0	16,201
R0220	-3	20,979	1,616	5	1	0	0	0	0	0	0	1	0	0	1	22,602
R0230	-2	26,003	2,032	6	0	0	0	0	0	0	0	6	0	0	6	28,040
R0240	-1	34,932	2,380	0	0	0	0	0	0	0	0	2,380	0	0	2,380	37,313
R0250	0	41,437	0	0	0	0	0	0	0	0	0	41,437	0	0	41,437	41,437
R0260												43,824			43,824	242,986

Gross Undiscounted Best Estimate Claims Provisions														
(absolute amount)														
Year	C0200	C0210	C0220	C0230	C0240	C0250	C0260	C0270	C0280	C0290	C0300	C0360		
	0	1	2	3	Development year					6	7	8	9	10 & +
R0100	Prior												0	0
R0160	-9	0	0	0	0	0	0	0	0	0	0	0	0	0
R0170	-8	0	0	0	0	0	0	0	0	0	0	0	0	0
R0180	-7	0	0	0	0	0	0	0	0	0	0	0	0	0
R0190	-6	0	0	0	0	0	0	0	0	0	0	0	0	0
R0200	-5	0	0	0	0	0	0	0	0	0	0	0	0	0
R0210	-4	0	0	0	0	0	0	0	0	0	0	0	0	0
R0220	-3	0	0	0	0	0	0	0	0	0	0	0	0	0
R0230	-2	0	0	0	0	0	0	0	0	0	0	0	0	0
R0240	-1	0	8	0	0	0	0	0	0	0	0	0	0	8
R0250	0	2,866	0	0	0	0	0	0	0	0	0	0	0	2,866
R0260														2,874

IR.19.01.21.22			
Gross premium			
	C0570	C0580	
	Gross earned premium at reporting reference date	Estimate of future gross earned premium	
R0160	N-9	0	0
R0170	N-8	0	0
R0180	N-7	0	0
R0190	N-6	0	0
R0200	N-5	0	0
R0210	N-4	0	0
R0220	N-3	0	0
R0230	N-2	0	0
R0240	N-1	0	0
R0250	N	0	0

IR.23.01.01
Own Funds

Basic own funds before deduction for participations in other financial sector as foreseen in article 68 of Delegated Regulation 2015/35

- R0010 Ordinary share capital (gross of own shares)
- R0030 Share premium account related to ordinary share capital
- R0040 Initial funds, members' contributions or the equivalent basic own-fund item for mutual and mutual-type undertakings
- R0050 Subordinated mutual member accounts
- R0070 Surplus funds
- R0090 Preference shares
- R0110 Share premium account related to preference shares
- R0130 Reconciliation reserve
- R0140 Subordinated liabilities
- R0160 An amount equal to the value of net deferred tax assets
- R0180 Other own fund items approved by the supervisory authority as basic own funds not specified above

R0220 Own funds from the financial statements that should not be represented by the reconciliation reserve and do not meet the criteria to be classified as Solvency II own funds

R0290 Total basic own funds after deductions

Ancillary own funds

- R0300 Unpaid and uncalled ordinary share capital callable on demand
- R0310 Unpaid and uncalled initial funds, members' contributions or the equivalent basic own fund item for mutual and mutual - type undertakings, callable on demand
- R0320 Unpaid and uncalled preference shares callable on demand
- R0330 A legally binding commitment to subscribe and pay for subordinated liabilities on demand
- R0340 Letters of credit and guarantees under Article 96(2) of the Directive 2009/138/EC
- R0350 Letters of credit and guarantees other than under Article 96(2) of the Directive 2009/138/EC
- R0360 Supplementary members calls under first subparagraph of Article 96(3) of the Directive 2009/138/EC
- R0370 Supplementary members calls - other than under first subparagraph of Article 96(3) of the Directive 2009/138/EC
- R0390 Other ancillary own funds
- R0400 Total ancillary own funds**

Available and eligible own funds

- R0500 Total available own funds to meet the SCR
- R0510 Total available own funds to meet the MCR
- R0540 Total eligible own funds to meet the SCR
- R0550 Total eligible own funds to meet the MCR

- R0580 **SCR**
- R0600 **MCR**
- R0620 **Ratio of Eligible own funds to SCR**
- R0640 **Ratio of Eligible own funds to MCR**

Reconciliation reserve

- R0700 Excess of assets over liabilities
- R0710 Own shares (held directly and indirectly)
- R0720 Foreseeable dividends, distributions and charges
- R0725 Deductions for participations in financial and credit institutions
- R0730 Other basic own fund items
- R0740 Adjustment for restricted own fund items in respect of matching adjustment portfolios and ring fenced funds
- R0760 Reconciliation reserve**

Total	Tier 1 unrestricted	Tier 1 restricted	Tier 2	Tier 3
C0010	C0020	C0030	C0040	C0050
0	0		0	
0	0		0	
0	0		0	
0		0	0	
0	0			
0		0	0	
0		0	0	
48,475	48,475			
0		0	0	
0				
0	0	0	0	
0				
0				
48,475	48,475	0	0	
0				
0				
0				
0				
0				
0				
0				
0				
0			0	
48,475	48,475	0	0	
48,475	48,475	0	0	
48,475	48,475	0	0	
48,475	48,475	0	0	
30,026				
7,506				
161.44%				
645.77%				
C0060				
48,475				
0				
0				
0				
48,475				

IR.25.04.21

Solvency Capital Requirement

Net of loss absorbing capacity of technical provisions

	C0010
Market risk	
R0070 Interest rate risk	479
R0080 Equity risk	15,575
R0090 Property risk	3,377
R0100 Spread risk	207
R0110 Concentration risk	1,028
R0120 Currency risk	5,344
R0125 Other market risk	
R0130 Diversification within market risk	-5,275
R0140 Total Market risk	20,736
Counterparty default risk	
R0150 Type 1 exposures	353
R0160 Type 2 exposures	203
R0165 Other counterparty risk	
R0170 Diversification within counterparty default risk	-33
R0180 Total Counterparty default risk	522
Life underwriting risk	
R0190 Mortality risk	
R0200 Longevity risk	
R0210 Disability-Morbidity risk	
R0220 Life-expense risk	
R0230 Revision risk	
R0240 Lapse risk	
R0250 Life catastrophe risk	
R0255 Other life underwriting risk	
R0260 Diversification within life underwriting risk	
R0270 Total Life underwriting risk	0
Health underwriting risk	
R0280 Health SLT risk	0
R0290 Health non SLT risk	10,506
R0300 Health catastrophe risk	7,449
R0305 Other health underwriting risk	
R0310 Diversification within health underwriting risk	-3,637
R0320 Total Health underwriting risk	14,318
Non-life underwriting risk	
R0330 Non-life premium and reserve risk (ex catastrophe risk)	
R0340 Non-life catastrophe risk	
R0350 Lapse risk	
R0355 Other non-life underwriting risk	
R0360 Diversification within non-life underwriting risk	
R0370 Non-life underwriting risk	0
R0400 Intangible asset risk	
Operational and other risks	
R0422 Operational risk	1,868
R0424 Other risks	
R0430 Total Operational and other risks	1,868
R0432 Total before all diversification	46,390
R0434 Total before diversification between risk modules	37,444
R0436 Diversification between risk modules	-7,418
R0438 Total after diversification	30,026
R0440 Loss absorbing capacity of technical provisions	
R0450 Loss absorbing capacity of deferred tax	
R0455 Other adjustments	
R0460 Solvency capital requirement including undisclosed capital add-on	30,026
R0472 Disclosed capital add-on - excluding residual model limitation	
R0474 Disclosed capital add-on - residual model limitation	
R0480 Solvency capital requirement including capital add-on	30,026
R0490 Biting interest rate scenario	decrease
R0495 Biting life lapse scenario	

IR.28.01.01

Minimum Capital Requirement - Only life or only non-life insurance or reinsurance activity

Linear formula component for non-life insurance and reinsurance obligations

C0010

R0010	MCR _{NL} Result	3,240
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Net (of reinsurance/SPV) best estimate and TP calculated as a whole	Net (of reinsurance) written premiums in the last 12 months
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C0020

C0030

	C0020	C0030
R0020	4,341	64,598
R0030	0	
R0040	0	
R0050	0	
R0060	0	
R0070	0	
R0080	0	
R0090	0	
R0100	0	
R0110	0	
R0120	0	
R0130	0	
R0140	0	
R0150	0	
R0160	0	
R0170	0	

Linear formula component for life insurance and reinsurance obligations

C0040

R0200	MCR _L Result	0
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Net (of reinsurance/SPV) best estimate and TP calculated as a whole	Net (of reinsurance/SPV) total capital at risk
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C0050

C0060

	C0050	C0060
R0210		
R0220		
R0230		
R0240		
R0250		

Overall MCR calculation

C0070

R0300	Linear MCR	3,240
R0310	SCR	30,026
R0320	MCR cap	13,512
R0330	MCR floor	7,506
R0340	Combined MCR	7,506
R0350	Absolute floor of the MCR	2,400
R0400	Minimum Capital Requirement	7,506