

Message from your CEO

Welcome to the Spring edition of our HealthLinks newsletter.



In this edition we're reflecting on the last year at Phoenix Health; there's so much to celebrate and want to thank you for continuing to choose us as your health insurance partner. We're really happy to share our **2024 Year in Review** with you and invite you to take a look back at all we've been able to achieve together in FY24.

We're excited to announce that our new and improved **Online Member Services Portal** is now live! We've really focused on improving your online experience and are confident that the updates to OMS will make managing your membership and making a claim much quicker and easier.

Winter is now behind us, the weather is warming up and the days are getting longer and we've got the perfect recipe for you. Fresh, fast and full of flavour, give our **Rainbow Cold Rolls** a go!

This year we've been blown away with all of the feedback we've received from our members, and we want to remind you that there is still time to have your say in our **Member Satisfaction Survey**.

On behalf of all of us at Phoenix Health, we would like to thank you for trusting us with your health and wellbeing now and into the future.

We hope you enjoy this edition of HealthLinks!

Sharon

Sharon Waterhouse
Chief Executive Officer

Member Update:

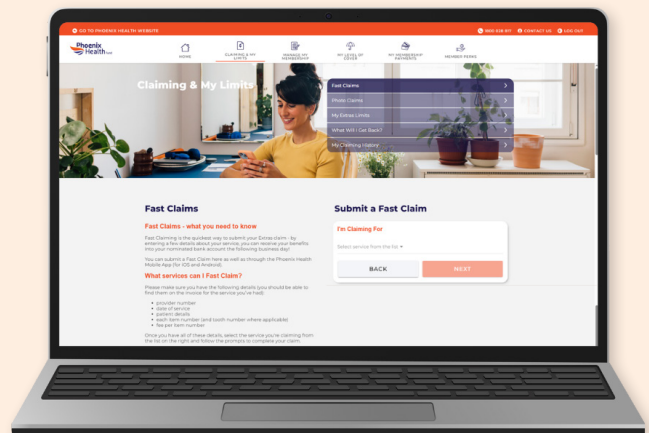
NEW Online Member Services

We've launched the new and improved OMS portal, which means it's now available for you to use!

OMS now has the same functionality as the Phoenix Health Mobile App, making your online experience so much better and managing your membership so much easier.

Included in the updated OMS is the *Fast Claims* feature where by simply entering a few details about your service you can receive your benefit the following business day!

You can *Fast Claim* for a range of commonly used Extras services like Dental, Optical and Physio, so if you don't have your membership card with you at your treatment, we've got your back.



Check out the new OMS for yourself!
members.phoenixhealthfund.com.au

Share your feedback!

MEMBER SATISFACTION SURVEY

We always want you to get the most from your health insurance, and are continually looking for ways to improve the benefits we can offer you. One way we do this is through the feedback you give us, and want to remind you that our 2024 Member Satisfaction Survey is open until 5pm Monday 7 October.

Visit phoenixhealthfund.com.au/member-survey to share your thoughts!

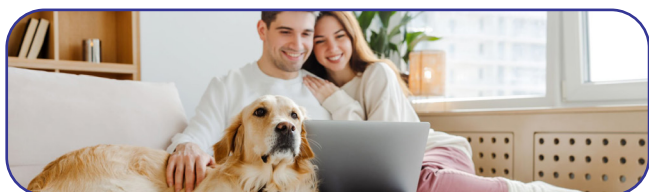
Phoenix Health FY24: Our Year in Review

There's lots to celebrate in FY24!

In FY24 Phoenix Health celebrated 70 years of looking after the wellbeing of our members and were delighted and humbled to receive so many amazing stories from members from their time with Phoenix Health over the years.



Our commitment to delivering quality and affordable health insurance that delivers tangible value continued with initiatives including Phoenix Health Rewards, Health Support Programs and a member discount on travel insurance. We also upgraded the Online Member Service (OMS) Portal to make managing your membership and submitting your claims as quick and easy as possible.



As a not-for-profit health fund, our members are at the heart of everything we do and we were thrilled with all the feedback we've received from you; including a 94% Member Satisfaction Survey result and an award for Best Health Insurance from ProductReview.com.au. Thank you to everyone who has shared feedback with us - not only do we love hearing from you, it also helps us to improve the products and services we can offer you.



Take a look back at FY24 in Year in Review online at phoenixhealthfund.com.au/annual-report

Notice

As required under Corporations Law we hereby notify members that the 2024 Phoenix Health AGM will be held on 23 October 2024 in Newcastle, NSW. For any enquiries please email info@phoenixhealthfund.com.au.

A copy of the 2024 Phoenix Health Annual Report will be available on our website from 1 October 2024.

Eating Seasonally: Rainbow Cold Rolls with Peanut Dipping Sauce

Total prep time: 20 mins | Serves: 12 rolls

Have you ever made your own Cold Rolls? Fast, fresh and full of flavour, they're a perfect spring lunch or dinner option. Plus they're so versatile - you can add your favourite ingredients (or even whatever you have in your fridge)!



What you'll need

For the Rainbow Cold Rolls

- ✓ 12 rice paper wraps
- ✓ 100 grams vermicelli rice noodles, cooked
- ✓ Finely chopped veggies: carrot, red cabbage, yellow capsicum, cucumber
- ✓ Mint and Coriander to taste

For the Peanut Dipping Sauce

- ✓ 3/4 cup peanut butter
- ✓ 1/4 cup rice wine vinegar
- ✓ 3/4 cup soy sauce
- ✓ 3 tbsp honey
- ✓ 1 1/2 tsp fresh ginger (grated or 1/2 tsp ground)
- ✓ 2 cloves garlic
- ✓ 3 tablespoons water

STEP 1 Prepare the wrapper - take a bowl large enough to fit a rice paper in, and fill it with warm water. Take 1 rice paper wrapper and soak it in the water for about 30 seconds until it starts to feel soft. Remove from the water and place on a plate or chopping board.

STEP 2 Fill the wrapper - add noodles and veggies to the bottom third of the wrapper.

STEP 3 Roll it - fold the bottom over the fillings, fold in the sides and then roll it up tight. Practice makes perfect with this step! Repeat with remaining rice paper wrappers.

STEP 4 Make the dipping sauce - whisk all ingredients together until well blended. If your peanut butter is really thick, keep adding small amounts of water until the sauce is the consistency you like.

STEP 5 Enjoy - dip your cold rolls in your peanut dipping sauce and enjoy!

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