

# THE YEAR AT A GLANCE



Number of **permanent employees increased** from 2,593 to **2,676**.



**Total revenue** during the 2016/17 financial year **remained stable** at a level of **R33.34 billion** compared to R33.21 billion



mainly due to a **zero % increase** in the **RAF Fuel Levy**.



The total **amount of claims paid** (incl. net effect of RNYP) **declined by 8%** to **R29.8 billion** from R32.3 billion during the previous financial year.



**202,100 new claims** were received



**209,561 claims** were **finalised**.



More than **54,000 claimants** were engaged through the award-winning 'RAF on the Road' community outreach programme and other RAF promotions and activations.



**376,215 calls** were responded to by the Call Centre compared to 320,027 in the previous financial year.



**Average value per claim decreased** by 18% from R143,127 to **R117,059** during the financial year.



**Claims liabilities increased** by 22% to **R188 billion** from R154 billion in the previous financial year.



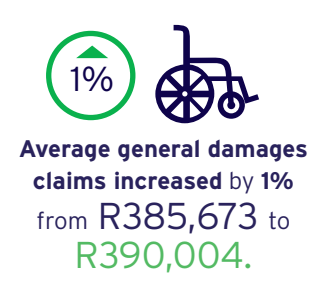
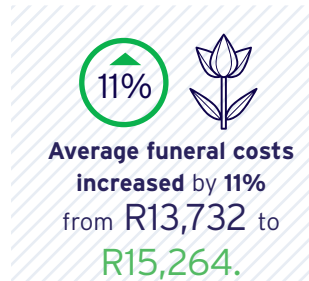
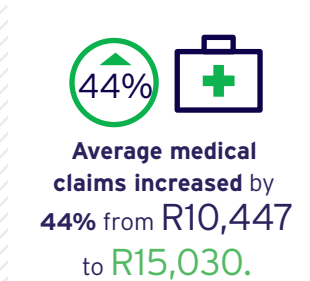
The **number of direct claims originated** increased to **25,797** in the 2016/17 financial year versus 22,524 reported in the 2015/16 financial year, representing an increase of **14.53%** year-on-year.



**Direct claims settlements increased** to **34.41%** in relation to represented claims in the 2016/17 financial year. **15,507** direct personal claims were settled in 2016/17 versus 11,621 in the 2015/16 financial year, representing a **33.44%** increase year-on-year.

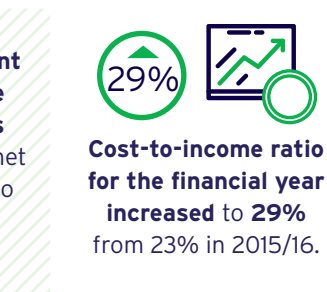


The primary **target of reducing the number of open claims was exceeded**. The number reduced to **173,740** from 184,899 in 2015/16, on the back of increased registrations of new claims.

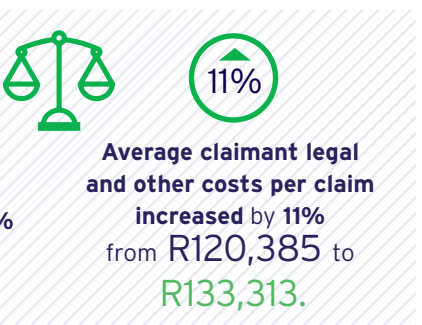
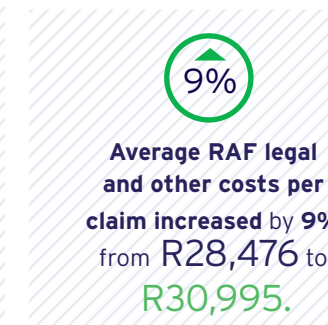


**The Road Accident Fund Amendment Bill was approved** for introduction to Parliament by Cabinet on 2 November 2016.

**The Road Accident Benefit Scheme Bill (RABS) was approved** by Cabinet for introduction to Parliament on 29 March 2017.



Cash expenditure on claims amounted to almost **96%** of the net RAF Fuel Levy. This is due to the **high rate of claims settled**, and payments strictly managed via the RAF's Cash Management Strategy.



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- Awards:**
- Centre for Public Service Innovation: **Winner in the Category: Innovative use of ICT for effective service delivery.** The Fund received the Special Minister's Award for overall achievement at the Third National **Transport Recognition of Service Excellence Awards** Ceremony.
  - The CEO was the winner of the **'Best CEO in Transport'** category at the same ceremony.
  - The Fund received the **First Runner-up Award** for the **'Best Transport Entity'** at the same ceremony.
  - The CIO received the **First Runner-up Award for Outstanding Women in ICT** at the MTN Leadership in ICT Awards Ceremony.

(Statistics represented on this page are in line with numbers and amounts mentioned elsewhere in this report.)