



2021

Condensed

Annual Report

**SOCIAL AND HEALTH INSURANCES
EXECUTING BODY OF ST. MAARTEN (SZV)**

Uitvoeringsorgaan Sociale en Ziektekosten Verzekeringen

"Our very survival depends on our ability to stay awake, to adjust to new ideas, to remain vigilant and to face the challenge of change."

- Martin Luther King Jr.



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FOREWORD

The impact of the COVID-19 pandemic accelerated the digital transformation of SZV. SZV was forced to take decisive actions by reimagining its digital strategies and capturing new opportunities. Traversing this pandemic situation and the resulting economic impact, SZV has prioritized the implementation of agile ways to outmaneuver uncertainty and rise to the occasion in keeping its services to customers and stakeholders operational.

The global uncertainties of recent years and the foresight to acknowledge the demands of a new generation, underpins the importance of the "SZV Beyond 3.0" journey even more in 2021. This journey consists of three major transforming components for the sustainability of the organization, namely Strategy Design, Culture and Leadership, and Business Process Redesign. On this journey, SZV will adapt its approach to mitigating risks by continuing to modify its business processes, identifying opportunities for improved citizen compliance, and flexible, customer-friendly solutions to access services and benefits.

Strengthening our ability to face new socio-economic challenges head-on will not only develop SZV as an exemplary organization but also make sure that the citizens of Sint Maarten have equitable access to the social benefits that are managed by SZV.

Our vision and mission statements are essential for what SZV wants to achieve and how it will be attained. Guided by our core values, SZV employees are set to create a collaborative workplace, which in turn will provide the citizens of Sint Maarten peace of mind and ease of access to our services using state-of-the-art technology.

On behalf of Management,



G.A. Carty,
Director

2021 ANNUAL REPORT

QUICKVIEW



Income:

- * Premium income increased by 6.3% (ANG 11.8M).
- * Investment income: Positive Return on Investments in 2021, amounting to ANG 37.9M

Expenses:

Benefits:

The total benefits increased by 10.4% (ANG 22.4M) in 2021, compared to prior year:

- * Mid-2020 pension legislation changes had full impact on the pension expenses in 2021 (related prior year expenses' effective date was July 1, 2020).
- * Impact of backlogged pension accruals.
- * Increase in medical referral expenses: relaxation of travel restrictions, as well as limited accessibility to cost-efficient destinations for referrals abroad.
- * Increase in healthcare tariffs, medication & laboratory expenses.
- * Higher loss of wages expenses impacted by increased employment registry.
- * Long-term care expenses increased predominantly due to prior year settlement corrections.

Operations:

Administrative expenses increased by 10.8% (ANG 3.0M) in 2021, compared to 2020. Main contributors were:

- * Re-assessment of provisions for 'Duurtetoeslag', corresponding to pension legislation changes in 2020, allowed for a significant reduction in the 2020 expenses, which does not re-occur in 2021.
- * Professional services to facilitate SZV's new strategic approach, and related personnel development.
- * Financial Expenses.
- * Automation and associated depreciation expenses.

There were savings in personnel and accommodation expenses.

General:

- Total 2021 net result of the ZV/OV/FZOG/AVBZ healthcare funds is ANG -51.5M.
- Total 2021 net result of the AOV/AWW pension & Cessantia funds is ANG 29.1M.
- Pending receivable from the Government of Sint Maarten to SZV (Funds) of ANG 73.4M,
- SZV's new strategic approach with the purpose to provide accessible and affordable social and health insurance.
- Implementation of new pension system, LIFETIME.
- Increased digitized & online services.

M = Figures mentioned in million NAf guilders.

Premium collection

- Further cooperation of Tax Office with ATS to be able to audit AOV/AWW and AVBZ.
- Enhanced data analytics to predict business premium payment behavior.
- Increased cooperation with Economic department and CoCI.
- Implement new levy and collection system in the coming years.

Cost containment benefits

- Automating the whole health care Sector (E-health) and enhancing data analytics to improve quality and compliance.
- Further streamlining of Medical Referral process.
- Implementing the price control on pharmaceuticals.
- Improve control of AOV benefits through cooperation with the Tax Office.

Sustainable solutions

- Cooperation with Ministry of VSA regarding implementation of possible Health Care Reform.
- Sending in proposals to Ministry for changes in the current legislation deficiencies.
- Automation of SZV processes and communication channels with customers in order to reduce operational cost.
- Enhance customer experience.

OUR FOUNDATION



We are motivated by our Organization Values. Innovative working practices and solutions will help us achieve our mission. Simplicity and Automation will help optimize internal processes and collaboration across the value chain. Happy and Engaged SZVer's = Happy and Healthy Customers



VISION

Social well-being in the palm of your hand



MISSION

Providing the citizens peace of mind, simplifying access to our services, making use of state-of-the-art technology



FOCUS AREAS

- Customers
- People & Culture
- Chain Collaboration
- Internal Optimization



STRATEGIC OUTCOMES

- Passionate and Empowered SZVer's
- Happy and Healthy Customers
- Financial sustainability and effective use of public funds
- Peace of mind for citizens

WHO WE ARE

Regulation & Services

The Social and Health Insurances Executing Body of Sint Maarten (SZV or USZV, used interchangeably) is an independent administrative body that was established on October 10, 2010, and is charged with the implementation of a number of social insurances established by national ordinance AB2010, GT no.59. The following regulations & services are executed by SZV:

ZV**National Ordinance:**

Sickness Insurance (ZV), Previously P.B. 1966 no. 15, now AB 2013, GT no. 802

OV**National Ordinance:**

Accident Insurance (OV), Previously P.B. 1966 no. 4, now AB 2013, GT no. 801

The Sickness and the Accident funds provide a contribution to the insured for coverage of medical treatments, nursing, disability due to illness, and employees or their survivors who are affected by a company accident.

The premium percentage for the ZV fund is 8.3% for the employers, while the contribution for the employees is 4.2%. For the OV fund, the premium is dependent on the risk class in which the employer is grouped. The premium percentage varies from 0.5% to 5.0%.

FZOG**National Ordinance:**

Medical Expenses Fund for Government Retirees (FZOG), Previously P.B. 1975 no. 249, now AB 2013, GT no. 644

The retired government civil servants, their equivalent and their family members are insured for the costs of medical care through the Medical Expenses Fund for Government Retirees (FZOG).

AVBZ**National Ordinance:**

For General Insurance for Exceptional Medical Expenses (AVBZ), Previously P.B. 1996 no. 211, now AB 2013, GT no. 613

General Insurance for Exceptional Medical Expenses (AVBZ) covers the costs of treatment, nursing and care of individuals who are chronically ill (i.e. an individual who can no longer function independently in society and requires full assistance). The AVBZ premium has been set at 2% (1.5% for the employee and 0.5% for the employer).

AOV**National Ordinance:**

General Old-Age Insurance (AOV), Previously P.B. 1960 no. 83, now AB 2013, GT no. 520

The Old-Age Fund pays a retirement pension that takes effect upon reaching the age of 65 years. The premium percentage for the AOV is 13%, of which 7% is borne by the employer and 6% by the employee.

AWW**National Ordinance:**

Widow/Widower's and Orphans Insurance (AWW), Previously P.B. 1965 no. 194, now AB 2013, GT no. 522

The Widow/Widowers and Orphans Fund pays a pension to the widow/widower as long as she/he has not yet reached the age of 65 years, and to the surviving children until they have reached the age of 15 years (or until the age of 25 years for children engaged in a study program and/or mentally disabled children). The premium percentage for the AWW is 1%, of which 0.5% is borne by the employee and the other 0.5% by the employer.

CESS**National Ordinance:**

(CESS), Previously P.B. 1983 no. 85, now AB 2013, GT no. 529

Cessantia includes a monetary one-time payment, which the employer must pay to its employee upon termination of the employment contract of that employee, not due to a fault of the employee. This payment is based on the number of years of service of the employee. Employers must deposit NAf 40.00 per employee in the Cessantia Fund, annually.

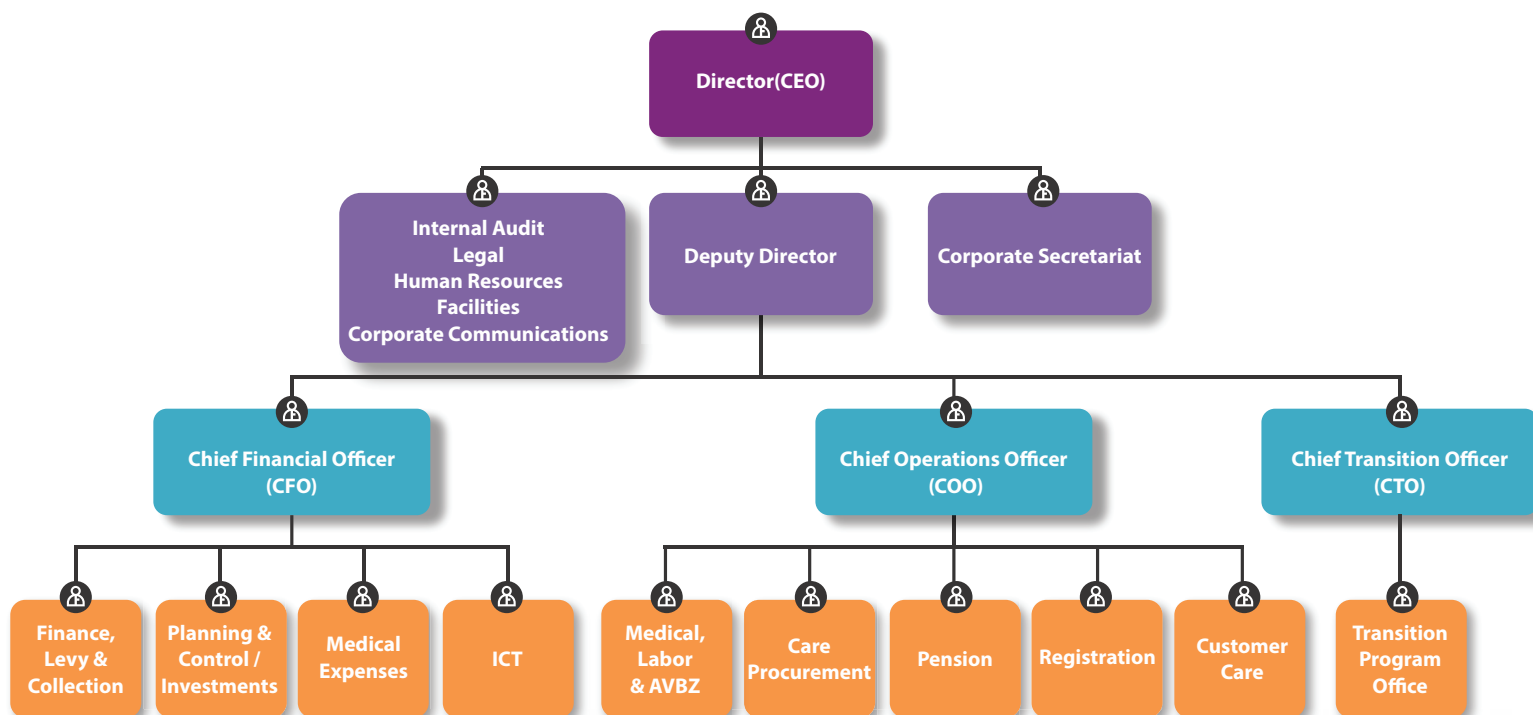
OTHER

SZV provides administration of medical expenses for civil servants, employees of the Court of Justice, and, PP-cardholders.

The organization is charged with other activities on behalf of the country of Sint Maarten, specifically the administration of the medical expenses (Government Medical Expenses Regulation), and acting as a controlling medical advisor.

ORGANIZATIONAL STRUCTURE

STAFFING LEVEL AS AT DECEMBER 31, 2021: 110 FTEs.
The organizational structure of SZV is as follows:



EXECUTIVE TEAM

The Director of SZV is responsible and accountable to the Minister of Public Health, Social Development and Labor (VSA) for the overall management of the organization. The Director, alongside the other members of the Executive Team of SZV, oversees the daily management of operations in order to ensure optimal service to stakeholders.

Executive Team		Function	From	Until
	Mr. G. Carty	Director	December 1, 2014	Present
	Mr. E. Felisie	CFO	September 15, 2014	Present
	Mr. R. Willemsberg	COO	May 1, 2018	Present
	Mrs. P. Boertje	CTO	October 1, 2021	Present

THE SUPERVISORY COUNCIL

Supervision of the management of the funds, the property of SZV, and, general affairs is commissioned to the Supervisory Council (SC). The members are appointed thru national decree for a period of three years. The Supervisory Council is composed of up to seven members, comprising members appointed from the employee circles, employer circles, and other societal circles than those of the employers and employees. The table [Right] illustrates the composition of the Supervisory Council during 2021.

Supervisory Council		Function	Board Term (Start date)	Board Term (End date)
	Mr. D. Williams	Chairman	July 23, 2021	July 22, 2022
	Ms. C. Marica	Vice Chair	July 23, 2021	July 22, 2024
	Mr. W. Johnson	Member	July 23, 2021	July 22, 2023
	Mr. K. Dowling	Member	July 23, 2021	July 22, 2024

BUSINESS DEVELOPMENTS

The year 2021 continues with changes in how the activities and processes of the organization were executed; with focus on an updated strategy for the organization. The pandemic expedited a magnitude of operational developments, digitization, and re-assessment of main activities. The after effects of COVID-19 continue to persist on Sint Maarten, with an unforeseen enduring impact on local economic developments. Financial trends have not yet recovered to pre-pandemic levels.

We aim to structurally improve our services to our customers and stakeholders, supporting our organizational goals outlined in our vision, mission and core values, despite the unforeseen challenges that arose.

SZV'S TRANSITION JOURNEY

About five years ago, most of SZV's processes were still manual. In 2016, SZV took the necessary steps to further digitalize SZV processes to become future proof. This proved challenging due to the after effects of Hurricane Irma.

At the beginning of 2021, SZV embarked on the "SZV Beyond 3.0" journey, which has three components: 'Strategy Design', 'Culture and Leadership', and 'Business Process Redesign'.

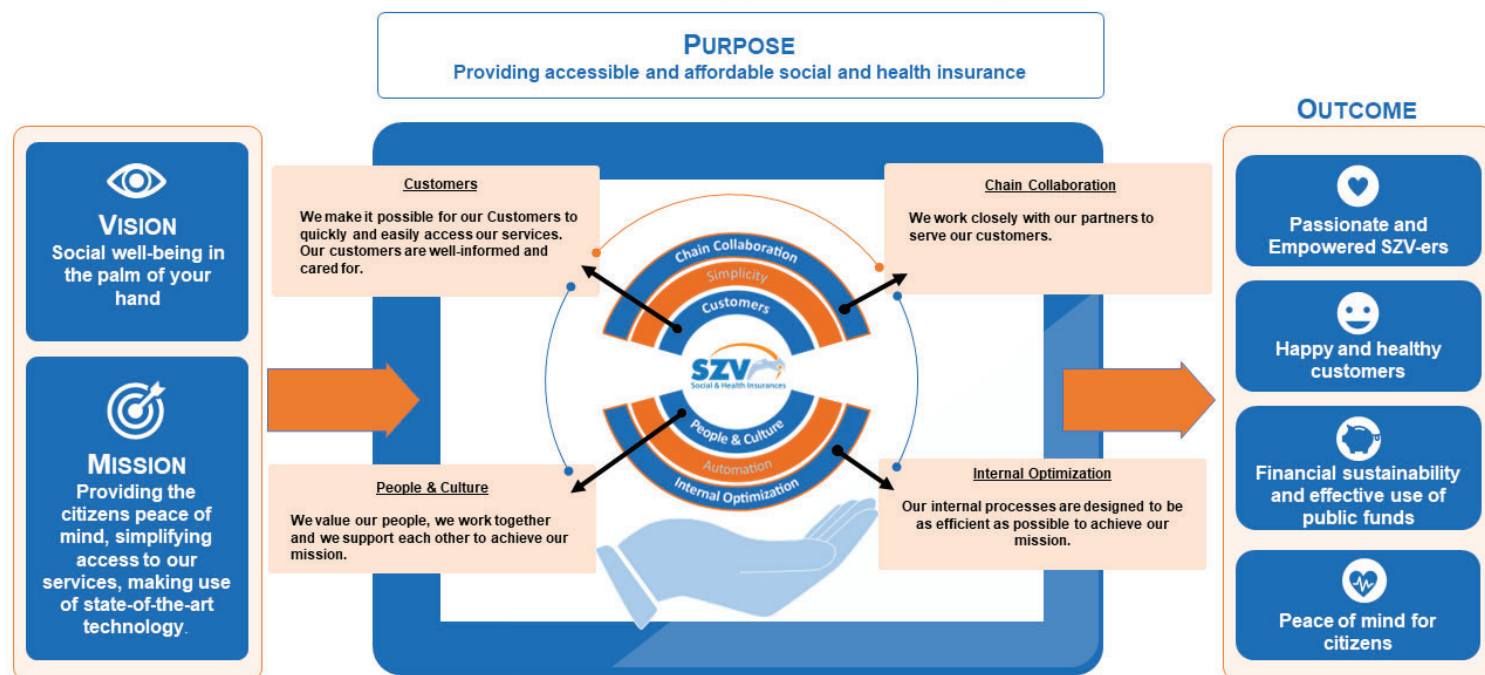
Four Strategic Focus areas were defined during the Strategy Design phase: 'Customer', 'People & Culture', 'Internal Optimization', and 'Chain Collaboration'. Thereafter, a new mission, vision, purpose, and core values were established. This was followed by consultations with SZV's customers, healthcare providers, Sint Maarten Government Ministries, and other stakeholders.

The newly adopted core values are:

- I lead the way
- I love to serve
- I collaborate and work well with others
- I show respect
- I am dependable

Parallel to the Strategy Design, a coaching and leadership program was launched to help the organization embody the new strategy and adopt a new culture.

Our Strategy on a Page



Snapshot of SZV's updated strategy

BUSINESS DEVELOPMENTS cont.

Furthermore, to realize the new strategy, it is necessary to further redesign current processes. Projects, and efforts to digitalize, simplify and streamline processes have been ongoing for several years. To successfully complete the Business Process Redesign and adopt the desired culture, a new strategy in the organization was added: The Transition Program.

The objective of this program is to achieve our mission: **to provide the citizens of Sint Maarten peace of mind by simplifying access to our services and making use of state-of-the-art technology.** We are doing that by (1) implementing the strategy throughout the organization, (2) introducing the desired cultural and organizational changes, and (3) creating an overview, coherence, planning, and prioritization of various projects within the organization.

IMPORTANT DEVELOPMENTS (DIGITIZATION)

What started in March 2020, continued into 2021, where SZV had to abruptly switch its service concept from in-person service desks to a fully digital service provider. SZV remained open and accessible through the following various channels: via phone, email, social media, radio, news outlets, and printed media. SZV adhered to all COVID-19 guidelines, resulting in strict health and safety measures for clients, visitors and staff.

The Customer Care department's service provision drastically changed due to the fact that clients could no longer visit SZV's offices, as was customary. This presented the opportunity for streamlined, adjusted and digitalized services.

Other services that can now be requested online are: obtaining yellow card numbers, glasses coverage requests, medical reimbursements, MRI requests and AOV reimbursements.

In 2021, the Registration department along with the legal department made a policy for the processing of the ZV and OZR clients registered under a house doctor that will retire. The doctor change is a fully automated self-service process for the insured clients, which is available via our MySZV portal or our website.

Registration department also made it possible for employers to print Insurance Status Declaration directly from the Employers Portal for their employees that are requesting a renewal on their work permit from the Labor department.

Communication improvements took shape by launching a dynamic employee Intranet SharePoint platform, introduction of Hybrid & Webinar information session options for our clients, a customized E-newsletter for employers and navigation and messaging upgrades to our website and client portals.

Our annual June Customer Appreciation week, showcased some real client experiences that guided us to drive valuable change in our processes. An example of diversification in our communication channels, is the 'Me & SZV' 45-minute radio show, which became a podcast in 2021, available on Apple, Google and Spotify. The 'Me & SZV' program is for anyone who wants to learn more about the development of the social & health care landscape of Sint Maarten, specifically the ongoing projects and initiatives of SZV.

BUSINESS DEVELOPMENTS cont.

Notable client information campaigns included; switch to Employer Portal for 24/7 access to employer services and requests, MySZV insured client portal awareness, changes in procedures and benefits for AOV and AWW pension recipients, no more checks, preparations for legislative changes to increase ZV/OV wage limits and employer compliance reminders.



The new insured portal – MySZV – continues to be key in the digitization process. MySZV is an online self-service portal for SZV medical insured to access and manage their own personal data that is registered at SZV.

Website: <https://www.szv.sx/info/myszv/>

Furthermore, during 2021, the Financial Administration, Levy and Collection department concentrated on the upgrading of the Employers Portal to meet the demand of the new normal. In the month of April 2021, a total of twelve services rendered to the employer has been launched through the Employers Portal. The employer is able to have access to their account 24/7 in order to submit a request for a specific service and to submit declarations online.

The launching of the online services consists of the employers' requests for a confirmation report, a declaration of compliance with social and health premiums, a payment

agreement, an overview of outstanding premiums, reactivation and deactivation of a company status, employers' mutations, submit an objection, a correction on monthly declaration, loss of wages payable, classification of accident insurance percentage and change of company legal or doing business name. The online interaction and engagement with SZV through the Employers Portal have been fully accepted by the different stakeholders.

The planning is to launch in the first quarter of 2022, the submission of a request for nihil declarations, employer's general inquiry, the SZV bulletin board, and the download of assessments through the Employers Portal. Different departmental working procedures that are expected to increase efficiency and transparency in the financial, levy, and collection sections, have also been reviewed, digitalized, implemented, and under development. Some examples include data analysis of employer's compliance through the use of dashboards, and digitalization of collection policies to stimulate timely collection measures.

ICT ACTIVITIES

The ICT department continues to evolve; innovate and adopt, which are the key components for efficient, and dependable services to SZV's customers. ICT, is leveraging technology to facilitate the digital services provided by the various departments within SZV.

Mid-year 2021, a Business Process Reengineering/Redesign (BPR) initiative was launched; it is the practice of analyzing and redesigning our business processes (all the activities that deliver a particular service) to develop new and fundamental improvements in our operation methods to better support the organization's mission with cost-saving technologies.

As a result of using this technology, the following is currently in place: digital cues for managing requests which will improve turn-around time, decision-supported data, 360 view of customer's profile, inter-department sharing of data, and other core tools used by our staff to further support the organization's digital transformation.

OTHER BUSINESS HIGHLIGHTS

CORPORATE SECRETARIAT

The Corporate Secretariat was restructured to incorporate the sections Secretariat, Legal Affairs and Policy Advisory. The general objective of the Corporate Secretariat is to coordinate the activities of the aforementioned by providing timely advice and support internally as well as liaise with the Supervisory Council of SZV and External Stakeholders (amongst others the Ministries of Public Health, Finance and General Affairs, SMMC, WYCF, MHF, Ombudsman, Healthcare Providers, Law offices).

POLICY ADVISORY

A new section was added to the Corporate Secretariat in 2021, the role of Policy Advising: to review and analyze current policies, develop more effective strategies, and communicate these changes to the (strategic) management team.

LEGAL AFFAIRS

This department provides legal advice on a diverse range of substantive and procedural questions of the law, arising from the administrative functioning of SZV as well as ensuring that official objections and/or appeals, as mentioned in the National Ordinance Administrative Procedure, are properly dealt with by SZV.

In 2021, Legal Affairs registered 36 objections and appeal cases. Most objections are lodged against decisions taken by SZV. A total of 15 court cases (won=12 / lost=3) were filed against SZV. There is a backlog in handling and finalizing fifty (50) Wage Tax Objections. The handling of the WTA objections is executed in collaboration with the Audit Team Sint Maarten and SBAB.

EMPLOYEE DEVELOPMENTS & FACILITIES

The main focus of the HR & Facilities department was providing support and bringing normality to staff during the pandemic. This was done via continuous communication, surveys, updating and implementation of guidelines, and support to Management and staff.

STRATEGIC REPORTING & MONITORING

Reporting, Planning and Control encompasses the preparation of the annual budget and monitoring of the organization's expenses to ensure that they stay within budget parameters, in addition to the coordination of the annual financial audit.

SZV received a "Qualified Opinion for the 2020 financial statement. This is progress compared to prior years, as SZV strives for continual improvement of the quality of its financials and the financial management of the social & health insurance funds.

INTERNAL AUDIT & COMPLIANCE

INTERNAL AUDIT

A risk based Internal Audit plan was established during the year. Part of the assignments in the plan were based on the coordination with the external auditor and risks related to the financial statements, while other assignments were based on identified risks associated with possible inefficiencies and/or irregularities.



OTHER BUSINESS HIGHLIGHTS cont.

CONTROL & INSPECTION (COMPLIANCE)

Since January 2021, the Control & Inspection Department (CID) was transferred from under Internal Audit & Compliance and (temporarily) placed under ATS. Most of the inspections and investigations carried out during 2021 were based on requests from other departments. The number of inspections increased in 2021 compared to previous year.

In 2021, Control & Inspection also continued placing more focus on applying the definition of an employee, as included in the National Ordinances Sickness Insurance and Accident

Insurance respectively, as well as on making sure that employees are registered with the correct salary.

The input of Control & Inspection was once again vital for the increase of the outside presence of SZV and contributed to the increase of premiums as well as the reduction of expenses where it pertains to those that did not have rights to an insurance card.

In 2021, there were no joint inspections in collaboration with departments of the Government. The most common defaults Control & Inspection encountered at companies were:

Companies do not always register and or pay premiums for (all) their employees;

Companies withhold premiums for employees, but do not register these employees with SZV. In some cases, the premiums are paid to SZV while in other cases, the companies keep the withheld premiums;

Companies do not register the commencement and or termination of employees within the stipulated two (2) days as set forth in the National Ordinances Sickness and Accident Insurance. With respect to commencements, the most used argument for the late submission is that they only register employees after the trial period. In addition, companies register employees with later dates to avoid paying the correct premiums;

Companies do not register their employees with their full salaries including all other wage components;

Companies (try to) register persons as employees that do not meet the requirements of an employee as defined in the National Ordinances Sickness and Accident Insurance respectively. This often is done in order to help someone that needs insurance for residency purposes or to help someone that is sick get an insurance card for which they don't qualify based on the law.

WAGE AUDITS

Throughout 2021, wage audits were carried out by the SBAB and ATS Wage Auditors. The number of audits carried out in 2021 increased compared to the previous year. The ATS Wage Auditors also assisted with the preparation, coordination, execution and finalization of the wage audits. This included dealing with assessments, protest letters and appeals.

HEALTHCARE

MEDICAL EXPENSES & DECLARATIONS

In 2021, Medical Expense (ME) department continued to embrace technological advancements within SZV. One of ME's core tasks is the processing of Medical Reimbursement claims; the highlight of this year was taking a fresh look at this process and automation possibilities.



ME considered this to be a real opportunity and possibility of moving Medical Reimbursement claim submissions to the developing MySZV portal. Adding the Medical Reimbursement claims submissions and claims tracking (phase 1) to the MySZV portal for clients' is a building step to efficiency.

The current method of processing and tracking of these claims have proven difficult and has resulted in a more complex and lengthy process. A decision was taken to expedite digitizing various steps in the Medical Reimbursement process. This automation will be executed in phases; allowing stakeholders to experience the benefits of a phased introduction, as each step of the project is completed.

- Phase 1 { Create one central point for claim submissions while providing transparency of the claim's status and digitalize final decision templates.
- Phase 2 { Revamp the Medical Reimbursement process from review to payment; maximize efficiency and digitalizing this change.
- Phase 3 { Create an interactive system for stakeholders.

MEDICAL REFERRALS

During 2021, Medical Referrals expenses overseas displayed an upward trend since the Covid-19 pandemic. Since the closing of the borders to/from Colombia, referrals to Colombia was still not an option as a referring destination. The Medical Department proceeded to refer clients to Curaçao, Panama and the Netherlands.

In 2021, Medical referrals abroad remained stable as can be seen from the table below. The shift of referrals from Columbia to Panama in connection with COVID-19 restrictions, as indicated below is evident.

REFERRALS PER COUNTRY 2019 - 2021			
Country	2019	2020	2021
Aruba	2	0	1
Colombia	888	232	22
Curacao	406	205	253
Dominican Republic	445	50	0
Netherlands	27	21	31
Puerto Rico	13	6	0
Panama	0	0	191
Total	1,781	514	498

A medical referral overseas tender was initiated by SZV in order to be able to offer the best quality of medical care along with the most cost-efficient price. A total of five (5) entities in three countries came out on top, and have been selected to offer their services. Two (2) in the Dominican Republic, two (2) in the Colombian city, Cali, and one (1) in Puerto Rico. These clinics are not unknown to the SZV due to past working experiences.

This tender aligns with SZV objectives of cost containment. The second phase of this process will continue in 2022 with the actual site visits and contract negotiations. As a result of the tender process, SZV has valuable data that can be utilized in the future for benchmarking purposes.

CARE PROCUREMENT

The Care Procurement department in collaboration with external consultancy, was able to realize ongoing projects such as: the RxPro for pharmacies, finalizing the pilot for GP information system OmniHis, the commencement of implementation by two other GP clinics, contracting the preferred pharmaceutical supplier, and prepared the PCCP (Pharmaceutical Cost Containment Program).

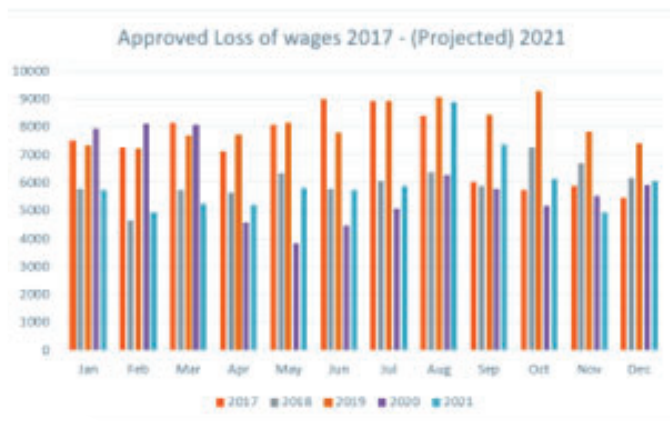
HEALTH CARE cont.

As a follow-up to negotiations that started in 2019, together with SVB Curaçao, AZV Aruba, Transcaring Netherlands and Erasmus MC, a draft agreement was made for future treatment of Sint Maarten patients at the Erasmus Medical Center. The contract was signed by all parties in the second quarter of 2021. The objective of this agreement relates to the joint procurement of medical services from Erasmus at more favorable tariffs.

In 2021, SZV started to participate in structural meetings as part of the platform of "Samen-werkende Zorgverzekeraars" (Cooperating Insurance Providers) of the Dutch Caribbean. The goal of the platform is to find common objectives to work together to reduce cost and increase efficiency. This common goal is in principle the possible combined care procurement of air ambulance services, tariff negotiation Dutch Caribbean hospitals, cooperation/assistance during natural or man-made disasters, etc.

LOSS OF WAGES

In the below graph, you can see the development of approved days for Loss of Wages for the periods 2017 to 2020, and projection for 2021. As can be discerned in the graph, 2019 surpassed the levels of 2017, before hurricanes Irma & Maria. The approval rate in 2020 was lower than 2019 because of the onslaught of the COVID-19 pandemic, with the resulting lock downs and less employed persons, which consequently, resulted in less employees reporting sick. Thus in 2020, the total approved unfit for work days were much less than in 2019 (27% less). The projection for 2021, based on the approval rate of 2020, indicates that 2021 would be equal or slightly higher than in 2020.



In the following table, the Loss of Wages amounted to approximately ANG 6.6M for 2020. This is 20% less than 2019 and 4.6% more than 2018. The effects of less employment due to the pandemic and steps taken to manage the Loss of Wages' approval are evident.

A projection of circa ANG 6.8M was made for the 2021 Loss of Wages; there is a backlog for 2021 being worked on, which is expected to be eliminated by 2022. This slight increase is expected due to the slowly reopening of country Sint Maarten to tourists, resulting in increased employment.

LOSS OF WAGES APPROVED 2017 - 2021					
	2017	2018	2019	2020	Proj. 2021
Total Per year	7,093,440	6,344,472	8,336,958	6,641,858	6,755,803
Average per month	591,120	528,706	694,747	553,488	562,984
Days approved	87,675	72,534	96,914	70,808	72,023
Average per day	80.91	87.47	86.02	93.80	93.80

*Note: the 'Total per year' data in the table may differ somewhat from the actual amounts reflected in our financial statement, as a result of a shift in the Loss of Wages reporting period (i.e. retroactive calculations in a future period). Consequently, the data can change depending on the timing of the snapshot taken.

AVBZ

AVBZ

The task of the Indication Committee (IC) is to assess applications from insured parties submitted by USZV and to issue advice to USZV on whether there is a need for the allocation of a care application.

In 2021, the IC handled 330 requests for services and/or products which was 65 more than in 2020 (see table below). Of the 330 requests, the IC approved 327. The requests entailed a total of 225 persons, which is an increase of 56 in comparison to the previous year [2020: 169 persons].

Requests submitted and handled by AVBZ Indication Committee in 2018 – 2021:

Care category	2018	2019	2020	2021
Professional assistance*	93	37	81	95
Medical Aid	66	30	12	13
Hearing Aids	29	20	8	20
Elderly home	23	12	20	14
Nursing Care Home	14	13	9	20
SBC	6	2	4	9
District nursing	4	31	63	71
Transportation (Non-ambulance)	0	0	3	0
Home Adjustments	1	13	6	9
Prosthetics	0	26	13	16
Guided living	0	1	0	2
PGD (Psychogeriatric Day Care)	0	7	10	15
MHF	0	5	31	43
Total	236	197	260	327

*Professional assistance = Physical Therapy, Occupational Therapy, Speech therapy, Psychological/Psychiatric Therapy.

HEALTH CARE cont.**OTHER (FZOG)**

Based on Article 8 of the "Landsverordening Regeling Tegemoetkoming Ziektekosten Overheidsgepensioneerden" (AB 2013, GT no. 644) which states that FZOG insured persons are entitled to 90 % of the medical healthcare expenses incurred. Moreover, insured persons treated abroad are only entitled to 75% of the accommodation expenses. Currently, these expenses are accounted for 100% directly to the FZOG fund. In order to comply with the applicable legislation, SZV has begun with a process to ensure that specifically 10% (or 25%) reimbursement of medical expenses are clearly segregated to be able to collect the respective amounts.

As an organization (SZV) realizes the significance of moving forward with collection measures. Based on the chances of collectability, it was determined to only go two years from the reporting period to 2019. The total amount anticipated as medical expense reduction in FZOG is ANG 1.3M (for 2021).



PENSIONS & SEVERANCE PAY

Key developments were realized during the current reporting year for the AOV/AWW and Cessantia funds.

PENSION

It was decided to replace the outdated pension legacy system as there was no further technical support being rendered regarding updates from the previous vendor. From a customer service perspective, the old pension system was not serving the overall needs of the organization.

The new pension system, Lifetime, offers a more robust ecosystem specifically where it pertains to digitization. Within short, pensioners would be able to download documents, such as pension salary slips and wage tax cards, amongst others. On the project list of SZV, is a service expansion of MYSZV portal for pensioners. This will further facilitate requests for pension and the applicable decision letters. Noteworthy, is that the implementation of the new pension system, Lifetime, went into effect February 1st, 2021.

Another key change within the pension process, is that the mandatory submission of a Life Certificate for all pensioners of SZV residing in Curacao and the BES islands has been eliminated as per November 2021.

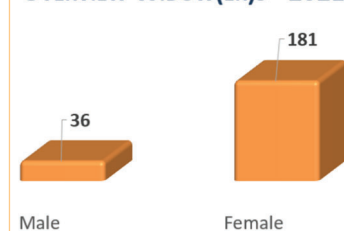
As per December 31, 2021, the number of active AOV-pensioners database increased by 3.2% to 8,783 as per the end of 2021, compared to 2020.

PERIODIC OVERVIEW OF ACTIVE PENSIONERS



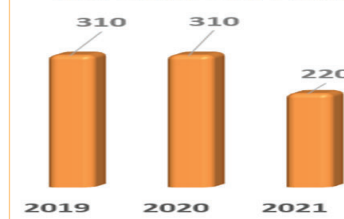
During 2021, there was a total of 217 widow(er)s; 36 males and 181 females. This group represents approximately ANG 219,756 in widow(er) pension benefits that are paid out on a monthly basis.

OVERVIEW WIDOW(ER)s - 2021



The following chart depicts the movement of the number of orphans over the past three years. In 2021, there was a total of 220 orphans. This is further broken down, demographically, by 115 girls and 105 boys, that represent approximately ANG 106,331 in orphan pension benefits on a monthly basis.

ORPHANS PER YEAR



Cessantia

During 2021, there were no companies that were eligible for Cessantia payments.

INVESTMENTS

The return of SZV's total portfolio amounts to circa ANG 37.9M for 2021.

ECONOMIC & GEOPOLITICAL DEVELOPMENTS

The past investment year was dominated by COVID-19, commodity shortages, rising inflation, tightening economic measures by the Chinese government and faltering supply chains of goods. In addition, we still had to deal with the growth of the global economy, continued corporate profitability and excess liquidity. Despite the various challenges, the period 2021 ended as a fantastic investment year with good returns.

In particular, scaling up the pace of vaccination boosted investor confidence in a sustained recovery in global economic growth. With earnings growth of approximately 50% for the world index, 2021 was one of the best years since the Great Financial Crisis.

Once again, U.S. stocks led the way supported by large exposure to big tech companies that benefited from the ongoing wave of digitization and the faltering rise in interest rates in 2021. Disappointing returns were particularly evident in Asia, where Chinese authorities' crackdown on tech giants put a lot of pressure on Chinese stock prices.

INTEREST RATES & CENTRAL BANK POLICY

Both the US and European Central Banks were fully active in bond purchase programs in 2021. In addition, many governments have extensive support programs to bring the interest rate environment back into comparison with the USD investments.

Inflation often causes an increase in interest rates and that was also the case now. The 10-year government yields of the economically strongest EU countries, such as Germany and the Netherlands, rose by around 40 basis points this year, but were still negative in December 2021 (around -0.1%). In the US, the 10-year was rigged to support the economy during the COVID-19 crisis.

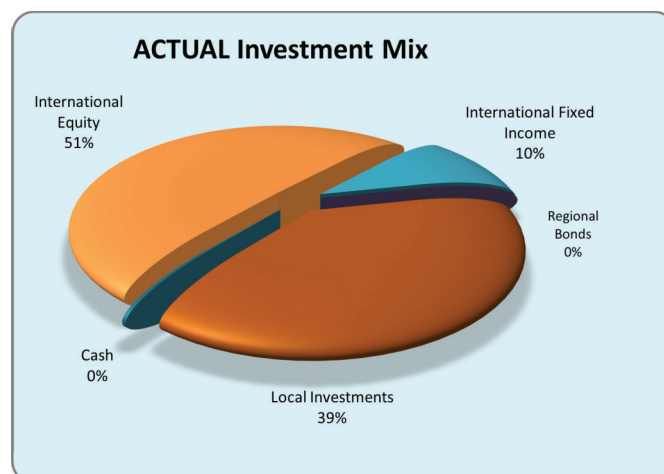
INVESTMENT MIX

Based on an ALM study conducted in the past, the strategic asset allocation was determined for SZV.

These strategic weights may be deviated from on tactical grounds or due to market forces. However, weights should remain within the following bandwidths:

	Minimum	Neutral	Maximum
International equity	30%	40%	50%
International fixed income	15%	25%	35%
Regional fixed income	0%	5%	10%
Local investments	10%	30%	40%
Cash	0%	0%	45%

The visual below displays the actual investment mix by the end of 2021.



KEY FIGURES PER FUND

AOV



8.8K

Amount of
Clients

480.3M

Reserves



96.6M

Premium
Income

94.4M

Benefits



98%

Benefits divided
by Premiums

KEY FIGURES - AOV

	FY21	FY20	FY19	FY18
Premium	96.6M	90.5M	108.0M	95.0M
Benefits	94.4M	82.3M	77.8M	76.5M
Benefits/Premium	98%	91%	72%	81%
Number of pensioners	8.8K	8.5K	8.2K	8.4K
Average Benefit per pensioner	10.7K	9.7K	9.4K	9.1K
Reserves	480.3M	462.3M	437.5M	386.1M

AWW



437

Amount of
Clients

152.5M

Reserves



7.4M

Premium
Income

5.6M

Benefits



75%

Benefits divided
by Premiums

KEY FIGURES - AWW

	FY21	FY20	FY19	FY18
Premium	7.4M	7.0M	8.3M	7.3M
Benefits	5.6M	5.1M	4.7M	4.6M
Benefits/Premium	75%	74%	56%	64%
Number of pensioners	437	561	555	539
Average Benefit per pensioner	12.8K	9.2K	8.4K	8.6K
Reserves	152.5M	143.1M	133.7M	121.3M

CESS



0

Amount of
Clients

18.6M

Reserves



572.9K

Premium
Income

0.0K

Benefits



0%

Benefits divided
by Premiums

KEY FIGURES - CESSANTIA

	FY21	FY20	FY19	FY18
Premium	572.9K	501.7K	578.9K	609.4K
Benefits	0.0K	193.0K	121.7K	0.0K
Benefits/Premium	0%	38%	21%	0%
Number of beneficiaries	0	71	15	0
Average Benefit per beneficiary	0.0K	2.7K	8.1K	0.0K
Reserves	18.6M	16.8M	15.5M	13.9M

ZV



29.7K

Amount of
Clients

-251.1M

Reserves



60.8M

Premium
Income

89.7M

Benefits



148%

Benefits divided
by Premiums

KEY FIGURES - ZV

	FY21	FY20	FY19	FY18
Premium	60.8M	57.1M	71.8M	66.5M
Benefits	89.7M	84.4M	94.5M	97.3M
Benefits/Premium	148%	148%	132%	146%
Number of clients	29.7K	28.1K	34.1K	34.3K
Average Benefit per client	3.0K	3.0K	2.8K	2.8K
Reserves	(251.1M)	(210.0M)	(171.2M)	(136.0M)

KEY FIGURES PER FUND cont.

OV



18.5K
Amount of
Clients



-47.5M
Reserves



7.6M
Premium
Income



12.3M
Benefits



162%
Benefits divided
by Premiums

KEY FIGURES - OV

	FY21	FY20	FY19	FY18
Premium	7.6M	7.7M	9.1M	8.1M
Benefits	12.3M	12.8M	13.4M	13.4M
Benefits/Premium	162%	166%	147%	166%
Number of clients	18.5K	17.9K	21.2K	20.2K
Number of clients (paid)	122	122	196	146
Average Benefit per client*	663	714	632	664
Reserves	(47.5M)	(42.0M)	(36.1M)	(31.0M)

FZOG



1.2K
Amount of
Clients



-46.9M
Reserves



6.9M
Premium
Income



14.3M
Benefits



207%
Benefits divided
by Premiums

KEY FIGURES - FZOG

	FY21	FY20	FY19	FY18
Premium	6.9M	6.4M	6.2M	6.3M
Benefits	14.3M	10.8M	14.5M	12.4M
Benefits/Premium	207%	168%	232%	197%
Number of clients	1.2K	1.2K	1.1K	1.1K
Average Benefit per clients	11.4K	9.3K	12.7K	11.3K
Reserves	(46.9M)	(38.7M)	(33.6M)	(24.5M)

AVBZ



435
Amount of
Clients



103.0M
Reserves



20.0M
Premium
Income



20.6M
Benefits



103%
Benefits divided
by Premiums

KEY FIGURES - AVBZ

	FY21	FY20	FY19	FY18
Premium	20.0M	18.8M	21.5M	19.2M
Benefits	20.6M	18.8M	18.4M	15.3M
Benefits/Premium	103%	100%	86%	80%
Number of clients	435	375	454	373
Average Benefit per client	47.4K	50.2K	40.5K	41.0K
Reserves	103.0M	102.8M	98.3M	90.0M

CONDENSED FINANCIAL STATEMENT NOTES

This condensed financial overview is a summarized version of the financial statements of the UitvoeringsOrgaan Sociale en Ziektekosten Verzekering en (SZV) as recorded in the SZV annual report 2021. SZV is charged with the implementation of a number of social insurances established by national ordinance AB2010, GT no 59.

The condensed financial overview includes a financial snapshot in which the combined Financial Statements of SZV and the social insurances ZV, OV, AOV, AWW, FZOG, CESS and AVBZ, established by national ordinance, are presented as one reporting entity.

GENERAL

An obligation is recognized in the balance sheet when it is likely that the settlement of such will be accompanied by an outflow of resources and the magnitude of such can be reliably determined.

RECOGNITION OF ASSETS, LIABILITY, REVENUE OR EXPENSE

An asset is recognized in the balance sheet when it is likely that the settlement of such will be accompanied by an outflow of resources and the magnitude can be determined reliably.

Revenues will be included in the statement of income and expenses when an increase of the economic potential, related to an increase of an asset or a reduction of an obligation, has taken place, of which the magnitude can be determined reliably.

Expenses will be reflected when a reduction of the economic potential, related to a reduction of an asset or an increase of an obligation, has taken place, of which the magnitude can be determined reliably.

FUNCTIONAL CURRENCY

The Financial Statements have been prepared in Antillean guilders, being the functional and presentation currency of SZV.

NOTES TO THE BALANCE SHEET

ASSETS

The assets consist of intangible assets, property, plant and equipment, investment properties, financial fixed assets, financial assets, short and long term-term receivables and cash and cash equivalents.

EQUITY AND LIABILITIES

Equity is composed of general reserves, legal reserves and to be funded deficits. Legal reserves take place based on National Decrees containing General measures dated April 21, 1996 and December 23, 1966. Establishment of these reserves are determined to be at least 50% and at most 70% of the average payments per year.

To be funded deficits are deficits which could not be covered from the general reserves through the reporting year 2021.

Provision duurtetoeslag is recognized based on the pension plan that is applicable for some employees. The basis for this calculation changed due to the amended pension legislation as at July 01, 2020. The provision for duurtetoeslag is determined as a result of actuarial calculations that considers age corrections, mortality rate adjustments, new retirement age of 65 years and no expected indexation.

OTHER LIABILITIES

Other liabilities are composed of wage tax and social premium payables, operational expenses payable and withholdings.

CONDENSED FINANCIAL STATEMENT NOTES cont.

NOTES TO THE PROFIT AND LOSS

PREMIUM INCOME

These revenues consist of premium income, government contribution, fines and summoned amounts. Premium income is accounted for on a cash basis and the first two months of the following year is incorporated within these financial statements. The cash basis approach is applied to every fund, with the exception of FZOG, that uses the accrual basis. A significant part of SZV's income are social premiums collected in 2021.

INVESTMENT INCOME

The realized and unrealized value changes and currency results, interest rate profits, dividends, rental yields and similar proceeds.

OTHER OPERATING INCOME

This category displays return on division of assets, release of previously reserved benefits with regard to medical expenses and/or pension, and other income.

BENEFITS

Benefits are expenses that are paid out of the various funds-AOV, AWW, ZV, OV, AVBZ, FZOG and Cessantia. This includes benefits, such as, e.g. pension, local medical declarations, medical referrals abroad, etc.

The medical benefits outlined are defined as various healthcare categories. Primary line care consist of medical expenses of practioners and dentistry. Secondary care includes expenses for paramedical specialist and hospital. Under the benefits category, Tertiary care is composed of medical referrals, psychiatric institution, transport and other institution expenses. Facilitating care contains laboratory, medicines and health care devices expenses. Long-term care includes after, elderly and home care expenses.

ADMINISTRATIVE EXPENSES

These are the operational administrative costs of SZV. They consist primarily of personnel expenses, accommodation, depreciation and other general costs.

NOTE TO CASHFLOW STATEMENT

The statement of cashflow shows how cash and cash equivalents have changed during the course of the year as a result of inflows and outflows of funds. A differentiation is made between cashflows from operating, investing and financing activities.

OTHER NOTES

OZR (OVERHEIDSZIEKTEKOSTENREGELINGEN)

'Overheidsziektekostenregelingen', referred to as OZR, is a government health insurance scheme for Civil Servants & PP Cardholders. This health insurance regulation is a distinct service administered by SZV on behalf of Government. The OZR administration is reported separately.

COVID-19 Impact

Since December 31, 2019, the spread of COVID-19 has severely impacted many local economies around the globe. As a tourism destination country, Sint Maarten continues to feel the effects as the economy has not yet fully returned to Pre-Covid-19 numbers. Naturally, SZV's financial position and performance has been affected during the financial year, 2021.

While the impact on the premium income persist, at present, SZV is still in the position to comply with its financial commitments.

SZV has determined that these events are non-adjusting subsequent events. Accordingly, the financial position and results of operations as of, and for the year ended December 31, 2021, do not need to be adjusted to reflect any additional impact.

Fair value of Investments

The outbreak of COVID-19, initially, then the tragic Russian invasion of Ukraine, and, rapidly escalating events in late February and early March 2022, are causing disruptions to business and economic activity, combined with the high inflation in the region and globally. At this moment, it is not possible to provide an estimate of the total financial impact of this crisis on SZV and the economy of St. Maarten as a whole. As of July 31, 2022, the fair value of the SZV's international investments have decreased. These subsequent changes in the fair value of the Organization's investments are not reflected in the financial statements as at December 31, 2021. This qualifies as a non-adjusting subsequent event and is not required given the accounting principles that SZV adheres to.

12.5% reduction Personnel Expenditures

In accordance with the "Temporary National Ordinance on the standardization of top incomes and adjustments of employment conditions at (semi) public sector entities", USZV is legally required to implement the 12.5% benefits cuts from July 1, 2020, until further notice, as there is no end date stipulated in the National Ordinance. Meanwhile, USZV has taken various measures to achieve the 12.5% benefits cuts with the aim to ensure the recovery of the expenses related to the respective period.

BALANCE SHEET | After allocation of net result

ASSETS	December 31, 2021	December 31, 2020
<i>(amounts are in 1,000 Antillean guilders)</i>		
Non-current assets		
Intangible fixed assets	6,045	6,734
Property, plant and equipment	395	607
Investment properties	62,767	63,820
Financial fixed assets	5,153	4,110
Long-term receivables	90,939	93,563
Total non-current assets	165,299	168,833
Current assets		
Financial assets	241,778	253,435
Trades and other receivables	39,994	37,428
Cash and cash equivalents	42,303	42,198
Total current assets	324,075	333,061
TOTAL ASSETS	489,375	501,895
EQUITY AND LIABILITIES	December 31, 2021	December 31, 2020
<i>(amounts are in 1,000 Antillean guilders)</i>		
Equity		
General reserves	684,949	663,896
Legal reserves	63,750	63,750
To be funded deficits	(331,647)	(284,822)
Total equity	417,052	442,824
Non-current liabilities		
Provision duurtetoeslag	1,637	1,612
Other Provisions	(529)	(264)
Total non-current liabilities	1,108	1,348
Current liabilities		
Benefit liabilities	50,987	42,572
Blocked benefits	9,275	6,500
Trade and other liabilities	10,953	8,651
Total current liabilities	71,215	57,723
TOTAL EQUITY AND LIABILITIES	489,375	501,895

INCOME STATEMENT



REVENUES AND EXPENSES	2021	2020
<i>(amounts are in 1,000 Antillean guilders)</i>		
REVENUES		
Premium income		
Premium Income	194,141	181,640
Government contribution	5,251	6,136
Fines and summoned amounts	551	325
Total premium income	199,943	188,101
Investment income		
Net income real estate investment	3,801	3,862
Net income financial assets held to maturity	273	232
Net income investment held at fair value	33,812	34,301
Total Investment income	37,886	38,395
Other operating income	7,132	5,916
EXPENSES		
Benefits	236,844	214,449
NET INSURANCE RESULT	8,117	17,962
Administrative expenses		
Personnel expenses	15,587	16,476
Accommodation expenses	2,435	2,877
General expenses	9,370	8,022
Depreciation expenses	3,079	2,504
Impairment	-	46
Mutation provision duurtetoeslag	67	(2,371)
Total administrative expenses	30,539	27,554
OPERATIONAL RESULT	(22,422)	(9,591)
Mutation legal reserves	-	-
NET RESULT	(22,422)	(9,591)
ALLOCATION OF NET RESULT	2021	2020
Mutation general reserve	24,403	34,869
Mutation to be covered deficits	(46,825)	(44,460)
NET RESULT	(22,422)	(9,591)

STATEMENT OF CASH FLOWS



STATEMENT OF CASH FLOW	2021	2020
<i>(amounts are in 1,000 Antillean guilders)</i>		
Cash flows from operating activities:		
Net revenues and expenses for the period	(22,422)	(9,591)
Adjustments for:		
Depreciation	4,132	3,495
Increase (decrease) impairment	-	46
Increase (decrease) provisions	(240)	(3,000)
Increase (decrease) equity	(3,350)	-
Mutations work capital:		
(Increase) decrease in trade and other receivables	(2,567)	6,620
Increase (decrease) in current liabilities	13,492	6,020
Net cash flows from operating activities	(10,955)	3,589
Cash flows from investing activities		
Net investments in intangible fixed assets	(2,077)	(2,284)
Net investments in property, plant & equipment	(102)	(286)
Net investments in investment properties	-	-
Net investments in financial fixed assets	(1,043)	(4,110)
Net investments in financial assets	11,657	(8,614)
Net cash flows from investing activities	8,436	(15,294)
Cash flows from financing activities		
Mutation legal reserves	-	-
Increase (decrease) long term liabilities	2,624	4,986
Net cash flows from financing activities	2,624	4,986
Mutation cash and equivalents	105	(6,718)
Cash and cash equivalents at beginning of period	42,198	48,917
Cash and cash equivalents at end of period	42,303	42,198
Increase (decrease) cash and equivalents	105	(6,718)

FINANCIAL STATEMENTS PER FUND

Breakdown combined balance sheet as of 31 December 2021

ASSETS	AOV 12.31.2021	AOV 12.31.2020	AWW 12.31.2021	AWW 12.31.2020	ZV 12.31.2021	ZV 12.31.2020	OV 12.31.2021	OV 12.31.2020	CESS 12.31.2021	CESS 12.31.2020	FZOG 12.31.2021	FZOG 12.31.2020	AVBZ 12.31.2021	AVBZ 12.31.2020	USZV 12.31.2021	USZV 12.31.2020	TOTAL 12.31.2021	TOTAL 12.31.2020
(amounts are in 1,000 Antillean guilders)																		
Non-current assets																		
Intangible fixed assets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6,045	6,734	6,045	6,734
Property, plant & equipment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	395	607	395	607
Investment properties	-	-	-	-	-	-	-	-	-	-	-	-	-	-	63,820	62,767	62,767	63,820
Financial fixed assets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5,153	4,110	5,153	4,110
Long-term receivables	4,701	4,896	509	509	41,716	40,038	113	104	2,461	2,277	9,140	9,168	20,935	24,335	11,323	12,236	90,939	93,563
Total non-current assets	4,701	4,896	509	509	41,716	40,038	113	104	2,461	2,277	9,140	9,168	20,935	24,335	85,683	87,507	165,299	168,833
Current assets																		
Financial assets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	241,778	253,435	241,778	253,435
<i>Trade and other receivables:</i>																		
Receivables from premium	10,124	9,372	-	-	7,187	6,344	-	-	7	1	4,393	3,088	3,463	2,990	-	-	25,174	21,795
Current account Funds and USZV	471,771	448,190	143,789	143,789	(259,190)	(225,382)	(47,660)	(42,100)	15,060	14,463	(56,846)	(49,400)	63,009	66,118	(340,142)	(355,677)	1	1
Other receivables	6,740	7,206	127	85	3,152	3,531	-	-	(2)	-	309	532	1,463	1,109	3,031	3,169	14,820	15,632
Total trade and other receivables	488,635	464,768	143,874	143,874	(248,852)	(215,508)	(47,660)	(42,100)	15,066	14,464	(52,144)	(45,780)	67,935	70,217	(337,111)	(352,508)	39,994	37,428
Cash and cash equivalents	1,008	2,970	-	(12)	1,419	5,466	-	-	1,133	301	30	436	15,496	8,231	23,216	24,806	42,303	42,198
Total current assets	489,643	467,738	143,863	143,863	(247,432)	(210,042)	(47,660)	(42,100)	16,199	14,765	(52,114)	(45,343)	83,431	78,447	(72,117)	(74,267)	324,075	333,061
TOTAL ASSETS	494,344	472,633	154,678	144,372	(205,716)	(170,004)	(47,548)	(41,996)	18,659	17,042	(42,974)	(36,175)	104,366	102,782	13,566	13,240	489,375	501,895
EQUITY AND LIABILITIES																		
(amounts are in 1,000 Antillean guilders)																		
Equity																		
General reserves	451,759	433,792	150,297	140,884	-	-	-	-	18,566	16,837	-	-	102,965	102,764	8,302	8,302	684,949	663,895
Legal reserves	28,500	28,500	2,250	2,250	28,500	28,500	4,500	4,500	-	-	-	-	-	-	-	-	63,750	63,750
To be funded deficits	-	-	-	-	(279,599)	(238,326)	(52,048)	(46,496)	-	-	(46,941)	(38,684)	-	-	-	-	(331,647)	(284,822)
Total equity	480,259	462,292	152,547	143,134	(251,099)	(209,826)	(47,548)	(41,996)	18,566	16,837	(46,941)	(38,684)	102,965	102,764	8,302	8,302	417,052	442,823
Non-current liabilities																		
Provision duurretoeslag	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,637	1,612	1,637	1,612
Other Provisions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(529)	(264)	(529)	(264)
Total non-current liabilities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,108	1,348	1,108	1,348
Current liabilities																		
Benefit liabilities	138	-	36	87	45,397	39,859	-	-	56	106	3,959	2,501	1,401	18	-	-	50,987	42,572
Blocked benefits	7,654	5,515	1,622	985	-	-	-	-	-	-	-	-	-	-	-	-	9,275	6,500
Other liabilities	6,293	4,826	473	166	(14)	(37)	-	-	37	98	8	8	-	-	4,156	3,590	10,953	8,651
Total current liabilities	14,085	10,341	2,130	1,238	45,383	39,823	-	-	93	204	3,967	2,509	1,401	18	4,156	3,590	71,215	57,723
TOTAL EQUITY AND LIABILITIES	494,344	472,633	154,678	144,372	(205,716)	(170,004)	(47,548)	(41,996)	18,659	17,042	(42,974)	(36,175)	104,366	102,782	13,566	13,240	489,375	501,895

FINANCIAL STATEMENTS PER FUND cont.

Breakdown combined profit & loss statement for the year 2021

Profit & Loss Statement	AOV 2021	AOV 2020	AWW 2021	AWW 2020	ZV 2021	ZV 2020	OV 2021	OV 2020	CESS 2021	CESS 2020	FZOG 2021	FZOG 2020	AVBZ 2021	AVBZ 2020	USZV 2021	USZV 2020	TOTAL 2021	TOTAL 2020
(amounts are in 1,000 Antillean guilders)																		
REVENUES																		
Premium income:																		
Premium income	96,485	90,405	7,422	6,954	55,214	50,851	7,547	7,652	573	502	6,896	6,445	20,005	18,831	-	-	194,141	181,640
Government contribution	-	-	-	-	5,251	6,136	-	-	-	-	-	-	-	-	-	-	5,251	6,136
Fines and summoned amounts	158	127	12	10	335	163	46	25	-	-	-	-	-	-	-	-	551	325
Total Premium income	96,643	90,532	7,434	6,964	60,800	57,150	7,592	7,677	573	502	6,896	6,445	20,005	18,831	-	-	199,943	188,101
Investment & Other income:																		
Investment income	23,676	23,837	7,652	7,789	(0)	(0)	-	-	908	912	(0)	-	5,650	5,857	-	-	37,886	38,395
Other operating income	4,609	3,948	894	672	516	504	22	22	296	179	15	13	780	576	-	-	7,132	5,916
Total Investment & Other income	28,285	27,785	8,546	8,462	516	504	22	22	1,204	1,091	15	13	6,430	6,433	-	-	45,018	44,310
Total revenues	124,928	118,317	15,980	15,426	61,316	57,654	7,614	7,699	1,777	1,593	6,911	6,458	26,435	25,265	-	-	244,961	232,411
EXPENSES																		
Benefits:																		
Medical expenses	-	-	-	-	82,055	79,550	11,215	11,971	-	-	14,277	10,813	20,636	18,815	-	-	128,182	121,149
Loss of wages	-	-	-	-	7,641	4,835	1,080	809	-	-	-	-	-	-	-	-	8,721	5,644
Pension expenses	94,368	82,321	5,573	5,142	-	-	-	-	-	-	-	-	-	-	-	-	99,941	87,463
Cesantia expenses	-	-	-	-	-	-	-	-	-	193	-	-	-	-	-	-	-	193
Total benefits	94,368	82,321	5,573	5,142	89,696	84,385	12,295	12,780	-	193	14,277	10,813	20,636	18,815	-	-	236,844	214,449
NET INSURANCE RESULT	30,560	35,996	10,408	10,284	(28,379)	(26,731)	(4,681)	(5,081)	1,777	1,400	(7,366)	(4,355)	5,799	6,449	-	-	8,117	17,962
Administrative expenses:																		
Personnel expenses	6,400	6,765	516	545	6,593	6,969	452	478	25	26	443	469	1,158	1,224	-	-	15,587	16,476
Housing expenses	1,000	1,181	81	95	1,030	1,217	71	83	4	5	69	82	181	214	-	-	2,435	2,877
General expenses	3,901	3,134	293	252	3,940	3,599	257	221	14	12	289	223	676	581	-	-	9,370	8,022
Depreciation expenses	1,264	1,028	102	83	1,302	1,059	89	73	5	4	88	71	229	186	-	-	3,079	2,504
Impairment	-	19	-	2	-	19	-	1	-	-	-	1	-	3	-	-	-	46
Mutation provision duurtetoelag	28	(973)	2	(78)	28	(1,003)	2	(69)	-	(4)	2	(67)	5	(176)	-	-	67	(2,371)
Total administrative expenses	12,593	11,154	994	899	12,893	11,860	871	787	48	44	891	779	2,248	2,032	-	-	30,539	27,554
OPERATIONAL RESULT	17,966	24,842	9,413	9,385	(41,273)	(38,591)	(5,552)	(5,868)	1,729	1,357	(8,257)	(5,133)	3,551	4,418	-	-	(22,422)	(9,591)
Mutation legal reserves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET RESULT	17,966	24,842	9,413	9,385	(41,273)	(38,591)	(5,552)	(5,868)	1,729	1,357	(8,257)	(5,133)	3,551	4,418	-	-	(22,422)	(9,591)

To the Management and Supervisory Board of
Social and Health Insurances Sint Maarten

INDEPENDENT AUDITOR'S REPORT

A. Report on the audit of the financial statements included in the condensed annual report 2021

Our opinion on the condensed annual report

The condensed financial statements of Social and Health Insurances Sint Maarten for 2021 (hereafter: 'the condensed financial statements'), based in Sint Maarten are derived from the audited financial statements of Social and Health Insurances Sint Maarten for 2021.

In our opinion, the accompanying condensed financial statements are consistent, in all material respects, with the audited financial statements 2021 of Social and Health Insurances Sint Maarten, on the basis described in the section on 'Condensed financial statement notes' in the 2021 condensed annual report of Social and Health Insurances Sint Maarten.

The condensed financial statements comprise:

1. a condensed balance sheet at 31 December 2021;
2. a condensed income statement ('staat van baten en lasten') of 2021;
3. key figures per fund, financial highlights and other explanatory notes.

The condensed financial statement

The condensed financial statements do not contain all the disclosures required by the Ordinance AB 2013, GT no. 69 and the articles 3, 5, 18 sub a, f, o and p, 20 sub 1, 21, 23 till 26, 28, 30 sub 1 and 31 sub a and b" of the 'Comptabiliteitslandsverordening', AB 2010, GT no. 23 (where 'het uitvoeringsorgaan Sociale- en Ziektekosten Verzekeringen' should be read where 'Country' is included in the regulation). Reading the condensed financial statements and our report thereon, therefore, is not a substitute for reading the audited financial statements of Social and Health Insurances Sint Maarten and our auditor's report thereon. The condensed financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our auditor's report on those financial statements 2021 signed on September 27, 2022.

The audited financial statements and our auditor's report thereon

We expressed an unqualified opinion about whether the balance sheet and income statement ('Staat van baten en lasten') as of 31 December 2021 in the financial statements, give a true and fair view of the financial position ('getrouwheid') in our auditor's report of September 27, 2022. We also expressed an adverse opinion with respect to the financial compliance ('rechtmatigheid') with relevant laws and regulations for the audited financial statements 2021 of Social and Health Insurances Sint Maarten in our auditor's report of September 27, 2022.



Basis for our unqualified opinion with respect to faithful representation in the financial statement ('getrouwheid')

We conducted our audit in accordance with the Dutch Standards of Auditing. Our responsibilities under those standards are further described in the 'Our responsibilities for the audit of the financial statements' section of our report.

We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our unqualified opinion.

Basis for our adverse opinion with respect to financial compliance with relevant laws and regulations ('rechtmatigheid')

Fund management not in line with laws and regulations

- Various findings regarding financial compliance remain unchanged in 2021:
 - o Article 4 of the '*Landsverordening Ziekteverzekering*' (AB 2013, GT no. 802 and AB 2015, no. 9) states that only expenses of treatments on Sint Maarten are to be covered by the ZV fund. The expenses related to medical referrals are therefore incompatible with the applicable law and regulations.
 - o In previous years it was established that articles 5 and 7 of the '*Landsverordening Ongevallenverzekering*' (LV OV, AB 2013, GT no. 801 and AB 2015, no. 9) are not being adhered to.
 - o Certain aspects of fund management for the FZOG fund have not materialized as yet. This pertains to stipulations from the '*Landsverordening Regeling Tegemoetkoming Ziektekosten Overheidsgepensioneerden*' (LV FZOG; AB 2013, GT no. 644) and the '*Landsbesluit beheersregels Fonds Ziektekosten Overheidsgepensioneerden*' (LB beheersregels FZOG; AB 2013, GT no. 683).
 - o Certain elderly residents are being provided health insurance via the ZV fund even though they do not meet the employment requirements stipulated by the '*Landsverordening Ziekteverzekering*' (LV ZV; AB 2013, GT no. 802 and AB 2015, no. 9).
 - o The legal reserves of the ZV and OV funds are currently lower than 50% of the average expenses of the last five years of these funds. This is not in line with (respectively) the Lbham ter uitvoering van artikel 8, tweede en vijfde lid, van de '*Landsverordening Ziekteverzekering*' (AB 2013, GT no 215) and the Lbham ter uitvoering van artikel 8, derde en negende lid van de '*Landsverordening Ongevallenverzekering*' (AB 2013, GT no. 214).
 - o The tariffs for various medical treatments are not in line with the underlying laws and regulations related to the ZV/OV and FZOG funds. This pertains to the '*Landsbesluit Medisch Tarief Sociale Verzekeringen*' (MTSV; AB 2013, GT no. 753) and '*Lbham Vergoeding Kosten Geneesmiddelen*' (AB 2013, GT no. 536).

B. Description of responsibilities regarding the financial statements

Responsibilities of management for the financial statements

Management is responsible for the preparation and fair presentation of the financial statements and for the preparation of the condensed financial statements as described in the section on 'Condensed financial statement notes' in the 2021 condensed annual report of Social and Health Insurances Sint Maarten. The supervisory board is responsible for overseeing the financial reporting process of the organization.

Our responsibilities for the audit of the financial statements

Our responsibility is to express an opinion on whether the condensed financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which we conducted in accordance with Sint Maarten law and our Dutch professional standards, including the Dutch Standard 810 'Opdrachten om te rapporteren betreffende samengevatte financiële overzichten' (Engagements to report on condensed financial statements).

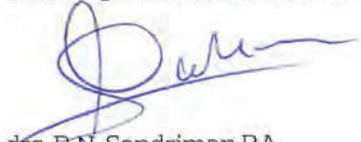


Emphasis of Matter paragraph – subsequent event of COVID-19

We would like to draw your attention to the "Other Notes", section "COVID-19 Impact" in the condensed annual report regarding the recent developments and the financial consequences of the coronavirus ("COVID-19"). An impact analysis has been carried out by the management of SZV to estimate the possible financial consequences. The analysis and the aforementioned explanatory notes in the financial statements show that, despite the current uncertainties, SZV expects to have sufficient operational and financial resilience and impact strength to be able to weather this crisis. The financial statements have therefore been prepared on the basis of the going concern assumption. This current situation does not affect our opinion on the financial statements.

Willemstad, 30 maart 2023

Stichting Overheidsaccountantsbureau



drs. R.N. Sandriman RA
Director

Initial for identification purposes:





2021

Condensed

Annual Report

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