

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**ADDITIONAL ESTIMATES 2012-2013**

**Finance and Deregulation Portfolio**

**Department/Agency:** Medibank Private

**Outcome/Program:**

**Topic:** Medibank expenses

**Senator:** Nash

**Question reference number:** F26

**Type of question:** Written

**Date set by the committee for the return of answer:** Tuesday, 2 April 2013

**Number of pages:** 1

**Question:**

Why have Medibank Private expenses have increased between FY 10/11 to 11/12 at double the rate of industry peer BUPA, that being 17% at Medibank Private versus 8% at BUPA?

**Answer:**

Medibank Private has invested substantially in its business, including the renewal of core IT systems and infrastructure and in member value developments such as Mi Health, comprising a nurse-operated health hotline, and online hub, in-hospital support services and smartphone applications. This investment will produce benefits in future years.