

July 2020

From: Robert Fourie

Received: 06/07/2020

To: Charmaine Sebela

Compliment: I phoned Polmed this afternoon to query a change to my chronic medication. The call was placed at approx. 14:40. I was put through to the chronic medication department.

To my delight my query was dealt with by a lady named Charmaine. I found Charmaine to be extremely efficient and she helped me with my query. I found my experience dealing with her a pleasant one and importantly ended the call knowing that my query was resolved.

Charmaine is an asset to Polmed and I would appreciate my findings to be noted.

From: Sergeant Z Mbooi

Received: 01/07/2020

To: Nokuthula-Ngcobo

Compliment: To you Nokuthula my sister, you are a complete definition of a professional.

Thank you very much for your help you gave me a direction and I today received an sms from Polmed stating that the very same account is being attended to. ENKOSI KAKHULU. It is because I have been calling since the beginning of the year until the country went to the lockdown, some of the agents I have been talking to could not be able to assist me, instead they would tell me that there's isn't any outstanding claim by the pathologist, so now that I finally spoke to a professional, I got help I desperately needed because my account was being handed over for legal action

From: Constable P Nyamane

Received: 06/07/2020

To: Lebogang-Maboya

Compliment. Your attention to my query was outstanding and professional I acknowledge your good work and says proceed with positive and good work in assisting us as clients/members

From: Constable N Nyamane

Received: 09/07/2020

To: Dustine-Le Roux

Compliment. Keep on going with your excellent dedication and observant, calmness...staying completely in control to assist to the best of your ability. This is a scarce skill nowadays and a much needed high standard of service delivery. Thank you so much indeed an employee that is carrying the mission and vision of Polmed close to his heart and express diligence, loyalty and strenght.Call center to Sr Bianca on Mental Health program was temporary closed but Dustin got me in touch with Sr Lebo who assisted me excellently!!!