

June 2020:

From: Warrant Officer M Ramaneella

Received: 22/06/2020

To: Heather-Williams

Compliment: Thanks very much for your help Heather Williams. It was not for the first time I visited your desk and you're always willing to help out at any given time. Thanks a lot again with the excellent attitude you have towards me and keep it up and hope you keep well at all times. May the good Lord bless you abundantly?

From: Sergeant HP Maphutha

Received: 05/06/2020

To: Gareth-Thomas

Compliment: The service got was extremely excellent, Gareth also encouraged me to be strong wished me good luck and a speedy recovery. Keep up the good work Gareth

From: Sergeant William Matshela

Received: 26/06/2020

To: Theodorah-Gaonewe

Compliment. She was friendly and knows about health in general, my thought was also why didn't she ask me to rate her as she was too excellent for words, she speak to you as if she has the whole time in the world which makes you feel special, she know customer service and she apply it, thumbs up for her, she must just keep it up, well done Theodora!! There are few people like you which the world need.

From: Richard Orsmond

Received: 11/06/2020

To: Back office

Compliment: Please allow me by way of this mail in expressing the praiseworthy work done by: Ms. Charmaine Josephs, Ms. Thandi Cele and Ms. Sandra Lotz in attending to the issues from our senior members throughout SA, who in turn all write to me for that crucial assistance.

The above ladies are always willing to attend to the inquiries sent and do not hesitate to go the extra mile.

Attending to the many concerns from our seniors is sometimes "stressful" in that they imagine answers will come on an immediate return call. Explanations from Medscheme staff directly to the concerned member certainly pays in dividends.

Serving them is a huge privilege and as Trustee, feedback from satisfied members is our stronghold within Polmed for the future.

Please convey my gratitude to all.

