

21/08/2016.

YVONNE KAHN.
CONTROL MANAGER
CUSTOMER SERVICE
POLMED.

DEAR YVONNE

MY NAME IS JOY DOIG.

I AM A WIDOW AND AM NEARLY 70 YEARS OLD.

ON THE 27/06/2016 I HAD AN APPOINTMENT WITH AN EYE
SPECIALIST DR RB. DYASON.

I HAD TO PAY R920 UPFRONT. A LOT OF MONEY TO PAY
OUT OF MY MONTHLY BUDGET.

I QUERIED THIS WITH MICHELLE MABASO AND SHE VERY
KINDLY INFORMED ME THAT SOME SPECIALISTS DO
REQUIRE THIS.

I HAVE A GOOD HABIT OF ALWAYS CHECKING WITH
POLMED FIRST WHEN I HAVE TO CHECK PROCEDURES

I WAS TOLD ON A PREVIOUS QUERY CALL (NOT BY MICHELLE
THAT MY CLAIM ONCE RECEIVED WOULD TAKE SEVEN
WORKING DAYS.

I HAD FOLLOWED ALL PROCEDURES BY FAXING ACC STATEMENT
PROOF OF PAYMENT ETC TO THE CLAIMS DEPT.
AFTER A MONTH OF QUERING, I VERY FORTUNATELY GOT
HOLD OF MICHELLE MABASO. SHE REACTED VERY QUICKLY
I KNOW HOW BUZY AND STRESSFUL MEDICAL AID
DEPTS GET. YOU PEOPLE WORK UNDER TREMENDOUS
PRESSURE. I WAS IMMENSELY IMPRESSED WITH GHANTAI
MICHELLES MANNERESIMS. PROFFESIONAL, PATIENT,
EXTREMELY HELPFUL FRIENDLY AND KIND.

I WORKED IN RETAIL FOR 16 YEARS BEFORE MY
RETIREMENT SIX YEARS AGO AND KNOW HOW VITALLY
IMPORTANT GOOD CUSTOMER SERVICE IS IN BUSINESS
TODAY, MICHELLE CERTAINLY PROVIDED ME WITH THAT
SHE IS A REAL ASSET. IN YOUR OFFICE

SINCERELY YOURS
MRS JOY DOIG.

J.D.