

Sent: 27 October 2016 11:11 AM

To: Philani Manyoni <PhilaniM@Medscheme.co.za>; Lubaina Ismail <LubainaL@Medscheme.co.za>

Subject: Polmed - Outstanding service

Dear Sir/Madam

Trust this email finds you all well.

This email has reference and serves to confirm that I am the main member at Polmed administered Medscheme.

During July 2016 I was allocated a Medscheme administrator/consultant J Moonsamy.

The record shows that we had encountered lengthy administration problems by Metropolitan as the service provider who was at the time unable to resolve most of our medical aid unpaid accounts which we had to settle due to dereliction/production of employees.

Today I am glad to report that J Moonsamy has been forthcoming and has resolved every medical aid dispute even long outstanding unpaid accounts which amounted to thousands.

Medscheme has benefited from her

1. Product knowledge
2. Asset to Medscheme
3. Conduct is always well presented on email/telephonically
4. Time resolutions are always effectively met with
5. Neatly attired at all times
6. Enquiry responses are promptly met with at all times.

I hope that my letter of complimentary information will benefit her in the future and will inspire her to continue to work to the best of her ability as she has done.

Thank you for the great new offices.

I look forward to hear from you.

Kind regards

Maureen Rambhadursing