

19 August 2016

Good morning Monica,

I had the good fortune to get in contact with you this morning during my efforts to obtain authorization for a dental procedure for my daughter, this after I forwarded my application on 10/08/2016.

Thank you for listening to me and for your part in making sure that the authorisation was provided within 20 minutes after promising me your assistance, and for then phoning me and enquiring whether I was assisted.

The relationship between Medscheme and the members of Polmed are currently not too cordial in some instances due to a variety of issues raised by members on discussion forums, however, service such as delivered by yourself will go a long way to make sure that teething problems are dealt with properly and relations are mended.

Thank you again for your dedication to the wellbeing of the members of Polmed, it is sincerely appreciated.

Regards,

David