

**From:** Francois Matthee  
**Sent:** Monday, July 10, 2017 1:23 PM  
**To:** Molebogeng Bokaba; Farzana Khan  
**Subject:** Wonderful Service: Ms Melebogeng Bokaba: F Matthee

Dear Farzana and Medscheme

It is with humility and profound gratitude that I am writing this letter to thank your staff Miss Bokaba for the wonderful way she assisted me with my concern today.

I was held liable for a previous claim from my dentist for more than R1000 and I phoned today to avoid this from happening again.

Ms Bokaba assisted me with such empathy and nothing was too much to ask. She went out of her way to accommodate me and I would like to thank her for her unbelievable service in this difficult times.

I would also like to thank you and Polmed for the wonderful service and it is only if you go through such a difficult time that you realize how much Polmed and people like Ms Bokaba does for us as members. Please thank Melebogeng personally for the great service and the way she has done more than her job in assisting me.

Thanks again.

Francois Matthee  
Cape Town  
South Africa