

MAY 2017

MR. JC HENDRIKSE:

Employee: Nthabiseng Nkoadi

Thank u very much for your assistance Nthabiseng, it was swift and to the 'T' when I asked u for numbers of psychologist in my region, your messages came through instantly and as a result I just came out of an appointment thanks to you. Good service, keep it up.

W/O. A GOOSEN:

Employee: Tshepo Ndaba

I am truly impressed and delighted with my telephonic interaction with Tshepo Ndaba. A remarkable, patient and respectful gentleman. This gentleman sure has compassion and people skills. THANK YOU TSHEPO. My first Time to be treated with such courtesy.

COL. N AUCONE:

Employee: Mvulani Vilakazi

It was Monday morning, the manner Mvulani answered gave me hope that my problem is going to get solution. I felt loved, given full attention by dedicated, obedient, friendly and public official who has his client at heart. I told him that he has made my day the way he explained. We need somebody of his caliber. Excellent job, keep it up.

COL. WG BRITZ

Employee: Courtney Harry

Thank you Courtney for your outstanding service by solving a historic problem and dealing with the current approval of my mother-in-law's authorisation. You must have peace within yourself, because no person who does not have peace within him/herself can be so likeable and pleasant to deal with. I wish for your conduct to wash down on others. You are an extremely good example of excellent service delivery! You are 5-Star quality!

W/O. X MAYEKISO:

Employee: Dimakatso Selundu

Thank you very much Dimakatso Selundu your service was excellent, keep it up. May you be recognised by your Manager for the good job you are doing. God bless you!

CAPT. V MOLOI:

Employee: Lirontso Khesa

The way I was so stressed before calling, she made me feel welcomed and quickly told me about the information that I was not aware of. Manager when assessing her give her a 5 plzzzz.

CNST. JJ MAKHUBU:

Employee: Retshidisitsoe Kharara

The level of professionalism shown, explaining each and every detail shows a lot of dedication. Did not know it was possible to receive my statement immediately after every claim via email...life made easy. Thank you, keep up the good work!

W/O. P STANDER:

Employee: Patience Maekisa

Thank you Patience for your assistance. You were friendly and helpful. It was a pleasure phoning POLMED and to know there is someone in the other side that can assist you with your queries. While I was holding on while Patience was still looking into my query, she did not just leave me on the phone wondering will she come back to me, she said please hold I am still looking after a few minutes - that was EXCELLENT SERVICE TO ME. Thank you Patience!

CNST. WJ VAN ZYL:

Employee: Zanele Mnyakeni

Just want to say I would never change my medical aid for any other. Zanele, thanks for your good work and I would recommend this medical aid POLMED to all the people I know and would ask them to join POLMED and no other medical aid scheme, and to the manager of POLMED thanks again for people like your staff like Zanele Mnyakeni. Again thanks POLMED, love you all. From a 16-year client, you can believe and trust my sincere trust and confidence in you all.