

APRIL 2023 COMPLIMENTS

From: Mr. Upton

Received: 08 April 2023

To: Nthabiseng Nkoadi

Compliment: "Nthabiseng Mercia Mamotse Nkoadi assisted me great, and she was very professional, but it was not in her means to solve my problem, it had to be sent to escalations"

From: Ms. Slabbert

Received: 03 April 2023

To: Tshepo Khanye

Compliment: "Tshepo did everything he could to try and assist me, but the system is offline at Rosepark Hospital and therefore my claim could not be paid because they did not apply for the appropriate period, but three days short. Hope this can be sorted by the hospital. Job well done by Tshepo. Thank you for the excellent service."

From: W/O Kopang

Received: 28 April 2023

To: Veronica-Malope

Compliment: Thanx for explaining so beautifully how payments were made. It's not always easy to understand the medical terms wrt invoices so it's nice if someone explains to us what happens when coz we tend to loose trend of what's happening on invoices and then the doctors jst tell u to pay. Much appreciated

From: SGT Matlala

Received: 28 April 2023

To: Veronica-Malope

Compliment: I was very happy about her service Vero is not just an employee but a counsellor too after talking to her I felt relieved and much better due to the situation I am going through it was like the person I know .. Thank you

From: Mrs Van Rooyen

Received: 28 April 2023

To: Veronica-Malope

Compliment: Thank you for the prompt response as always. Polmed staff are always kind and helpful and it makes such a big difference dealing with people who care.

From: CAPT MTHEMBU

Received: 15 April 2023

To: Neo-Macheke

Compliment: Macheke Neo has a listening skill and is patient with the client which was the key in solving my issue. he is not afraid to consult with the seniors where he is not sure and I appreciated his caring personality

From: CAPT SITHOLE

Received: 17 April 2023

To: Stanley Morobane

Compliment: thanks for your professionalism and always willing to assist

From: WO MODIBA
Received: 27 April 2023
To: Jonathan Mavunda
Compliment: Jonathan Mavunda was excellent and straight to the point

From: CAPT RAMOSHABA
Received: 21 April 2023
To: Motlalepule Maake
Compliment: Motlalepule Maake gave excellent service

MAY 2023 COMPLIMENTS

From: Captain Maela
Received: 08 May 2023
To: Boitumelo Edmunds
Compliment: "She knows her job and should keep it up. She's very good and has shown the professionalism."

From: Mr. Joji
Received: 08 May 2023
To: Nompumelelo Dunjana
Compliment: "I would like to thank you Sis' Mpumi for your great assistance & we need people like you who are cool & calm and have an ear to listen. Mr. Manager thank you for keeping people like Nompumelelo on your team."

From: Ms. Nkosi
Received: 08 May 2023
To: Tshepo Mohale
Compliment: "Thank you Tshepo for help on 5 of May. You did your work with passion."

From: Constable Mpangele
Received: 08 May 2023
To: Cingisizwe Mbane
Compliment: "Excellent service...had answers to all my queries and even called me back when realized won't get list of pr16 because of the big file and instead guided me through the website."

From: Ms. Makhwathana
Received: 11 May 2023
To: Betty Sindane
Compliment: "Thanks Betty for your efficient help, we had a connection problem, but you still managed to assist me. It shows dedication."

From: Mr. Booysen
Received: 15 May 2023
To: Babalwa Soyaya
Compliment: "I am satisfied with the manner you assisted me. All I can really add or say is to keep the good work because we depend on you guys to provide us with that excellent service. Thank you very much. Have a splendid day."

From : Brigadier Van Der Riel

Received : 16 May 2023

To : Dustine Le Roux

Compliment: "Thank you Dustin for your assistance in this matter and much appreciated feedback. I believe that the matter has been solved and when my subscription is done at the end of the month it will be correct. I wish you everything of the best in dealing with matters regarding POLMED members. Note Manager can be proud to have you there performing your duties with knowledge and dedication."

From: CNST Phetlho

Received: 19 May 2023

To: Veronica-Malope

Compliment: She replied quickly, and my query was explained exceptionally and am happy with her clarification upon my query

From: Mr Rengelbrecht

Received: 14 May 2023

To: Bongeka-Mkhize

Compliment: Thanks. It was an easy to communicate with you and a great please. May God with you in this difficult time.

From: W/O Brown

Received: 14 May 2023

To: Bongeka-Mkhize

Compliment: Polmed is tops! Always helpful. Friendly professional, thank you for your excellent service at all times.

From: SGT Twala

Received: 12 May 2023

To: Joy-Zuma

Compliment: Hi mam I really appreciate all your efforts keep it up a good job

From: CNST Mdhului

Received: 07 May 2023

To: Lucy-Dube

Compliment: She's good n her duties really really appreciate her quick response I rate her 10/10

From: CAPT Pretorius

Received: 08 May 2023

To: Lucy-Dube

Compliment: I appreciate your swift and direct answer. Your service is TOPS!

From: Ms. Bester

Received: 26 May 2023

To: Nomfundo-Bhengu

Compliment: Thank you very much for friendly and knowledgeable assistance. Keep up the good work.

From: CNST Molale
Received: 28/05/2023
To: Mpho-Mahumani
Compliment: Thank u for your excellent service keep up the good work

From: W/O Mngomezulu
Received: 12 May 2023
To: Nobaningi-Ntanda
Compliment: We appreciate the quick response to our request, keep up the good work.

From: STUD Seanego
Received: 27 May 2023
To: Courthney-Harry
Compliment: Thank you for replying on time and good service you gave me

From: STUD Mzinyathi
Received: 22 May 2023
To: Ongezwa-Mayekiso
Compliment: Nah she's Perfect. Don't fire her, she's for keeps

From: CAPT Lombard
Received: 05 May 2023
To: Ntombifuthi-Ramodike
Compliment: Polmed service was and is top notch.

From: CNST Mangqalaza
Received: 01 May 2023
To: Samantha-Januarie
Compliment: Thankyou Samantha for assisting me, you were really kind and helpful

From: Mrs Van Der Westhuizen
Received: 06 May 2023
To: Samantha-Januarie
Compliment: Good morning, Polmed people are very helpful keep up the good work. Thanks Samantha and the management.

From: L/COL Makhubele
Received: 30 May 2023
To: Zanele-Mnyakeni
Compliment: Keep up your good work, well done

From: CNST MOKHUTSHWANE
Received: 9 May 2023
To: Esther-Chake
Compliment: She's best, only consistency is needed so that she doesn't lose the precious gift she has

From: CNST NKOSI
Received: 11 May 2023
To: Norma Masuku
Compliment: I am happy because my problem was resolved.

From: CNST KHOZA
Received: 17 May 2023
To: Mukesh Maharaj
Compliment: Thank you for your help. I'm happy with your service

From: CNST SEBOGODI
Received: 23 May 2023
To: Jacoba Henn
Compliment: Am really impressed on how she resolved the matter...what a great service i received if i was to score her i would give her all the marks.

JUNE 2023 COMPLIMENTS

From: Mr. Naidoo
Received: 01 June 2023
To: Ludriet Tshelwane
Compliment: "I really want to commend Ludriet for going out of his way to assist in connecting me with a member of the public who found my lost wallet which had my medical card. The medical card was the only way that I could be identified as the owner, which is beyond his call of duty. He is a true asset to Polmed. I truly appreciate his kind assistance. Many thanks, Col R Naidoo."

From: Mr. Hoffman
Received: 01 June 2023
To: Retshidisitsoe Kharara
Compliment: "It was my first time contacting Polmed and the query was dealt with efficiently. Compliments to Retshidisitsoe he was professional and quickly resolved my issue."

From: Captain Oosthuizen
Received: 05 June 2023
To: Cynthia Madelene
Compliment: "Without me even asking, you found someone to help me in Afrikaans. Thank you so much. Many call center people get offended if people ask to be helped in Afrikaans. But it makes everything just so much easier for all involved. Not sure who Cynthia got to help me. But that person made double sure about my query, and it was resolved within 5 minutes. Thanks Cynthia and team. Will definitely tell people about this WhatsApp "help center".

From: Captain Kleinhans
Received: 08 June 2023
To: Phindile Hlalukana
Compliment: "I called in and Phindile helped me with both of my queries. The one payment has already been processed. I'm just waiting on the Dr for the motivation and results of the blood test to send that to you as well. Phindile explained what was needed to me and provided me with the contact information I needed. Thank you Phindile."

From: Mr. Vass
Received: 12 June 2023
To: Nadine De Bruin
Compliment: "Nadine really did help me a lot. I even received my tax certificate quicker as I thought. She was patient and provided me with guidance."

From: Brigadier Pillay

Received: 15 June 2023

To: Tasneem Khan

Compliment: "Tasneem was simply brilliant in assisting me. She was courteous, patient and kind and above all else managed to assist me with query. The Public Service is often criticized for poor service delivery, but Ms. Khan has changed this narrative and flies the flag high for Polmed. Thank you Tasneem. Your services are much appreciated."

From: Mrs. Leendertz

Received: 19 June 2023

To: Betty Sindane

Compliment: "Well done Betty. I just LOVE professional people and service delivery. You are indeed an asset to Polmed. Well done and keep up the good work."

From: Mr. Nayager

Received: 19 June 2023

To: Nokuthula Ngcobo

Compliment: "Nokuthula was very efficient and understanding in resolving my query . I would recommend other consultants learn from Nokuthula because the consultant was very polite & not rude. Also, I would like to state that there are a number of good consultants there also"

From: Mr. Mohlaba

Received: 02 July 2023

To: Letash Bezuidenhout

Compliment: "She assisted me without wasting a time. She made me understand how it is going to be attended to within a short period of time"

From: SGT Karriem

Received: 01 June 2023

To: Mpho-Mahumani

Compliment: "Good morning - Hope that you are wel. I have received an email stating that the claim will be processed on 2023-05-30 but haven' received any feedback as to if Polmed is going to cover the claim amount or not. I would like to thank Mpho Maiteledzha also for his part and the fact that it is going to be processed. Keep up the good work guys we as SAPS members really appreciate it. Kind regards, Shaun Karriem ".

From: L/COL Pool

Received: 01 June 2023

To: Nobaningi-Ntanda

Compliment: I was very impressed with Omar Davids who visited me at work and assisted me with my query. It is a wonderful initiative that an agent visits the stations to assist members

From: STUD Letsoha

Received: 01 June 2023

To: Veronica-Malope

Compliment: Polmed is the best because I got everything I needed to know

From: CAPT Khanyile

Received: 03 June 2023

To: Courthney-Harry

Compliment: I am happy that respond quickly and to the point

From: BRIG Blignaut
Received: 03 June 2023
To: Zanele-Mnyakeni
Compliment: The answer was clear, understandable and satisfying

From: CAPT Makgoga
Received: 03 June 2023
To: Lucy-Dube
Compliment: Lucy was so helpful and professional, I received requested documents within a day. I appreciate your assistance.

From: W/O Spies,
Received: 04 June 2023
To: Veronica-Malope
Compliment: Service was great, I do however have a concern, I requested 4 new Medical Aid cards but was told Polmed no longer issues these and that the membership certificate sent in electronic format is sufficient however many medical service providers require a physical medical card to photocopy it for file purposes, in addition it is the only way a law enforcement/paramedics can determine your medical aid details when you are unable to speak in a medical emergency, a cell phone is locked/damaged/lost and

From: LCOL Halgryn
Received: 05 June 2023
To: Zanele-Mnyakeni
Compliment: Very friendly and helpful.

From: STUD Nzuza
Received: 05 June 2023
To: Tshiamo-Masenya
Compliment: I really appreciate the help. It was straight forward and it was a quick response

From: W/O Zulu
Received: 07 June 2023
To: Gert-Voges
Compliment: The respond was quick, thank you

From: STUD Mlombo
Received: 07 June 2023
To: Gert-Voges
Compliment: Thanks for the wonderful help. Much appreciated.

From: SGT Sambo
Received: 09 June 2023
To: Ongezwa-Mayekiso
Compliment: The service was great keep up the good work.

From: LCOL Thabana
Received: 11 June 2023
To: Tshiamo-Masenya
Compliment: I complimented for quick response

From: Mr. Kekana
Received: 12 June 2023
To: Bakang-Stoffel
Compliment: keep up with the good work

From: LCOL Barendse
Received: 12 June 2023
To: Clifford-Tutu
Compliment: Good feedback received

From: WO Bezuidenhout
Received: 12 June 2023
To: Bongeka-Mkhize
Compliment: Thank you for your quick response. I appreciate that.

From: LCOL Meyer
Received: 15 June 2023
To: Lucy-Dube
Compliment: I received feedback very quickly

From: CAPT Buitendag
Received: 16 June 2023
To: Nobaningi-Ntanda
Compliment: Keep up the good work thank you

From: STUD Mazibuko
Received: 17 June 2023
To: Muleki-Nedzamba
Compliment: Muleki Nedzamba did a great job on resolving my query, made a follow up and attended and handled to my query with passion...big up to him

From: STUD Theko
Received: 18 June 2023
To: Mabel-Modise
Compliment: Thank you very much you're doing a great job.

From: STUD Dweba
Received: 21 June 2023
To: Bongeka-Mkhize
Compliment: The service was excellent

From: Mrs. De Ridder
Received: 23 June 2023
To: Samantha-Januarie
Compliment: Well done. Excellent service

From: LCOL Moodley
Received: 23 June 2023
To: Lucy-Dube
Compliment: Thank you for your efficiency

From: CAPT Xulu

Received: 23 June 2023

To: Bakang-Stoffel

Compliment: I really appreciate your quick response in attending to our issues. I give 100 over 100.

From: SGT Mfundisi

Received: 23 June 2023

To: Samantha-Januarie

Compliment: Thank for a quick response

From: STUD Mokoena

Received: 23 June 2023

To: Veronica-Malope

Compliment: I appreciate your service

From: STUD Buthelezi

Received: 23 June 2023

To: Nobanengi-Ntanda

Compliment: Thanks for responding to my email so quickly Nobanengi, keep up the good work.

From: STUD Seforo

Received: 23 June 2023

To: Bongeka-Mkhize

Compliment: The response to the query was very timely, which is a great customer service. Keep that up Bongeka...

From: STUD Thekisho

Received: 23 June 2023

To: Samantha-Januarie

Compliment: A special thank you for the speedy response via email. Thanks Samantha.

From: WO Stofberg

Received: 24 June 2023

To: Courthney-Harry

Compliment: Thank you for speedy answer.. sorry not good at emails.. internet and technology

From: STUD Matsoso

Received: 25 June 2023

To: Samantha-Januarie

Compliment: Thank you for the amazing service Samantha, you out did yourself.

From: STUD Duiker

Received: 25 June 2023

To: Zanele-Mnyakeni

Compliment: Your service is very good

From: Mr. Friebe

Received: 26 June 2023

To: Veronica-Malope

Compliment: Thank you for the great advise and service

From: LCOL Van Der Colff
Received: 27 June 2023
To: Bongeka-Mkhize
Compliment: Response was brilliant.

From: WO Kruger
Received: 29 June 2023
To: Tshiamo-Masenya
Compliment: Thank you for your quick response. Much appreciated

From: LCOL Ronne
Received: 29 June 2023
To: Ongezwa-Mayekiso
Compliment: Very impressed with the fast and clear response. Thank you

From: COL CONRADIE
Received: 1 June 2023
To: Melany Morgan
Compliment: Dankie Melony jy is altyd so behulpsaam en vriendelik.

From: CNST MOKOMELE
Received: 2 June 2023
To: Lesley Diokane
Compliment: Keep up the Good work making client understanding their option and benefits

From: SGT BRUWER
Received: 3 June 2023
To: Omar Davids
Compliment: He was extremely helpful and professional. I got the feeling that he goes out of his way to assist members.

From: Mrs MAHOWA
Received: 13 June 2023
To: Gareth Thomas
Compliment: He was so kind and gentle, explained everything so well, and saved us Petrol money:) by telling us about the Polmed WhatsApp platform which we didn't know about. He is a Gem and great ambassador for the company.