

October 2023

From: COL CJ Kroff
Received: 01/10/2023
To: Ethel-Reneke
Compliment: Problem not yet resolved but know what to do to get authorisation for the feeding button to be replaced.

From: CAPT AG MOKGWEETSI
Received: 01/10/2023
To: Belinda Mashalaba
Compliment: Belinda resolved what was seemingly impossible, I was very happy at the end. Thanks very much once again Belinda.

From: CNST SN NKWANYANA
Received: 01/10/2023
To: Andy Beyers
Compliment: I would like to send my gratitude for the speedily response and excellence I receive when I called Polmed. I received my medication at the chemist. Thank you for your excellent service

From: W/O A LOKAN
Received: 01/10/2023
To: Rofhiwa-Mposi
Compliment: Rofhiwa was very understanding and explained to me what was relevant to me. Excellent job well done

From: CAPT MJ Shuping
Received: 01/10/2023
To: Courthney-Harry
Compliment: Thank you very much Courtney for your excellent service it was highly appreciated and you must keep up the good work and not only for me but for every client. Thanks

From: CNT MG Mawila
Received: 01/10/2023
To: Ongezwa-Mayekiso
Compliment: Thank you so much I got assistance

From: LCOL HDM Pitout
Received: 02/10/2023
To: Ntshuxeko-Vukeya
Compliment: Quick, efficient and friendly

From: SGT J Moodley
Received: 02/10/2023
To: Clifford-Tutu
Compliment: good job

From: CNST S Daniel
Received: 2/10/2023
To: Bulelwa-Msizi
Compliment: I would like to appreciate sisi Bulelwa. She was so friendly and treated me in a good way and her service was on high standard. keep up good work sisi and God bless you.

From: COL J Smuts
Received: 03/10/2023
To: Nomfundo-Bhengu
Compliment: I do appreciate Nomfundo's assistance so much. I really always get helped so nice,
Thank you to all.

From: SGT R Mushwane
Received: 4/10/2023
To: Lesley-Diokane
Compliment: Am very happy with what I got from the branch. Lesley is one of the best that Polmed
had. Out of 100% I give him 100% His so kind and know how to handle

From: SGT N Smith
Received: 04 October 2023
To: Phindile Hlalukana
Compliment: "The service was professional and I was treated with respect."

From: SGT L Government
Received: 04 October 2023
To: Eva Nagel
Compliment: "Exceptional service"

From: Mrs D Ponsamy
Received: 04 October 2023
To: Simon Court
Compliment: "He was excellent, friendly voice over the phone. He resolved my query. Going through
this hard time, losing my husband, Simon was very empathetic to my needs and extremely helpful. I
wish he could resolve my query every time I need to. Thank you Simon, really appreciate your help.
God bless you."

From: CNST VR Tshabalala
Received: 04/10/2023
To: Keep up the good work.
Compliment: Ntshuxeko-Vukeya

From: Brig J Cyster
Received: 5/10/2023
To: Samaria-Nkosi
Compliment: I think you did not make a mistake with Nkosi. She is excellent. She even do follow up
until you satisfied. Nkosi you an asset for Polmed and keep up the good work. I miss that friendly
smile

From: W/O S Crouse
Received: 05 October 2023
To: Nokuthula-Ngcobo
Compliment: "She was very helpful and friendly. "

From: SGT B E Arends
Received: 05 October 2023
To: Babalwa-Soyaya
Compliment: "She was very friendly and helpful."

From: SGT S Ndlovu
Received: 05 October 2023
To: Tasneem-Khan
Compliment: "I'm very happy about the service she gave me."

From: SGT S Ndzipo
Received: 05 October 2023
To: Tasneem-Khan
Compliment: "I appreciate the assistance it was very outstanding, thanks"

From: MRS M C G Mulder
Received: 05 October 2023
To: Eva-Nagel
Compliment: "Evan was very helpful and friendly"

From: CNST A Jeftha
Received: 05 October 2023
To: Nthabiseng-Nkoadi
Compliment: "Thank you so much for the assistance you gave me. I'm still new to the "pregnant mom-to-be" thing, but you truly made my day. I appreciate you"

From: W/O N Sejake
Received: 05 October 2023
To: Letash-Bezuidenhout
Compliment: "Got an excellent service"

From: CAPT A De Beer
Received: 05 October 2023
To: Simon-Court
Compliment: "Very friendly, helpful and spoke clear"

From: MRS A R Benjamn
Received: 05 October 2023
To: Tebogo-Kekana
Compliment: " She was very helpful and everything was clearly explain to me and she was friendly and professional.."

From: W/O PN Fouche
Received: 05/10/2023
To: Bongeka-Mkhize
Compliment: N Bongeka-Mkhize

From: Mr J Matthee
Received: 05/10/2023
To: Thato-Mofokeng
Compliment: thank you for the detailed feedback!

From: SGT DF Engelbrecht
Received: 05/10/2023
To: Muleki-Nedzamba
Compliment: Thank you so much

From: Capt PZ Mpinge
Received: 6/10/2023
To: Zanele Zwane
Compliment: She was very professional in giving me guidance on what was required to ensure that the application is compiled correctly.

From: Col ND Baloyi
Received: 6/10/2023
To: Kedumetse-Mothabela
Compliment: Kedumetse Mothabela served me with a smile i am very happy with her service. Kedumetse maintain a high standard of professionalism. She is an excellent service provider

From: W/O J Botha

Received: 06 October 2023
To: Ludriet-Tshelwane
Compliment: "Friendly and efficient!"

From: W/O G Aldridge
Received: 06 October 2023
To: Fairlynn-Olien
Compliment: "Thank you for your professionalism"

From: W/O M Louw
Received: 06 October 2023
To: Kegomoditswe-Mashishi
Compliment: "Her service was of a high quality"

From: CAPT H V Strander
Received: 06 October 2023
To: Edwina-Setati
Compliment: "Thank you for help would just like you to ad my wife to the program. Keep up the good work"

From: CAPT A C Hattingh
Received : 06 October 2023
To: Kirsty-Lawrence
Compliment: "Hi keep up the good work and stay professional"

From: CAPT N Ketani – Sibuyi
Received: 06 October 2023
To: Vuyolwethu Joshua-Koba
Compliment: "The lady was very professional and humble."

From: W/O B Peter
Received: 06 October 2023
To: Nthabiseng-Nkoadi
Compliment: "Nothing I have received an excellent service"

From: CNST M G Mashele
Received: 06 October 2023
To: Kirsty-Lawrence
Compliment: "She was extremely nice to me,i appreciate her help."

From: W/O A Bartlett
Received: 06 October 2023
To: Cingisizwe-Mbane
Compliment: " Keep up the excellent client service you are providing to us. Very much appreciated."

From: SGT M Letsela
Received: 06 October 2023
To: Ludriet-Tshelwane
Compliment: "Ludriet was very friendly and helpful, we really need people like him, people eho is willing to help you more i am very happy with his assistance"

From: CNST J Williams
Received: 06 October 2023
To: Nokuthula-Ngcobo
Compliment: "I just want to say she was very professional and very helpful and kind and she went the extra mile I have to comment Nokuthula keep on doing the great work that you are doing we need more of you in this world"

From: CNST K Kgomo
Received: 06 October 2023

To: Tshepo-Khanye
Compliment: " He was very helpful and very polite..Thanks for clarification and much appreciated.."

From: LCOL P A Snyman
Received: 06 October 2023
To: Nthabiseng-Nkoadi
Compliment: "SHE IS VERY COMPETENT"

From: LCOL T Stadler
Received: 07 October 2023
To: Smangele-Ntsibande
Compliment: " She assisted on resolved my enquiry"

From: CAPT H Fouche
Received: 07 October 2023
To: Nosisa-Cumming
Compliment: " She was very efficient in her service. Just keep up the excellent service."

From: CAPT S Naidoo
Received: 07 October 2023
To: Nokuthula-Ngcobo
Compliment: " She was very efficient in her service. Just keep up the excellent service."

From: COL T S Phetla
Received: 07 October 2023
To: Smangele-Ntsibande
Compliment: " I was assisted in a professional manner and the consultant was polite throughout our conversation"

From: Mr H De Beer
Received: 07 October 2023
To: Patience-Maekisa
Compliment: " Patience is very competent. It's a pleasure to communicate with someone of her calibre. Thank you, Patience."

From: SGT D Masiye
Received: 07 October 2023
To: Polite-De Kock
Compliment: "I was assisted in a professional manner and in tome."

From: CNST T Mahlangu
Received: 07 October 2023
To: Nosisa-Cumming
Compliment: " Service was satisfactory"

From: SGT J Thomas
Received: 08 October 2023
To: Tebogo-Kekana
Compliment: " Professional and efficient customer service"

From: CAPT J Mostert
Received: 08 October 2023
To: Patience-Maekisa
Compliment: " Friendly and helpful thank you"

From: SGT N Mpame
Received: 08 October 2023
To: Retshidisitsoe-Kharara
Compliment: " Excellent service provided, I really appreciated your help."

From: CNST NT Nengwenani
Received: 08 October 2023
To: Nonhlanhla-Thulo
Compliment: " Great service"

From: W/O JS Weber
Received: 09/10/2023
To: Lucy-Dube
Compliment: Lucy gives great services!!!

From: Mrs AM Jonkers
Received: 09/10/2023
To: Mabel-Modise
Compliment: Excellent Service

From: CNST D Mokoena
Received: 09/10/2023
To: Veronica-Malope
Compliment: I was responded very fast I think the service was really great

From: CAPT MP Tihakudi
Received: 09 October 2023
To: Edwina-Setati
Compliment: " I want to know when should I expect my refund.She did marvelous job last time.She superb"

From: L/COL C Coetzee
Received: 09 October 2023
To: Nonhlanhla-Thulo
Compliment: " Very professional and polite! Was very helpful"

From: SGT M Moloto
Received: 09 October 2023
To: Nonhlanhla-Thulo
Compliment: " The lady was so helpful and she referred me to the relevant office. She was very patient and the member is an asset to polmed. Very friendly and she put me through relevant office. Keep it up sister job well done. It makes me feel free to call polmed in future as I would expect same service that I got from Nonhlanhla. Thank you again for excellent service"

From: SGT N Nxele
Received: 09 October 2023
To: Nompumelelo-Dunjana
Compliment: " She must keep it up the good work...she was so professional n she give me hope to the problem that I was having."

From: Mr PW Van Heerden
Received: 09 October 2023
To: Edwina-Setati
Compliment: "Friendly, helpful, patient and understanding. Resolved matter easily"

From: W/O HE Smith
Received: 10 October 2023
To: Nompumelelo-Dunjana
Compliment: " Thank you done very professionally

From: STUD SB Nzuzo
Received: 11/10/2023
To: Zanele-Mnyakeni

Compliment: Very satisfied with the assistance from Zanele, she replied my query simple. And I am so much happy with the quick response I received. Thank you

From: SGT P Mqokeli
Received: 11 October 2023
To: Kegomoditswe-Mashishi
Compliment: " Good work Keep up the good work."

From: G/MAJ D Nkosi
Received: 11 October 2023
To: Edwina-Setati
Compliment: "Thanks to Edwina for his wonderful services ȳȳ.

From: SGT M Hlungwani
Received: 11 October 2023
To: Simon-Court
Compliment: " Thumbs up and keep up the good work"

From: CAPT KC Hope
Received: 11 October 2023
To: Simon-Court
Compliment: " Very efficient and helpful"

From: CNST K Ndeni
Received: 11 October2023
To: Simon-Court
Compliment: " Simon is one of the best. I've had the most effective and great help from him. And he was very professional, kind, and very welcoming. Overall, I've had a wonderful help from him."

From: CAPT DT De Bruin
Received: 11 October 2023
To: Dimakatso-Selundu
Compliment: " Thanks for your professional response and support"

From: Mr W Van Staden
Received: 11 October 2023
To: Nompumelelo-Dunjana
Compliment: " Thank you very much you a star."

From: Mr J Conradie
Received: 12/10/2023
To: Gert-Voges
Compliment: Thanks for quick respond of my query- it is much appreciated

From: SGT TF Hewitt
Received: 12 October 2023
To: Babalwa-Soyaya
Compliment: " She was excellent in performing her customer service duties"

From: Mr GEL Joubert
Received: 12 October 2023
To: Fairlynn-Olien
Compliment: " very helpful thank you"

From: SGT P Mqokeli
Received: 12 October 2023
To: Kegomoditswe-Mashishi
Compliment: " Keep up the good work."

From: SGT N Mpande

Received: 12 October 2023
To: Nompumelelo-Dunjana
Compliment: " She was happy to assist and made it understandable"

From: CNST V Tlharipe
Received: 12 October 2023
To: Retshidisitsoe-Kharara
Compliment: " I am happy for the service I received from Kharara, Keep up the good work ڤڤ"

From: CNST K Williams
Received: 12 October 2023
To: Polite-De Kock
Compliment: " Very professional, decent, understanding and helpful.

From: Mrs S van Greunen
Received: 12/10/2023
To: Gert-Voges
Compliment: The service was best and fast, my query was resolved very quick also.

From: Mr. L Olivier
Received: 13 October 2023
To: Phindile-Hlalukana
Compliment: " I was very impressed
Thank you Phindi"

From: L/COL L Matsane
Received: 13 October 2023
To: Letash-Bezuidenhout
Compliment: " On the 10th of October 2023 i was assisted by Letash with the registering of my dependant process and she was so marvellous is doing her job. She has displayed her loyalty and patience towards me and wish she could do the same to anyone coming across her."

From: CNST CJ Van Zyl
Received: 13 October 2023
To: Letash-Bezuidenhout
Compliment: " The service I received from her was friendly and professional. Assisted me good with my query."

From: Mr Louis Thiele
Received: 13 October 2023
To: Fairlynn-Olien
Compliment: " Thank you for the prompt efficient service, wonderful to deal with such excellent service providers."

From: W/O J Masobolotja
Received: 13 October 2023
To: Ludriet-Tshelwane
Compliment: " I was very much satisfied,keep up the good work"

From: CAPT SA Moseitlha
Received: 13 October 2023
To: Kirsty-Lawrence
Compliment: " Thanks kirsty, keep up the good job"

From: SGT T Sidavhi
Received: 13 October 2023
To: Fairlynn-Olien
Compliment: " my query resolved immediately. good job"

From: CNST C Malinga
Received: 14/10/2023
To: Veronica-Malope
Compliment: I got the respond to the enquire I have send via email ,thank you

From: CNST E Apie
Received: 14/10/2023
To: Bongeka-Mkhize
Compliment: Keep up the good work bongeka

From: SGT NM Kantwela
Received: 14 October 2023
To: Dimakatso-Selundu
Compliment: " My query was resolved fast
Thank you"

From: W/O C May
Received: 14 October 2023
To: Nonhlanhla-Thulo
Compliment: "She was helpful and knew exactly what to do. I am satisfied with her assistance"

From: W/O P Maluleke
Received: 14 October 2023
To: Nokuthula-Ngcobo
Compliment: : "Her service was excellent"

From: SGT M Tilo
Received: 14 October 2023
To: Vuyolwethu Joshua-Koba
Compliment: " Excellent job done, I received my email immediately after we stop talking, I thank you my brother good work"

From: W/O LJ Oosthuizen
Received: 15/10/2023
To: Muleki-Nedzamba
Compliment: Prompt response

From: W/O W Jansen
Received: 15/10/2023
To: Sherene it was a pleasure dealing with a friendly and help full person.
Compliment: Sherene-Matthews

From: LCOL HJP Botha
Received: 15/10/2023
To: Gert-Voges
Compliment: Please keep up the good work in supporting the client

From: SGT ZB Magugu
Received: 15/10/2023
To: Nobaningi-Ntanda
Compliment: I was glad to get the response in a short space.

From: CNST ML Tshobeka
Received: 15/10/2023
To: Zanele-Mnyakeni
Compliment: Well done Zanele, keep up the good work

From: Mrs. M Naude
Received: 15 October 2023
To: Babalwa-Soyaya
Compliment: " She was friendly and courteous and assisted me efficiently and professionally."

From: SGT M Letlape
Received : 15 October 2023
To : Kegomoditswe-Mashishi
Compliment:" Keep it up with your professionalism 100%

From: Mrs. L Naicker
Received: 15 October 2023
To: Eva-Nagel
Compliment: " She was very kind and understanding."

From: Mr. T Hewitt
Received: 15 October 2023
To: Nonhlanhla-Thulo
Compliment: " Very efficient and sorted out query with good feedback asap. Was impressed

From: CNST PK Ndenzeka
Received: 15 October 2023
To: Babalwa-Soyaya
Compliment:" Keep it up the good work Babalwa."

From: MRS MJ Jones J
Received: 15 October 2023
To: Simon-Court
Compliment: " Simon's service delivery is beyond excellent. Very impressed"

From: W/O M Mdodi
Received: 15 October 2023
To: Babalwa-Soyaya
Compliment: "Babalwa was very helpful patient and very professional. I highly recommend her good service"

From: CNST EJ Kganyege
Received: 15 October 2023
To: Vuyolwethu Joshua-Koba
Compliment: " I was happy with her service. Much appreciated."

From: CNST M Ndou
Received: 15 October 2023
To: Vuyolwethu Joshua-Koba
Compliment: " She was good at explaining what i wanted to know,and she patiently assisted me even though i was asking lot of questions. All i could say to her is "Thank you" and she should keep up the good work"

From: CAPT EPS Steyn
Received: 15 October 2023
To: Fairlynn-Olien
Compliment: " She understood what I wanted to say and went all the way to assist me."

From: Mr. GD Van Lill
Received: 16/10/2023
To: Joy-Zuma
Compliment: Excellent service thanks appreciate it very much

From: Mrs. L Sauer
Received: 16/10/2023

To: Nobaningi-Ntanda

Compliment: I want to thank Nobaningi for her timely response to my e-mail request and for sending the document I needed urgently.

From: SGT MC Mangweni

Received: 16/10/2023

To: Zanele-Mnyakeni

Compliment: Satisfied with everything, thank you so much.

From: Miss. L De Ridder

Received: 16/10/2023

To: Clifford-Tutu

Compliment: thanks good work

From: W/O M Sheosunker

Received: 16 October 2023

To: Vuyolwethu Joshua-Koba

Compliment: " Thank you, great service :)"

From: SGT A Lomax

Received: 16 October 2023

To: Nonhlanhla-Thulo

Compliment: " Love the lady. She was so polite and did everything she could to help me with my query

From: CAPT WJ Needham

Received: 17/10/2023

To: Veronica-Malope

Compliment: Thank you very much, your
Thank you. Your feedback was kind and understandable

From: CNST S Mlotshwa

Received: 18/10/2023

To: Mpho-Mahumani

Compliment: The point not yet resolved but I am happy with the response and the process

From: W/O IM Roeland

Received: 18 October 2023

To: Nadine-De Bruin

Compliment: " She was friendly and very helpful.

From: SGT KL Mpaka

Received: 19/10/2023

To: Lucy-Dube

Compliment: I really appreciate the assistance I thought it will take long

From: L/COL M Maimane

Received: 19 October 2023

To: Letash-Bezuidenhout

Compliment: " Thank you very much for your patience whilst I was seeking clarity "

From : BRIG D Nel

Received: 19 October 2023

To: Nonhlanhla-Thulo

Compliment : " friendly and eager to help

From: CAPT CEP Swart

Received: 19 October 2023

To: Tshupo-Khanye

Compliment: " Thanks for kind, professional assistance

From: LCOL W Erasmus
Received: 20/10/2023
To: Ongezwa-Mayekiso
Compliment: Speedily feedback

From: CNST Z Makwarela
Received: 20/10/2023
To: Zanele-Mnyakeni
Compliment: She replied very fast before o knew it my query was resolved

From: SGT KL Mpaka
Received: 20/10/2023
To: Lucy-Dube
Compliment: I really appreciate the assistance I thought it will take long

From: CNST S Makwela
Received: 20/10/2023
To: Ntshuxeko-Vukeya
Compliment: Thank you for his/her efficiency, keep it up.. this helps in uprooting corruption and fraud...

From: CAPT L Smith
Received: 21/10/2023
To: Veronica-Malope
Compliment: Well done to the team

From: SGT L Radebe
Received: 22/10/2023
To: Zanele-Mnyakeni
Compliment: Thanks for quick update of my dependent

From: COL CJ Kirstein
Received: 23/10/2023
To: Clifford-Tutu
Compliment: I appreciate the speedy response to my request. I was positively surprised when i received my document the very next morning! Thank you for making a positive difference in your clients' lives!

From: CAPT E Seretlo
Received: 23/10/2023
To: Lucy-Dube
Compliment: I REALLY APPRECIATE YOUR SERVICE.

From: CAPT N Manohar
Received: 23/10/2023
To: Lucy-Dube
Compliment: It will be nice to have personal contact with the member attending to the request, to help us better understand the reason for the response provided?

From: CNST SM Mazikubo
Received: 24/10/2023
To: Joy-Zuma
Compliment: She's professional

From: W/O TJ Hanekom
Received: 25/10/2023
To: Clifford-Tutu
Compliment: Good service. Quiry was resolved. Thank you Clifford!

From: CAPT GHC Swart
Received: 25/10/2023
To: Mabel-Modise
Compliment: Thank you Mabel Modise for your professional service

From: CNST N Zuma
Received: 25/10/2023
To: Bongeka-Mkhize
Compliment: I was very pleased with the prompt response as well as attendance to my problem. Honestly thought it would take up to a week for my matter to be resolved but instead it was immediate and wish to say thank u so much

From: W/O TD Musi
Received: 25/10/2023
To: Bongeka-Mkhize
Compliment: Good service

From: CAPT R Krige
Received: 27/10/2023
To: Clifford-Tutu
Compliment: I was very satisfied with the prompt response

From: CAPT P Naidoo
Received: 27/10/2023
To: Thato-Mofokeng
Compliment: Thank you for the great and efficient service.

From: Mrs. LM Ntuli
Received: 27/10/2023
To: Bongeka-Mkhize
Compliment: Wow guys I told you you are my family... Thanks very much Bongeka. Keep up the good work

From: W/O P Uys
Received: 30/10/2023
To: Ethel-Reneke
Compliment: Great job

From: CNST SA Zondi
Received: 30/10/2023
To: Nobanangi-Ntanda
Compliment: Thanks Nobah, to resolved my query, keep it up

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From: Mr JW Knox
Received: 02/11/2023
To: Zanele-Mnyaken
Compliment: Thank you for you service and your speedy service you are the best.

From: W/O F OBERHOLSTER
Received: 01/11/2023
To: Andy Beyers
Compliment: Andy did a good job by helping me to understand my problem. Explain to me everything in a way I could understand it. Very patiently, thank you.

From: MRS V BUNGAROO
Received: 01/11/2023
To: Asanda-Gqubusha

Compliment: Asanda was very polite.. Articulate and most of all kind and efficient... Well done Asanda and Polmed!!

From: CPT G BONDESIO

Received: 1/11/2023

To: Palesa-Banda

Compliment: Good day Palesa. Thank you for your professional help when I called. Your answered all my questions and explained to me where I didn't understand. Thank you for your patience with me.
Regards

From: W/O M HAMLET

Received: 01/11/2023

To: Lerato-Modibane

Compliment: I would like to compliment you regarding applying for chronic medication. The fact that the member can do it telephonically helps a lot, especially the continuation members. It is not everyone that has access to the internet or understands it. So thank you! Much appreciated.

From: SGT LM DYERS

Received: 1/11/2023

To: Tsepang-Mokoena

Compliment: Great service deliver and fast solution to my query

From: MRS JS KRUGEL

Received: 01/11/2023

To: Shiluva-Baloyi

Compliment: I would like to compliment you regarding applying for chronic medication. The fact that the member can do it telephonically helps a lot, especially the continuation members. It is not everyone that has access to the internet or understands it. So thank you ! Much appreciated.

From: SGT R KARRIM

Received: 1/11/2023

To: Phuti Sithagu

Compliment: I would like to thank Phuti for making me understand the chronic process and providing professional feedback

From: MR J GROBBELAAR

Received: 01/11/2023

To: Tsepang-Mokoena

Compliment: Like to thank Tsepang Mokoena for his patience during the call.....my English is not that good and the reception on the phone also terrible.....but he stick to his guns and stayed on the line with me till the end of the call.....very happy with him !!

From: MRS CW BOTHA

Received: 01/11/2023

To: Phuti-Sithagu

Compliment: Thank you Phuti for your time and your Kindness, I sincerely appreciate your very efficient service delivery. You were knowledgeable, very efficient service delivery and aim to please your customer, excellent service delivery! You are a real star employee contributing towards making Polmed medical aid The Best medical aid in South Africa! Thank you!

From: CAPT JB PANDARUM

Received: 01/11/2023

To: Phuti-Sithagu

Compliment: Wish there were more people like you employed to deal with clients. Polite, efficient and patient. I'm delighted with the service. Have a safe and blessed festive season

From: SGT T Mniki

Received: 02/11/2023

To: Clifford-Tutu

Compliment: He gave me the best service, and I wish everyone can learn how to deal with a client from him, he knows what he is there for and I like his response, it was a quick one, unlike the phone call, brother keep up the good work.

From: W/O T Gilbert
Received: 03/11/2023
To: Ethel-Reneke

Compliment: She was fantastic in resolving this matter and in grate time limit. We as a family personally thank her and Polmed for everything. Thank you

From: JG Van Jaarsveld
Received: 03/11/2023
To: Wendy-Landsberg

Compliment: Wendy always walk the extra mile to understand the problem and to resolve it. Her advice is valuable to me.

From: Capt MM Thema
Received: 3/11/2023
To: Jonathan-Mavunda

Compliment: I appreciate what Mr Mavunda did I am satisfied about the way he handled my query, and the management are doing their job whole heartedly and will passion. Love Polmed

From: Capt SG Booysen

From: Mrs. J Doig
Received: 05/11/2023
To: Gert-Voges

Compliment: Dear Gert Voges thank you so much for your quick response to my query with regards to authorization number contact details. As to be expected, you on behalf of Polmed gave me quick and efficient service which I have always received from every staff member I have had to deal with. I am eternally grateful to all of you and for the knowledge that I belong to one of the best medical aids ever. The fact that doctors plus pharmacists have commented on in the past. Believe me when I say that they do

From: SGT S De Vries
Received: 04/11/2023
To: Mabel-Modise

Compliment: Thanks for excellent service. Much appreciated.

From: COL JM Fourie
Received: 06/11/2023
To: Ntshuxeko-Vukeya

Compliment: Fantastic person to deal with!

From: CNST F Hector
Received: 07/11/2023
To: Lucy-Dube

Compliment: Keep doing the good work only room for improvement

From: Capt SG Booysen
Received: 8/11/2023
To: Izolde-Groenewald

Compliment: Izolde is professional, she know what she is doing, she helped me professionally and efficiently, a few minutes and everything was solved. Nice to spoke to a friendly person who knows her job

From: Mrs BW Kuger
Received: 09/11/2023
To: Muleki-Nedzamba

Compliment: Really thanks for all your help I appreciate it

From: SGT UA Autar
Received: 09/11/2023
To: Zanele-Mnyakeni
Compliment: Keep up the good work

From: W/O MJ Seabela
Received: 10/11/2023
To: Muleki-Nedzamba
Compliment: Keep up the good work thanks

From: Cnst RC Pillay
Received: 11/11/2023
To: Mbali Mzolo
Compliment: As a Policemen we rely fully On our medics on and off duty especially when it comes to Polmed I cannot express how appreciative I am to Be part of The Polmed team always striving, and the level off Professionalism is Superb I pray the Foundation of Polmed continues to Surpass all and its my dear Colleague like Mbalenhle Mzolo who makes Polmed what it is, fluent in English more than understanding and very competent in her knowledge of Polmed definitely needs to get promoted and grow in the Polmed.

From: W/O KE Tlape
Received: 11/11/2023
To: Lucy-Dube
Compliment: Keep up the good work

From: SGT BV Sithole
Received: 14/11/2023
To: Nobaningi-Ntanda
Compliment: The response and all updates about my claim was very quick and notified all the stages of my claim. Thank you

From: STUD T Bobelo
Received: 11/11/2023
To: Lucy-Dube
Compliment: Thank you to Lucy Dube for being very helpful by providing timely assistance in a clear and concise way. I thank her for also providing contact details in case there are further queries.

From: W/O WJ Kroucamp
Received: 12/11/2023
To: Thato-Mofokeng
Compliment: Thank you Thato for your friendliness and quick response

From: CNST NE Maluleke
Received: 12/11/2023
To: Mpho-Mahumani
Compliment: I will recommend Polmed to my friends and family

From: W/O VR Kopi
Received: 20/11/2023
To: Joy-Zuma
Compliment: Joy Zuma answered my query perfectly

From: Mrs. JAE Du Toit
Received: 20/11/2023
To: Mabel-Modise
Compliment: Service are always excellent!! I salute POLMED

From: L/COL QJ Adams
Received: 21/11/2023
To: Mabel-Modise

Compliment: Immediate response, thank you

From: COL B Barnard

Received: 21/11/2023

To: My query was adequately dealt with, and I was extremely impressed by the speed it was managed - well done Nobaningi and Polmed!

Compliment: Nobaningi-Ntanda

From: Mrs CG Kriel

Received: 22/11/2023

To: Izolde Groenewald

Compliment: Very friendly and I immediately feel comfortable to discuss my needs. Izolde was very competent in what she was doing. I also make things much easier for me that I was help in my own language. She could answer all my questions and when I left I was very impressed with the service.

From: SGT SG Du-Toit

Received: 22/11/2023

To: Bongeka-Mkhize

Compliment: The response was swift and very on point. Detailed and on time. Thank you so much. Very much appreciated

From: CNST V Mudau

Received: 22/11/2023

To: Courthney-Harry

Compliment: I am satisfied with the service that I got

From: SGT G Walker

Received: 23/11/2023

To: Zanele-Mnyakeni

Compliment: Very good service and prompt

From: CAPT S Mc Cabe

Received: 24/11/2023

To: Bongeka-Mkhize

Compliment: She was very friendly and had patience with me

From: SGT C Van Deventer

Received: 25/11/2023

To: Veronica-Malope

Compliment: Thank you for answering my question

From: SGT ME Moloi

Received: 26/11/2023

To: Ongezwa-Mayekiso

Compliment: I am happy that you respond to emails asap unlike before where we used to wait for days, keep up the good work.

From: SGT LS Thomo

Received: 26/11/2023

To: Bongeka-Mkhize

Compliment: The email was attended with immediate effect and I was so happy

From: Mrs. S Deetlefs

Received: 27/11/2023

To: Gert-Voges

Compliment: Vinnig n antwoord terug ontvang. Baie duidelik en verstaanbaar. Baie dankie.

From: Mrs. LA Van Rooyen

Received: 29/11/2023

To: Ntshuxeko-Vukeya

Compliment: Always receive prompt response to my queries and in a satisfactory manner. Well done Ntshuxeko Vuleya!

From: SGT N Adams
Received: 30/11/2023
To: Mpho-Mahumani
Compliment: Thanks so much for your assistance. It is much appreciated.

From: COL J Coetzee
Received: 30/11/2023
To: Bongeka-Mkhize
Compliment: Feedback was clear precise and friendly.

From: LCOL M Schutte
Received: 30/11/2023
To: Ongezwa-Mayekiso
Compliment: I have replied with an enquiry regarding my wife's contribution but no reply yet.

From: LCOL C Deysel
Received: 30/11/2023
To: Phumla-Xaso
Compliment: Thank you for your kind assistance.

From: CNST C Mokgotho
Received: 30/11/2023
To: Lucy-Dube
Compliment: Thanks, Ma'm Dube for your assistance and response

From: CAPT AM Van Litsenborgh
Received: 30/11/2023
To: Gert-Voges
Compliment: Quick and efficient service thank you.

December 2023

From: Mrs. A Koster
Received: 01/12/2023
To: Zanele-Mnyakeni
Compliment: Thank you for excellent service

From: SGT C Sizani
Received: 01/12/2023
To: Nobanengi-Ntanda
Compliment: Hey Nobaningism sorry for the late response I'm admitted on 28 Nov and I was in pain and I was at theatre yesterday,

From: LCOL I Geldenhuys
Received: 02/12/2023
To: Thato-Mofokeng
Compliment: Thank you for caring and excellent care. We appreciate. God bless you and your family.

From: Mrs B Engelbrecht
Received: 02/12/2023
To: Bongeka-Mkhize
Compliment: I am waiting for the report from the audiologists.

From: W/O M Smith
Received: 02/12/2023
To: Joy-Zuma
Compliment: She helped me in a professional manner

From: CNST RJ Paton
Received: 02/12/2023
To: Zanele-Mnyakeni
Compliment: Thank you kindly for your assistance.

From: CNST AL Madlophe
Received: 3/12/2023
To: Elisabeth-Yegappen
Compliment: All I can say to Elisabeth Yegappen I am very happy with her service to me with also a smile on her face.... Thanks much with your kindness and also continue to help other... May God bless you.

From: HS Grobbelaar
Received: 3/12/2023
To: Denver-Brown
Compliment: I would like to compliment Denver for the prompt service he provided. He were 100% up to date with the subject on hand.
We immediately felt at ease. We were satisfied. I liked the calm atmosphere. Thank you Denver.

From: SGT BR Ngcobo
Received: 03/12/2023
To: Veronica-Malope
Compliment: Keep up the good work your service was helpful Veronica

From: Mr AJS Botes
Received: 04/12/2023
To: Lucy-Dube
Compliment: Thank you very much Lucy for your fast response. It is much appreciated. Please forward this to your manager. Kind regards. Tania Botes

From: SGT JR Nel
Received: 04/12/2023
To: Her service was very good. No complaints.
Compliment: Nomfundo-Bhengu

From: W/O J Ngobeni
Received: 04/12/2023
To: Bongeka-Mkhize
Compliment: I really appreciated the assistance regarding my request

From: CAPT T Arbee
Received: 06/12/2023
To: Courthney-Harry
Compliment: Thank you for resolving so quick

From: LCOL P Bezuidenhout
Received: 7/12/2023
To: Jonathan-Mavunda
Compliment: I am most grateful for the quick and easy access I had and for the quick and professional service I received. Jonathan was most helpful. Thank you

From: W/O W Ackerman
Received: 08/12/2023
To: Gert-Voges
Compliment: Ek as Afrikaans sprekende persoon vind dit soms moeilik om myself uit te druk, deur middel van Engels. Dit sal regtig hoog op prys gestel word indien daar meer aan die Afrikaans sprekende mense opsies gestel word. Daar is ook 'n probleem met jul " whatsapp " aangesien 'n mens nie toegang daartoe kan kry nie. Andersins is ek dankbaar vir julle hulp en ook vir julle verstaan, dat 'n mens soms foute begaan as gevolg van menslike swakheid.

From: W/O RF Mawaya

Received: 08/12/2023

To: Mpho-Mahumani

Compliment: Thank you very much for your assistance about the payment, but Lancet sent me an email yesterday on the 7th December saying I owe them that amount of R808 for blood tests and they said I must pay it because it's outstanding, it's not yet paid but I believe it has not reflected yet on their side. Thank you very much for everything because I can see from your monthly statement it shows that the payment was done on the 30th November. Kind regards. Keep it up for the job well done.

From: SGT NA Mfundisi

Received: 10/12/2023

To: Desiree-Mpipi

Compliment: I'm so happy about the assistant that I got from Thabo, she was so lovely and generous, and explained every question I asked very easily, keep up the good work Thabo thank you my dear.

From: COL EH Wesso

Received: 12/08/2023

To: Ntshuxeko-Vukeya

Compliment: Mr Vukeya communicated effectively, and even contacted me personally. He treated me with respect and empathy and went out of his way to process the claim asap. Thank you! Gilbert Wesso

From: CAPT MGF Grace

Received: 09/12/2023

To: Thabo-Mofokeng

Compliment: I was assisted by a hidden Angel

From: LCOL V Dettmer

Received: 09/12/2023

To: Clifford-Tutu

Compliment: Friendly and professional, the problem was solved

From: BRIG F Pretorius

Received: 09/12/2023

To: Zanele-Mnyakeni

Compliment: Zanelle provided quick and what I needed within a short space of time. Well done, blessings

From: Mr. W van Jaarsveld

Received: 10/12/2023

To: Lucy-Dube

Compliment: Ek verstaan nog steeds nie hoekom die over the counter voordeel vir iets anders gebruik word, en dan as ek dit nodig het, is dit nie beskikbaar nie, maar my staat wys dit is beskikbaar!!!

From: CNST TE Montsho

Received: 10/12/2023

To: Bongeka-Mkhize

Compliment: You should get a raise Bongeka, and thanks for responding quick.

From: SGT SS Hendricks

Received: 10/12/2023

To: Lucy-Dube

Compliment: Keep up the good work. God Bless you guys.

From: COL LA Van Zyl

Received: 14/12/2023

To: Mpho-Mahumani

Compliment: Polmed is the best medical aid in the world, not only in SA!

From: LCOL D Hlatshwayo
Received: 15/12/2023
To: Samantha-Januarie
Compliment: I am very happy and satisfied with the service I got and it shows commitment and dedication

From: Mrs. ASJ Britz
Received: 15/12/2023
To: Ntombinkulu-Cebekhulu
Compliment: Thank you very much for everything you are doing for me! Don't know what I would have done without Polmed help with my health that is not very good currently! I do appreciate everything thank you and God bless you!!!

From: Mr. JH Nortje
Received: 16/12/2023
To: Thato-Mofokeng
Compliment: She helped me very professionally

From: LCOL B Van Niekerk
Received: 20/12/2023
To: Nomfundo-Bhengu
Compliment: Professional at all times

From: Miss S Zietsman
Received: 20/12/2023
To: Phumla-Xaso
Compliment: Very professional and kindness

From: CAPT N Frylinck
Received: 20/12/2023
To: Mpho-Mahumani
Compliment: After several visits to the PTA office Mpho could solve the problem after several months of a real struggle. I want to thank this person for her quick and response and the problem was solved.

From: CAPT G Carstens
Received: 22/12/2023
To: Mpho-Mahumani
Compliment: Thank you for your help

From: W/O AJ Steenkamp
Received: 22/12/2023
To: Clifford-Tutu
Compliment: Helpful with query thanks

From: SGT J Moselane
Received: 22/12/2023
To: Nobaningi-Ntanda
Compliment: Keep up the good work

From: Mrs. E Smit
Received: 24/12/2023
To: Courthney-Harry
Compliment: Thank you for the quick response, much appreciated.

From: CAPT AL Mbadaliga
Received: 25/12/2023
To: Joy-Zuma
Compliment: Your work is exceptional.

From: CNST KP Majoro

Received: 25/12/2023
To: Ongezwa-Mayekiso
Compliment: Keep it up the good work always be blessed

From: CAPT ST Molale
Received: 26/12/2023
To: Clifford-Tutu
Compliment: Professional service received

From: LCOL F Van Zyl
Received: 27/12/2023
To: Bongeka-Mkhize
Compliment: I am so glad the account will be settled without any hassle. Excellent services rendered.