

January 2024

From: STUD T Masutha
Received: 29/12/2023
To: Nobanengi-Ntanda
Compliment: It was excellent and well to the point of my query

From: COL E Claasen
Received: 30/12/2023
To: Bongeka-Mkhize
Compliment: Always prompt service THANK YOU

From: W/O NC Charles
Received: 30/12/2023
To: Veronica-Malope
Compliment: Thank you form a well-informed answer to my query. Have a happy new year. God bless.

From: Miss. T Van Wyk
Received: 31/12/2023
To: Bongeka-Mkhize
Compliment: Thank you for great assistance.

From: STUD TC Duiker
Received: 31/12/2023
To: Clifford-Tutu
Compliment: Excellent service, keep it up

From: STUD LI Masondo
Received: 0201/2024
To: Nobanengi-Ntanda
Compliment: Keep up the good work

From: W/O PL Gilbert
Received: 05/01/2024
To: Charmaine-Josephs
Compliment: Good service thanks

From: LCOL IP Horak
Received: 05/01/2024
To: Nobanengi-Ntanda
Compliment: Thanks for your immediate response.

From: SGT P Nell
Received: 05/01/2024
To: Veronica-Malope
Compliment: Excellent service

From: W/O HP Kruger
Received: 05/01/2024
To: Nobanengi-Ntanda
Compliment: Thank you for the speedy reply and solving of my problem

From: LCOL LS Ndyulo
Received: 05/01/2024
To: Gert-Voges
Compliment: The response from Gert was prompt

From: Mr. DMJ Venter
Received: 05/01/2024
To: Mabel-Modise
Compliment: Quick and efficient service - thank you!!

From: SGT GR Kujane
Received: 05/01/2024
To: Veronica-Malope
Compliment: Good service. Thank you

From: CNST T Vilakazi
Received: 05/01/2024
To: Samantha-Januarie
Compliment: She was helpful and very clear.

From: Mr. W van Staden
Received: 06/01/2024
To: Nomfundo-Bhengu
Compliment: Thank you very much.

From: CNST R Baatjies
Received: 07/01/2024
To: Stephen-Mafifi
Compliment: Brilliant service. Times a thousand

From: Mr. HNJ Botha
Received: 07/01/2024
To: Mabel-Modise
Compliment: Service was excellent without any delay. Thank you.

From: Mrs. MA Mangoejane
Received: 08/01/2024
To: Muleki-Nedzamba
Compliment: Thanks with the good work you giving to us.

From: SGT L Mhlana
Received: 10/01/2024
To: Bongeka-Mkhize
Compliment: Keep up the good work

From: CAPT M Annett

Received: 11/01/2024

To: Samantha-Januarie

Compliment: Good day, I found Samantha Janurie to be prompt with a complete answer to my query and wish to thank her for the great assistance and information received. She deserves a promotion. Thank you and kind.

From: SGT SL Smith

Received: 11/01/2024

To: Sherene-Matthews

Compliment: Sheree is a very compassionate person. She is an asset.

From: Mrs. A Bosch

Received: 12/01/2024

To: Lucy-Dube

Compliment: Thank you for quick response

From: W/O MS Tsotetsi

Received: 12/01/2024

To: Muleki-Nedzamba

Compliment: Thanks a lot

From: Mrs. FM Oliphant

Received: 13/01/2024

To: Veronica-Malope

Compliment: Thank you for your quick and excellent feedback.Keep up the good work.Veronica Malope

From: CNST O Mncanca

Received: 13/01/2024

To: Veronica-Malope

Compliment: I highly appreciate your assistance Veronica malope

From: STUD TB mabute

Received: 14/01/2024

To: Clifford-Tutu

Compliment: The service was exceptional and convenient as per my query keep it up thank you

From: LCOL IC Geldenhuys

Received: 17/01/2024

To: Phumla-Xaso

Compliment: Thank you for excellent customer service

From: W/O K Naidoo

Received: 18/01/2024

To: Jeanette-Radebe

Compliment: I appreciate your speedy response to my email and thank you so much continue with your good work

From: Mrs. E van der Vyver
Received: 20/01/2024
To: Ethel-Reneke
Compliment: Thank you so much for your help

From: Mr. J Conradie
Received: 21/01/2024
To: Ntombifuthi-Ramodike
Compliment: Ntombifuthi- thank you so much for your assistance with my request for pre-authorisation for a blood metre machine- it is much appreciated -thanks for caring for us as polmed members- 10 out of 10 for your assistance with this matter

From: CAPT WJ Needham
Received: 21/01/2024
To: Lucy-Dube
Compliment: Thank you Lucy for your prompt feedback

From: Mrs. DJJ Van Zyl
Received: 21/01/2024
To: Ongezwa-Mayekiso
Compliment: She requested more info.

From: CAPT J Minnaar
Received: 22/01/2024
To: Thato-Mofokeng
Compliment: Good work

From: W/O RHM Fourie
Received: 22/01/2024
To: Ethel-Reneke
Compliment: The query was efficiently dealt with. Very satisfied with the result. Thank you.

From: Mr. T Govender
Received: 22/01/2024
To: Mpho-Mahumani
Compliment: Prompt response

From: W/O PK naidoo
Received: 22/01/2024
To: Dimakatso-Selundu
Compliment: Keep up the good work. I was patient and satisfied with my query regarding my membership card. However I am still waiting for a reply for my dependent code 02. He needs to remain on my medical aid as he is studying. Thank you.

From: Mr. FA Maritz
Received: 25/01/2024
To: Thato-Mofokeng
Compliment: Excellent Service Thanks

From: LCOL A Van Der Westhuizen
Received: 25/01/2024
To: Clifford-Tutu
Compliment: Thank you for the farst respnses

From: Mrs. SM Reddy
Received: 25/01/2024
To: Thato-Mofokeng
Compliment: EXCELLENT SERVICE FRO POLMED ALL ROUND

From: LCOL A Van Der Merwe
Received: 28/01/2024
To: Clifford-Tutu
Compliment: Thank you for your professionalism

From: W/O TD Musi
Received: 26/01/2024
To: Clifford-Tutu
Compliment: Professional response and service

From: CAPT NS Mjweni
Received: 27/01/2024
To: Tayibah-Rosenberg
Compliment: No the Service is good

From: CAPT E Swanepoel
Received: 26/01/2024
To: Ntombinkulu-Cebekhulu
Compliment: Good promp service.

From: COL BMN Van Niekerk
Received: 29/01/2024
To: Thato-Mofokeng
Compliment: Thank you Thato for our help. Would be nice if everybody was as helpful and friendly as you.

From: W/O AS Pursell
Received: 29/01/2024
To: Clifford-Tutu
Compliment: Thank you for the help.

From: W/O R Erasmus
Received: 29/01/2024
To: Joy-Zuma
Compliment: Professional service

From: W/O RHA Booysen
Received: 30/01/2024
To: Zanele-Mnyakeni
Compliment: Thank you for your prompt response.

February 2024

From: COL TB Masemola
Received: 2/1/2024
To: Lucy-Dube
Compliment: Thanks for the professional conduct of Mr Dube.Keep up a good work.

From: CNST TLD Melani
Received: 2/2/2024
To: Courthney-Harry
Compliment: To Miss Courtney I appreciate the quick assistance, and I thank you as well as the Polmed team for always giving quick reponse. May you have a great and blesses weekend.

From: W/O NE Nemaguvhuni
Received: 2/2/2024
To: Zanele-Mnyakeni
Compliment: Certified with everything

From: W/O Z Goso
Received: 2/2/2024
To: Lucy-Dube
Compliment: Satisfactory resolved

From: SGT LB Vayi
Received: 2/2/2024
To: Ongezwa-Mayekiso
Compliment: Keep up the good work guys, we really need people like you Ongezwa

From: Mr. D Jackson
Received: 2/3/2024
To: Joy-Zuma
Compliment: Good customer service. Very accurate information received.

From: STUD JN Phepheng
Received: 2/4/2024
To: Zukiswa-Keswa
Compliment: I just want to thank the whole Polmed team for their great service but special thank you to Ms Zukiswa Keswa for being a great help during my frustrations. Thank thank thank

From: CAPT MC Adriaanse
Received: 2/5/2024
To: Mabel-Modise
Compliment: Thanks for good service

From: LCOL AJ Kotze
Received: 2/5/2024
To: Courthney-Harry
Compliment: They are busy with the claim I think so

From: Mrs. A Bauristhene
Received: 2/5/2024
To: Ntshuxeko-Vukeya
Compliment: The query was answered quickly

From: COL K Pillay
Received: 2/5/2024
To: Veronica-Malope
Compliment: Excellent service response

From: W/O WA Joubert

Received: 2/5/2024
To: Zukiswa-Keswa
Compliment: Her service was Excellent ȳ!!!!

From: SGT XM Hlongwane
Received: 2/5/2024
To: Mpho-Mahumani
Compliment: I appreciate the effort you put to resolve my case.

From: Mr. A Muller
Received: 2/7/2024
To: Samantha-Januarie
Compliment: She did a great job thank ypu

From: Mrs. S Olivier
Received: 2/7/2024
To: Joy-Zuma
Compliment: Thank you for your assistance. Much appreciated.

From: CAPT AH Doorze
Received: 2/9/2024
To: Ntshuxeko-Vukeya
Compliment: speedily feedback is highly appreciated

From: Mrs. DA Nel
Received: 2/9/2024
To: Samantha-Januarie
Compliment: She was very efficient and helpful thank you.

From: Mrs. MM Rakolote
Received: 2/10/2024
To: Zukiswa-Keswa
Compliment: I would like to give compliments to Zukiswa for a job well done.

From: Mrs. ME Van Huyssteen
Received: 2/10/2024
To: Ongezwa-Mayekiso
Compliment: Thanks for good service

From: R. R Barlow
Received: 2/11/2024
To: Veronica-Malope
Compliment: Appreciate the good service

From: W/O JJ Meyer
Received: 2/11/2024
To: Clifford-Tutu
Compliment: Just this few words, Polmed is Excellent!!! I am Thankful to all the staff, who lets Polmed gears running smoothly.Thank You

From: W/O MM Meyer
Received: 2/12/2024
To: Ongezwa-Mayekiso
Compliment: Good service anf friendlu

From: Mr. JH Nortje
Received: 2/12/2024
To: Ntombifuthi-Ramodike

Compliment: keep up the good work and your customers are happy

From: L/COL SA Dreyer
Received: 2/12/2024
To: Sherene-Matthews
Compliment: Very helpful, friendly and understanding

From: Mrs. A Van Tonder
Received: 2/12/2024
To: Mpho-Mahumani
Compliment: thanks, appreciated much

From: W/O F Wentzel
Received: 2/15/2024
To: Bongeka-Mkhize
Compliment: No it was all fine

From: W/O F Shivuri
Received: 2/16/2024
To: Nobanengi-Ntanda
Compliment: I am happy of the service was very good

From: CAPT M Buchanan
Received: 2/16/2024
To: Mpho-Mahumani
Compliment: Thank you for your reply. Just wish it was sent quicker, but at least POLMED replies, unlike other medical aids. Thank you

From: SGT S De Vries
Received: 2/17/2024
To: Mabel-Modise
Compliment: Keep up the good work Mabel

From: SGT MC Mompoti
Received: 2/17/2024
To: Bongeka-Mkhize
Compliment: She was excellent

From: Mrs. S Van Wyngaardt
Received: 2/18/2024
To: Thato-Mofokeng
Compliment: Thanks Thato for going the extra mile after I chatted on WhatsApp, you made the effort to call me and that you could understand where I'm coming from. Exceptional service

From: SGT S Nduva
Received: 2/18/2024
To: Jeanette-Radebe
Compliment: I'm happy with services

From: Mrs. CE Visagie
Received: 2/19/2024
To: Courtney-Harry
Compliment: Thank you for the help Courtney. If possible, could you give me a call please. There's only 1 problem that I want you to resolve.

From: SGT Z Nontshakaza
Received: 2/19/2024
To: Veronica-Malope
Compliment: Keep up the good work

From: W/O DJ Nieuwenhuis
Received: 2/22/2024
To: Tayibah-Rosenberg
Compliment: Very good work.

From: BRIG DJ Reynders
Received: 2/22/2024
To: Joy-Zuma
Compliment: Thank you for professional service

From: W/O MW Nkabinde
Received: 2/22/2024
To: Nobaningi-Ntanda
Compliment: She was very professional

From: W/O APB De Beer
Received: 2/23/2024
To: Zanele-Mnyakeni
Compliment: Thank you. I am deployed in Mozambique currently and communication is extremely difficult. Hope all documentation is in order. You did a great job in assisting me in the matter.

From: Mr. J Dawson
Received: 2/23/2024
To: Gert-Voges
Compliment: Thanks to the provided guidelines to follow in obtaining of the HCP telephone number into following the IVR procedure, I am able to assist the GP receptionist. Thanks Gert your support and assistance received is greatly appreciated. Pls circulate this procedure on a annual basis to all members for compliance.

From: CAPT A Snyman
Received: 2/24/2024
To: Ongezwa-Mayekiso
Compliment: Thank you for the quick response. The matter is been solved immediately.

From: LCOL F Du Toit
Received: 2/25/2024
To: Lucy-Dube
Compliment: Thank you for excellent service over a huge stretch of time.

From: W/O AM Khanyile
Received: 2/23/2024
To: Bongeka-Mkhize
Compliment: Keep on taking good care of your members

From: L/COL D O'brien
Received: 2/23/2024
To: Samantha-Januarie
Compliment: Thank you

From: COL DR Moon
Received: 2/24/2024
To: Ongezwa-Mayekiso
Compliment: Good service

From: COL ME Emmenis
Received: 2/25/2024
To: Zanele-Mnyakeni

Compliment: Excellent and efficient service. Thank you Zanele

From: CAPT MM Claassen

Received: 2/25/2024

To: Bongeka-Mkhize

Compliment: "She is excellent. I do not have problems with her. I have problems with the low benefit payments to Specialists"

From: SGT B Radebe

Received: 2/25/2024

To: Mabel-Modise

Compliment: The response was loud and clear and the response was very quick

From: SGT X Funde

Received: 2/25/2024

To: Clifford-Tutu

Compliment: It was easy to resolve my query as a result to that I got paid 48 hours after I sent my banking details.thank you

From: SGT TR Chuene

Received: 2/25/2024

To: Bongeka-Mkhize

Compliment: Job well done keep it up n thank u

From: Mr. J Damas

Received: 2/26/2024

To: Tayibah-Rosenberg

Compliment: Very efficient & professional resolving of my query.

From: Mrs. NA Adonis

Received: 2/26/2024

To: Mpho-Mahumani

Compliment: Excellent

From: Mr. M Mans

Received: 2/27/2024

To: Phumla-Xaso

Compliment: I am happy with your service, thank you all

From: Mrs. S Hansen

Received: 2/28/2024

To: Zanele-Mnyakeni

Compliment: Problem was solved satisfactory

From: SGT P Mhlobo

Received: 2/28/2024

To: Zanele-Mnyakeni

Compliment: I was helped very well

From: STUD K Seete

Received: 2/28/2024

To: Mpho-Mahumani

Compliment: Awesome service, Thank you for your warm energy Mpho.

From: CAPT MA Krige

Received: 2/29/2024

To: Joy-Zuma

Compliment: Thank you for clarifying my inquiry speedily and effectively.

From: CNST ZR Mgwevu
Received: 2/29/2024
To: Bongeka-Mkhize
Compliment: Let Polmed make it easy for us the customers

March 2024

From: CAPT MA Krige
Received: 29/02/2024
To: Joy-Zuma
Compliment: Thank you for clarifying my inquiry speedily and effectively.

From: CNST ZR Mgwevu
Received: 29/02/2024
To: Bongeka-Mkhize
Compliment: Let Polmed make it easy for us the customers

From: CAPT L Matabane
Received: 01/03/2024
To: Zanele-Mnyakeni
Compliment: It was helpful

From: Mrs. MI Kumalo
Received: 01/03/2024
To: Samantha-Januarie
Compliment: Appreciated the professional assistance I received.

From: CAPT HJ Olivier
Received: 01/03/2024
To: Zukiswa-Keswa
Compliment: She was friendly and professional. She gave immediately attention to my problem. She immediately corrected it. Definitely a star

From: W/O SA Gennette
Received: 02/03/2024
To: Gert-Voges
Compliment: None for now

From: W/O S Singh
Received: 02/03/2024
To: Joy-Zuma
Compliment: Thank you Joy. Your assistance is greatly appreciated

From: CNST A Dinisile
Received: 02/03/2024
To: Zukiswa-Keswa
Compliment: Thank you your service was satisfactory

From: SGT DE Schemel
Received: 03/03/2024
To: Ntombinkulu-Cebekhulu

Compliment: Keep up the good work.

From: LCOL AC Dennill
Received: 03/03/2024
To: Ethel-Reneke
Compliment: Thank you

From: LCOL JS Parker
Received: 04/03/2024
To: Ntombifuthi-Ramodike
Compliment: Professional

From: Mr. J Lang
Received: 04/03/2024
To: Thato-Mofokeng
Compliment: Sent message to clarify claim from my side and resolve. Thank you for this function in communication.

From: SGT JR Nkwinika
Received: 04/03/2024
To: Ntshuxeko-Vukeya
Compliment: I will like to say thank you to Ntshuxeko he/she was fast to attend to my query

From: STUD LE Masimla
Received: 06/03/2024
To: Veronica-Malope
Compliment: Hi. Veronica Malope did help me very well seeing that i was a lottle stressed when i recieved that i got a claim on a day i was not at the pharmy .She was very clear and understanding and i appreciated that .

Many Thanks .

Constable Masimla

From: Mr. B Krog
Received: 07/03/2024
To: Phumla-Xaso
Compliment: THANX FOR GREAT SERVIC

From: COL MP Buthelezi
Received: 08/03/2024
To: Joy-Zuma
Compliment: Very satisfied. She displayed that have good knowledge of her job. Keep it up.

From: Mr. FA Maritz
Received: 08/03/2024
To: Ntombinkulu-Cebekhulu
Compliment: Excellent Service Thanks

From: W/O SP van Zyl
Received: 08/03/2024
To: Joy-Zuma
Compliment: Thank u for the quick respond.

From: LCOL ME Seshoka
Received: 08/03/2024
To: Mpho-Mahumani
Compliment: I really appreciate the feedback regarding my request and the response was clear and quick.

From: Mrs. SM Reddy
Received: 08/03/2024
To: Ntombifuthi-Ramodike
Compliment: Excellent Service.

From: CAPT M Ras
Received: 09/03/2024
To: Ethel-Reneke
Compliment: Thank u for your professionalism.

From: CNST M Mofokeng
Received: 09/03/2024
To: Courthney-Harry
Compliment: Thanks to Courtney Harry, I now understand how this things, I was not aware that even the chronic medication appear on my statement but now I know thank you very much

From: LCOL T Witbooi
Received: 09/03/2024
To: Jeanette-Radebe
Compliment: Thank you for the good work

From: Mrs. AMM Naude
Received: 10/03/2024
To: Veronica-Malope
Compliment: Sy het my baie goed gehelp hiermee word Veronica goed gekopliementeer

From: W/O N Msimango
Received: 10/03/2024
To: Ntombifuthi-Ramodike
Compliment: Your service to me was excellent

From: CAPT C Pratt
Received: 08/03/2024
To: Sherene-Matthews
Compliment: Your service is of the best anyone can get

From: Mr. ACL Calitz
Received:
To: Jeanette-Radebe

Compliment: Thank you for her professional service provided.

From: CAPT J Truter
Received: 11/03/2024
To: Muleki-Nedzamba
Compliment: Thank you for the prompt service

From: CNST CD Masondo
Received: 11/03/2024
To: Clifford-Tutu
Compliment: I. Think it took a long time to get what u want and the lot of airtime.

From: W/O NM Sigwabe
Received: 13/03/2024
To: Ntombifuthi-Ramodike
Compliment: Thank you Ntombifuthi for your help keep it up to do good work please be helpful at all times and help others the way you help me God bless you.

From: Mr. GD Van Lill
Received: 15/03/2024
To: Veronica-Malope
Compliment: Satisfy. very satisfactory service thanks

From: Mr. HJ Visser
Received: 15/03/2024
To: Bongeka-Mkhize
Compliment: Keep up the friendly efficient service. Well done

From: LCOL C Gerber
Received: 15/03/2024
To: Jeanette-Radebe
Compliment: She was amazing. I have never had a problem with any of Polmeds staff. Thank you to all.

From: Mrs. P Sibiya
Received: 15/03/2024
To: Ongezwa-Mayekiso
Compliment: Thank you for prompt response and highest professionalism..keep up the excellent work

From: STUD P Yenge
Received: 15/03/2024
To: Nobanengi-Ntanda
Compliment: I would like to thank Nobanengi Ntanda for her assistance I'm satisfied with her service thank you so much for everything you've done for me as I was very frustrated by this...to the manager thank you so much.

From: W/O SA Hugo

Received: 16/03/2024
To: Joy-Zuma
Compliment: Her answer was satisfactory

From: CAPT SP mabena
Received: 17/03/2024
To: Samantha-Januarie
Compliment: Thanks my querie was solved within a satisfactory time

From: SGT NM Jansen Van Rensburg
Received: 17/03/2024
To: Ntombifuthi-Ramodike
Compliment: Very good servive!!!! Keep up the good work!!!!

From: W/O TJ Mphatsoe
Received: 17/03/2024
To: Ntombifuthi-Ramodike
Compliment: I thank you so much for all the assistance you are providing to me

From: STUD TJ Mofokeng
Received: 17/03/2024
To: Desray Veronica-Du Plessis
Compliment: She was direct and easily explained how things were meant to be done

From: CAPT ND Seema
Received: 16/03/2024
To: Zanele-Mnyakeni
Compliment: Thanks Zanele that's was professional feedback from you ȳȳ keep up good work

From: W/O P Uys
Received: 18/03/2024
To: Ntombinkulu-Cebekhulu
Compliment: Job well done

From: COL NM Aucone
Received: 18/03/2024
To: Ongezwa-Mayekiso
Compliment: Every time she speaks to me I feel loved taken care of. She knows her duty her explanations are clear and always make me feel comfortable important
She is sweet obedient patient and friendly

From: SGT Mkone
Received: 18/03/2024
To: Sivuyile-Ncanywa
Compliment: Quality of the service 10/10

From: SGT D Seremo
Received: 18/03/2024
To: Jeanette-Radebe
Compliment: She help me very well

From: W/O E Warden
Received: 18/03/2024
To: Ethel-Reneke
Compliment: I am verry satisfied

From: SGT RM Zondi
Received: 21/03/2024
To: Ntshuxeko-Vukeya
Compliment: It was good responding to my email.

From: COL AJ Everson
Received: 22/03/2024
To: Nobaningi-Ntanda
Compliment: thank you for your great service

From: LCOL G Breedt
Received: 22/03/2024
To: Ethel-Reneke
Compliment: done very professional, but with caring.

From: Mr. ME Mbilase
Received: 24/03/2024
To: Bongeka-Mkhize
Compliment: Keep it up giving satisfactory work

From: Mrs. GH Harmse
Received: 27/03/2024
To: Samantha-Januarie
Compliment: Very helpful explanation to my request. Query resolved

From: SGT HE Bila
Received: 27/03/2024
To: Zukiswa-Keswa
Compliment: Thank you for the excellent service, keep it up

From: CAPT HWJ Labuschagne
Received: 28/03/2024
To: Sherene-Matthews
Compliment: Great feedback, thank you