April 2024

From: Capt Lambert

From: Col TSHEOLA Received: 04/05/2024 To: Neo-Mabasa Compliment: Compliments to Neo she is very polite and assisted me until my case was solved and even went as far as making contact back to me to give me feedback on the case. The case was resolved thanks to her she was really great help I wouldn't mind having her to assist me again she's very patient with her clients and assisted me wholeheartedly I honestly appreciate what she did for me. Big ups to her

Received: 06/04/2024 To: Sadeah-Adams Compliment: Thanks for the interaction never have I know that this was possible and I'm grateful for that opportunity to meet her and I could speak open and also felt welcome and is exited for what she planned for the members at the office. Looking forward for the next meeting From: Capt TRAUTMANN

Received: To: Omar Davids Compliment: Compliment him with explaining the whole process. Took special care to make sure that I understood the process. Excellent customer service from him. From: WO NJOKWANA Received: 13/04/2024 To: Nomboniso-Tshongwana

Compliment: She was very friendly and she assisted me very well in a short time. She must stay like that and not change because these days people doesn't take their job seriously. With Bonnie Tshongwane I felt like I was with my sister even though it was my first time seeing her

From: Ms MAHOME Received: 13/04/2024 To: Ipeleng Serobatse Compliment: I am highly grateful for the assistance I got from Mrs/Ms Ipeleng Serobatse, she was very patient and explained everything that I could not understand prior to my visit at Medscheme. I gained a lot of clarity and understanding from her. I am very satisfied with how she helped me with my queries.

From: Brig NTSABO Received: 19/04/2024 To: Nocawe-Matutu

Compliment: Nocawe is a hard-working person who dedicates all her time in assisting us as membership of Polmed. She is very helpful to her clients. She knows how to treat a client. Humble so her willingness is outstanding.

From: Mrs KENWORTHY Received: 14/04/2024 To: Barileng Leon-Mahlangu Compliment: Barileng was professional, friendly, competent, and excellent in her handling of my request. Thank you for a job well done! From: SGT ZONDI Received: 18/04/2024 To: Teron-Gertze Compliment: Teron gave me the best service. He's very professional when attending to clients. He explained everything to me and provided me with some helpful information which I was not aware of From: CAPT ZB Swart Received: 02/04/2024 To: Tayibah-Rosenberg Compliment: Thank you for your excellent service

From: Mrs SJ Botha Received: 02/04/2024 To: Joy-Zuma Compliment: Sorry typed wrongly she was excellent very helpful

From: CNST MG Mosoeu Received: 04/04/2024 To: Bongeka-Mkhize Compliment: The service was excellent

From: SGT HCJ Johnson Received: 05/04/2024 To: Stephen-Mafifi Compliment: Stephen was very helpful and extremely prompt in his reply

From: SGT LJ Fredericks Received: 05/04/2024 To: Samantha-Januarie Compliment: thank you for your wonderful speedy reply

From: W/O TMM Bishielo Received: 07/04/2024 To: Courthney-Harry Compliment: Thank you for your friendly help.

From: Mrs MM Molokoane Received: 07/04/2024 To: Veronica-Malope Compliment: Thank you for resolving my query so quickly.

From: W/O J Van Wyk Received: 07/04/2024 To: Gert-Voges Compliment: Satisfied. Thanks.

From: CNST MJ Coetzee Received: 07/04/2024 To: Veronica-Malope Compliment: Thank you for your hospitality.

From: CNST JG Ndlovu Received: 07/04/2024 To: Ntshuxeko-Vukeya Compliment: Excellent customer service respond was fast From: Mr. B Birk Received: 11/04/2024 To: Sherene-Matthews Compliment: I am very happy with the service from POLMED. The best medical aid there is

From: Mr. A Binedell

Received: 12/04/2024 To: Thato-Mofokeng Compliment: I would like to thank Thato for the excellent service received

From: W/O BJ Van der Linde Received: 12/04/2024 To: Mpho-Mahumani Compliment: he gave me clear information on what needs to be done.

From: Mrs. K Liebenberg Received: 13/04/2024 To: Gert-Voges Compliment: Satisfied with service I received. Thank you, appreciate it.

From: COI PA Erlank Received: 13/04/2024 To: Courthney-Harry Compliment: Thankyou

From: CAPT JPM Winkelman Received: 13/04/2024 To: Mildred-Sesoko Compliment: Compliment, actually all Polmed staff are excellent

From: Mrs. D Moshikaro Received: 14/04/2024 To: Courthney-Harry Compliment: Appreciate the speedy response to my enquiry

From: CAPT CF Schoeman Received: 12/04/2024 To: Ntshuxeko Vuyeka Compliment: Your service was excellent. Thank you

From: Mr. M Jali Received: 11/04/2024 To: Joy Zuma Compliment: Keep on with your good work

From: LCOL G Vermaak Received: 11/04/2024 To: Ntshuxeko Vuyeka Compliment: She took her time to assist me!

From: W/O ME Mabuza Received: 4/19/2024 To: Gert-Voges Compliment: Bravo

From: Mrs. IA Janse Van Rensburg Received: 4/19/2024 To: Joy-Zuma Compliment: This problem was solved quickly and very efficiently. Thank you, Joy Zuma

From: Mrs. MP Kubheka Received: 4/20/2024 To: Muleki-Nedzamba Compliment: Thank you for the questionnaire, my query was easily solved by Muleki, and I was glad with the outcome!! From: COL F Murray Received: 4/21/2024 To: Ntshuxeko-Vukeya Compliment: She was very friendly and helpful and resolved the matter very quickly and efficiently, she also forwarded an email with the confirmation within 5 minutes

From: W/O JS Weber Received: 4/22/2024 To: Ntombifuthi-Ramodike Compliment: Thank you for the way you treat us. My daughter cannot live without her stoma products

From: Mrs. S Singh Received: 4/22/2024 To: Bongeka-Mkhize Compliment: Efficient response even though query is still being resolved I now know of all relevant documents required to get a final resolution. well done.

From: W/O E Wehmeyer Received: 4/22/2024 To: Samantha-Januarie Compliment: THANK YOU FOR THE FAST RESPONS

From: Mrs. B Horn Received: 24/04/2024 To: Lucy-Dube Compliment: She was very helpfull and friendly

From: CAPT AB van Dyk Received: 25/04/2024 To: Ethel-Reneke Compliment: Thank you for excellent service

From: SGT LL Mouton Received: 25/04/2024 To: Zanele-Mnyakeni Compliment: Good day I was happy with the response regarding my enquiry, but I would like to know, when Will I be notified when my new born baby will be registered on medical aid.

From: CAPT S Claassen Received: 26/04/2024 To: Ntshuxeko-Vukeya Compliment: Thanks for your quick respond. I hope Dr F Ally phoned Polmed to make my tablets chronic. I need the peploc and tablets that I took day and night to calm down and relax

From: Mr. A Winterburn Received: 26/04/2024 To: Thato-Mofokeng Compliment: It¿s difficult for me to phone, so I email and that was quicker for me. I want to thank Polmed for helping me with my husband and I. The nursing service we have for my husband is a God send. I thank you from the bottom of my heart as now I am not well, I think his illness has caught up with me. Thank you, thank you for all your help and assistance.

From: LCOL S Mtelu Received: 27/04/2024 To: Muleki-Nedzamba Compliment: Job well done From: SGT B Lesabe Received: 27/04/2024 To: Jeanette-Radebe Compliment: One of the best employee, and understandable

From: SGT LL Zeeman Received: 28/04/2024 To: Gert-Voges Compliment: Service was Excellent

From: CAPT PM Francise Received: 28/04/2024 To: Gert-Voges Compliment: Very good service

From: LCOL HPJ Bruyns Received: 28/04/2024 To: Zanele-Mnyakeni Compliment: Received good service

From: LCOL G Heunis Received: 29/04/2024 To: Tayibah-Rosenberg Compliment: I was very happy with the service provided thank you.

From: CAPT E Botha Received: 29/04/2024 To: Tayibah-Rosenberg Compliment: Thwnk you

May 2024

From: Mrs. TM Cele Received: 2/5/2024 To: Lucy-Dube Compliment: Thank you so much guys, u a s professional.

From: SGT D Seremo Received: 3/5/2024 To: Thato-Mofokeng Compliment: Very well answered

From: CNST VS Sithole Received: 4/5/2024 To: Phumla-Xaso Compliment: My son is getting better, keep up the excellent job

From: Ms. WA Jele Received: 4/5/2024 To: Zanele-Mnyakeni Compliment: Every time I contact polmed team be it it's via telephone or email I'm always getting responses and assistance I need. As for the resent response, it was just cherry on top. I got everything I asked for and in time. Thank you Thank you.

From: STUD N Kebe Received: 5/5/2024 To: Zanele-Mnyakeni Compliment: Thank you for your prompt response. Query resolved.

From: SGT T Fitole Received: 9/5/2024 To: Bongeka-Mkhize Compliment: Your work was 100%

From: Mrs. CS Van Rooyen Received: 9/5/2024 To: Tayibah-Rosenberg Compliment: thank you very much for solving my problem. As I am the only child looking after my mom money is tight now I will be able to buy some food. it was tight the last few months. I appreciate your help .

From: LCOL E Mayiki Received: 09/05/2024 To: Gert-Voges Compliment: Response time satisfactory

From: CNST M Ncube Received: 10/05/2024 To: Joy-Zuma Compliment: Excellent

From: SGT D Van Aswegen Received: 11/05/2024 To: Zanele-Mnyakeni Compliment: Keep up the good work

From: W/O S Govender Received: 12/05/2024 To: Ntshuxeko-Vukeya Compliment: Excellent

From: Mrs. LA Van Rooyen Received: 12/05/2024 To: Ongezwa-Mayekiso Compliment: Excellent prompt service as always

From: CNST NE Maluleke Received: 12/05/2024 To: Zanele-Mnyakeni Compliment: The service was accurate. I will recommend it to friends, family and colleagues at work. And promote zanele this year thanks

From: CAPT JHC Barnard Received: 13/05/2024 To: Mpho-Mahumani Compliment: I am happy that these types of "discrepancies" are dealt with promptly and efficiently

From: Mrs. P Sibiya Received: 13/05/2024 To: Bongeka-Mkhize Compliment: Absolutely amazing professionalism...keep it up my dearest Bongeka Mkhize

From: W/O AS Pursell Received: 15/05/2024 To: Lucy-Dube Compliment: Thank you for your help.

From: Mr J Slabbert Received: 15/05/2024 To: Thato-Mofokeng Compliment: Good service although on and off but they do solve my question

From: W/O J Du Plessis Received: 16/05/2024 To: Lucy-Dube Compliment: Thank you for your understanding and patience. It was a pleasure to speak to you.

From: Mr. JW Knox Received: 16/05/2024 To: Ntombinkulu-Cebekhulu Compliment: Polmed and the staff like Ntombinkulu Cebekulu are the best in the country of South Africa. Thank u for all you do for the Knox familie. Bye.

From: Mrs. MJ Van wyk Received: 16/05/2024 To: Stephen-Mafifi Compliment: Excellent service. Thank you.

From: STUD T Khoza Received: 16/05/2024 To: Clifford-Tutu Compliment: Very good work

From: Mrs. HC Fick Received: 17/05/2024 To: Samantha-Januarie Compliment: Excellent

From: Mrs. NF Manganye Received: 17/05/2024 To: Lucy-Dube Compliment: Keep it up good service

From: CAPT J Ngcobo Received: 18/05/2024 To: Ongezwa-Mayekiso Compliment: She was helpful thank you

From: SGT N Nojila Received: 18/05/2024 To: Bongeka-Mkhize Compliment: Good morning I would like to thank you about how you handled my complaint, I am very satisfied about your response I appreciate, thank you so much

From: SGT RK Mosetlhe Received: 18/05/2024 To: Zukiswa-Keswa Compliment: Keep up the good job. Thank you.

From: SGT MC Phampha Received: 18/05/2024 To: Jeanette-Radebe Compliment: She deserves a promotion

From: CAPT IL Janse Van Rensburg Received:19/05/2024 To: Ethel-Reneke Compliment: Thank you for speedy feedback.

From: CNST NP Ndlovu Received: 19/05/2024 To: Joy-Zuma Compliment: Thanks a lots Joy you really helped me

From: LCOL MS Manyaka Received: 17/05/2024 To: Ongezwa-Mayekiso Compliment: Very professional

From: CAPT DI Weiss Received: 22/05/2024 To: Clifford-Tutu Compliment: Excellent!

From: W/O RL Germishuizen Received: 23/05/2024 To: Bongeka-Mkhize Compliment: I queried two different occasions and got an almost immediate response. I am very satisfied with Polmed. Thank. You. Keep it up.

From: Mr. D Ferreira Received: 23/05/2024 To: Jeanette-Radebe Compliment: keep up the good work

From: LCOL FP Jacobs Received: 23/05/2024 To: Gert-Voges Compliment: Thank you for your quick and clear response.

From: LCOL AJ Eveerson Received: 23/05/2024 To: Bongeka-Mkhize Compliment: Great service from Polmed

From: SGT TJ Dlamini Received: 23/05/2024 To: Ongezwa-Mayekiso Compliment: KEEP UP THE GOOD SERVICE. THANK YOU VERY MUCH

From: W/O E Greyling Received: 24/05/2024 To: Bongeka-Mkhize Compliment: Very helpful

From: GEN H Haynes

Received: 24/05/2024 To: Crystal-Davids Compliment: Excellent service. Thanks.

From: Mrs. N Wilkins Received: 24/05/2024 To: Jeanette-Radebe Compliment: Thank you for the fast feedback

From: SGT N Hoaten Received: 24/05/2024 To: Courthney-Harry Compliment: Great service

From: STUD DD Witbooi Received: 24/05/2024 To: Bongeka-Mkhize Compliment: Thank you for brilliant client service. Keep up the good work.

From: Mr. EW Addinal Received: 25/05/2024 To: Jeanette-Radebe Compliment: Thank you for good service.

From: Mrs. JM Botha Received: 26/05/2024 To: Clifford-Tutu Compliment: I was impressed by the prompt reaction.

From: LCOL N Kgakatsi Received: 24/05/2024 To: Melany-Morgan Compliment: She clearly explained the Benefit and all my questions were answered

From: W/O LA Erasmus Received: 26/05/2024 To: Samantha-Januarie Compliment: Yes. I asked that confirmation be supplied if the annexures was received. The initial response was good and proffesional. My thanks to her

From: Brig A Krause Received: 27/05/2024 To: Ongezwa-Mayekiso Compliment: Keep up with your good service

From: COL A Jansen Van Vuuren Received: 27/05/2024 To: Ntshuxeko-Vukeya Compliment: Impressive. In these days where service is a rarity, I am impressed. Thank you.

From: BRIG GD Erasmus Received: 27/05/2024 To: Zanele-Mnyakeni Compliment: Thank you for quick feedback

From: Mrs. MC Steyn Received: 27/05/2024 To: Wilma-De Beer Compliment: First time in 20years that my query was resolved within one day Thank you Wilma de Beer!! From: CAPT IB Van Zyl Received: 30/05/2024 To: Joy-Zuma Compliment: Very professional and quick satisfaction to member. Most appreciated

From: CNST MV Kekana Received: 30/05/2024 To: Zanele-Mnyakeni Compliment: Appreciate the level of professionalism shown. Thank you.

From: CNST BEZANA Received: 05/05/2024 To: Ntombikayise-Mei Compliment: She's passionate about what she does, very friendly and willing to help and I feel fortunate to be assisted by her most of the times when I go to Polmed

From: Brig VAN DER WALT Received: 06/05/2024 To: Esther-Chake Compliment: Esther was very helpful and extremely friendly and service oriented. I found my visit to Medscheme to be a pleasure. Thanks Esther

From: CNST ZULU Received: 06/05/2024 To: Elisabeth Yegappen Compliment: Thank you to the lady who assisted me very friendly and willing to go an extra mile. She thoroughly checked my forms to ensure that I did not make a mistake and that was done with a smile. Big up Elisabeth Yegappen

From: SGT KHAKHU Received:08/05/2024 To: Keiyara-Bugwandeen Compliment: Keiyara, a very understanding woman and makes sure you get assistance that one need. Thanks . I felt at ease assisted by her. Thanks again

From: Capt SWARTS Received: 09/05/2024 To: Denver-Brown Compliment: I'd been assisted by Denver in the past a couple of times and can only compliment him for his friendly, very knowledgeable and professional help. A true asset to your organization.

From: Mr DHLAMINI Received: 11/05/2024 To: Neo Macheke Compliment: Excellent job keep it up. It 5minutes to get replacement membership cards. I never expected that!!!!!! Neo keeps it up! God bless you abundantly.

From: CNST MAKHAYE Received: 21/05/2024 To: Mbali Mzolo Compliment: I would like to thank Mbalenhle Mzolo for assisting me and giving me answers where I needed. I wish we can have more people like her in every industry we going to. I really appreciate her help a lot. Thank you so much sweetie ¿¿

From: SGT SHIPHAMELE

Received: 31/05/2024 To: Norma Masuku Compliment: Norma Masuku always willing to assist she's the best friendly and always professional quick to attend to our matters. Norma Masuku the best professional and always quick to attend to matters.

June 2024

From: WO FLANDORP Received: 05/06/2024 To: Omar Davids Compliment: Mr Davids regularly are coming at our station (Elsies river Saps) to assist members and his service is of great help to us as members who are not always able to walk into an office of Polmed. I want to thank Mr David's for the professional manner he presents Polmed.

From: MRS LEGODI Received: 07/06/2024 To: Stephinah Kobe Compliment: Ms Kobe is a professional and empathetic woman. Distressed as I was, she listened to my stressful situation and assisted me without sending me from pillar to post. Thank you Ms Stephina Kobe and Best regards

From: CNST MNGUNI Received: 08/06/2024 To: Samaria-Nkosi Compliment: She is a well-trained and knows how to handle issues with smile and most of all she is doing very good to make us go to the office

From: WO NAIDOO Received: 13/06/2024 To: Nomfundo-Bhengu Compliment: Thank you for the excellent service. I visited your office 2 times. And brought 2 colleagues the second time as I had told of my excellent and convenient service I received. Thank you

From: WO DE WET Received: 14/06/2024 To: Izolde Groenwald Compliment: IZOLDE was very helpful and she explained everything that asked het professional. She handled everything to me that I could understand me. She is a Star to Polmed. Thanks again

From: L/COL SMITH Received:14/06/2024 To: Wendy Landsberg Compliment: Wendy Landsberg has been of great assistance to me personally and professionally with all the queries that I have had, she has also made it easier for the members from Ugu District to get their medical issues resolved by bringing the services to them. As the Support Head for the Accounting Station, I would like to thank her on behalf of all the members and management.

From: MRS BENJAMIN Received: 15/06/2024 To: Sadeah Adams Compliment: Sadeah was very friendly and helpful and I could fully understand what was explained to me and communication was excellent ¿¿ keep up the good work Sadeah Adams

From: COL LA Van Zyl Received: 31/05/2024

To: Mpho-Mahumani

Compliment: Polmed has been excellent in assisting us with our son's medical bills. He has Marfan Syndrome which is stressful and your swift and professional actions gave us peace of mind that we do not have to still stress about unpaid bills. Your support to us is tremendous and we are truly grateful. Thank you for excellent service.

From: SGT S Basson Received: 31/05/2024 To: Clifford-Tutu Compliment: Thank very much Mr Clifford Tutu for your effective & efficient service that you provided to me. May you continue in striving to do more.

From: CAPT MG Visagie Received: 03/06/2024 To: Samantha-Januarie Compliment: Thank you for the quick response.

From: Mrs. WH Steyn Received: 06/06/2024 To: Bongeka-Mkhize Compliment: Thanks for quick response.

From: Mrs. J Kritzinger Received: 06/06/2024 To: Zanele-Mnyakeni Compliment: She did well

From: 06/06/2024 Received: CAPT T Neduvhuledza To: Lucy-Dube Compliment: Please Lucy help even the other customers as you did to me

From: 06/06/2024 Received: W/O A Mhlambi To: Zanele-Mnyakeni Compliment:Thank you for the service rendered

From: W/O NB Bhengu Received: 05/06/2024 To: Bongeka-Mkhize Compliment: Bongeka you very friendly and you assisted me efficiently. Please keep up the good work. Thank you!

From: LCOL PCH Vollgraaff Received: 10/06/2024 To: Ongezwa-Mayekiso Compliment: Ongezwa helped me immediately. Thank you very much for a job well done.

From: CAPT CA Zietsman Received: 10/06/2024 To: Bongeka-Mkhize Compliment: He was excellent and very fast Well done.

From: W/O M Jantjies Received: 06/10/2024 To: Nobaningi-Ntanda Compliment: I am satisfied with a response it was quick. Thank good day.

From: SGT KD Seshaoka Received: 10/06/2024 To: Joy-Zuma Compliment: Excellent services received

From: Mrs. AS Venter Received: 11/06/2024 To: Mpho-Mahumani Compliment: response was very quick and comprehensive

From: Mr. L Dingayo Received: 11/06/2024 To: Nobaningi-Ntanda Compliment: I was satisfied with the service that i have received. Thank you so much

From: STUD PE Malatsi Received: 12/06/2024 To: Gert-Voges Compliment: Keep up the good work

From: CAPT E Schadle Received: 12/06/2024 To: Gert-Voges Compliment: He was very helpful and gave me the necessary advice what to do.

From: Mrs. CD Breytenbach Received: 13/06/2024 To: Ntombinkulu-Cebekhulu Compliment: She was extremely professional asset to your company.

From: Mr. G Kidson Received: 6/14/2024 To: Jeanette-Radebe Compliment: Jeanette Radebe was friendly, professional and very helpful in her dealings with us. She is a benefit to Polmed. Please thank her from us.

From: CAPT BM Silinda Received: 6/14/2024 To: Zanele-Mnyakeni Compliment: Good work done, thanks

From: SGT GR Miles Received: 6/15/2024 To: Ntombifuthi-Ramodike Compliment: Thank you for your professionalism and kindness.

From: BRIG S Van Der Merwe Received: 6/15/2024 To: Ntshuxeko-Vukeya

Compliment: The first reply did not completely answer my question and the correspondence did not have a name of the person who replied. The reply I am referring to in this evaluation does have the name of Ntshuxeko Vukeya and was an excellent reply that covered everything I requested and even went further to explain. It is a very comprehensive reply that surely deserves a compliment. Very well done Ntshuxelo and keep up the good work. I would also recommend that you be given the opportunity to teach your co

From: CAPT JH Burger Received: 6/18/2024 To: Ethel-Reneke Compliment: Ethel was very helpful, friendly, polite and patient with me. No question was too difficult to answer.

From: W/O DN Muhlanga Received: 6/18/2024 To: Ntshuxeko-Vukeya Compliment: He was able to assist me professionally

From: W/O BGC Prinsloo Received: 6/21/2024 To: Jeanette-Radebe Compliment: Thanks you for always supporting me when i needed you for authorisation,also to polmed special cases department for always helping me to make my health easier and better God ¿¿ bless you polmed team Mr PRINSLOO 0733044774

From: W/O C Brits Received: 6/21/2024 To: Phumla-Xaso Compliment: I can't say anything negative because my application for a new CPAP machine was handled very well and quickly. I really appreciate the assistance of Phumla Lorraine Xaso. Thank you Phumla, your excellent customer service is not unnoticed.

From: CNST T Poopedi Received: 6/21/2024 To: Muleki-Nedzamba Compliment: I am satisfied with the service that I got from him. And my medical scheme keep up the good work ¿¿.

From: Mr. C Botha Received: 6/23/2024 To: Jeanette-Radebe Compliment: Jeanette is very friendly and professional

From: CNST NS Ngobeni Received: 6/24/2024 To: Zukiswa-Keswa Compliment: She answered my email very quickly and I was satisfied with how she assisted me.

From: W/O M Naicker Received: 6/27/2024 To: Sherene-Matthews Compliment: Thank you for the great service

From: Mr. LJ Van Niekerk Received: 6/28/2024 To: Thato-Mofokeng Compliment: Thank you for caring for us as patients.

From: BRIG SF Grobler Received: 6/28/2024 To: Thato-Mofokeng Compliment: Quick and efficient service. From: CAPT AJG Linde Received: 6/28/2024 To: Phumla-Xaso Compliment: Thank you for your quick response I do appreciate it.

From: CNST PT Kganyago Received: 6/28/2024 To: Mpho-Mahumani Compliment: She did a great job ,I really appreciate

From: Mr. JJ Taljaardt Received: 6/29/2024 To: Phumla-Xaso Compliment: She did the task swift and well in minimum time frame

From: CNST PT Kganyago Received: 6/30/2024 To: Mpho-Mahumani Compliment: She did a great job ,I really appreciate