

January 2025

From: Mrs HM MMAMADI

Received: 21 January 2025

To: Jan-Mofomme

Compliment: Always assist with dedication and love. I appreciate his service with a smile. Well, done.

From: W/O TJ MATSHAYA

Received: 10 January 2025

To: Feroza-Naidoo

Compliment: Best service ever. Ma'am Feroza Naidoo deserves 10/10 she is the best, very calm, listens and above all she serves people with humility.

From: Capt. T MATLAPENG

Received: 14 January 2025

To: Ike-Dube

Compliment: Appreciate his speedy assistance, keep it up

From: Capt. RS SUTHERLAND

Received: 9 January 2025

To: Izolde-Groenewald

Compliment: Best service any one can ask for, I am very impressed

From: W/O J LAITY

Received: 21 January 2025

To: Cynthia-Andrews

Compliment: Cynthia always highlights Polmed issues of importance and is always willing to assist and clarify any areas of concern. Keep up your good work

From: Cnst NP NDLOVU

Received: 21 January 2025

To: Mbalenhle-Mzolo

Compliment: Her service was excellent, and she have a time to explain everything in detail she does not get tired of explaining one and the same thing until you understand she is good at her job

From: SGT MR LOATE

Received: 21 January 2025

To: Heather-Williams

Compliment: I like to give Heather my gratitude for good service and clarification. Excellent service indeed

From: SGT MC NDLOVU

Received: 14 January 2025

To: Jonathan-Mavunda

Compliment: I received a warm welcome from Jonathan and explained everything clearly. I'm satisfied with his service.

From: L/Col L HANEKOM

Received: 24 January 2025

To: Thabile-Thaane

Compliment: I visited the walk-in branch at Worcester more than once for different queries. I was assisted by the same lady every time, and she is awesome. Always friendly and professional.

From: Capt. I LEE

Received: 7 January 2025

To: Gareth-Thomas

Compliment: I was anxious and worried when I entered the Help Area, but Gareth went out of his way to assist and reassure me that all will be OK. He also educated and thus empowered me with knowledge and information regarding my query. He is an attribute to the med health insurance fraternity as well as a campaigner for his employment organisation

From: Capt. M PHASHA
Received: 20 January 2025
To: Lesley-Diokane
Compliment: Lesley assisted in a professional way and resolved my query without delay. Keep it up, continue doing the good job.

From: SGT KR BRUINERS
Received: 21 January 2025
To: Moffat-Ngcongco
Compliment: No need for improvement Moffat did his job well I'm satisfied with his help. He's very kind-hearted person and make people feel at ease and welcome

From: LTCOL MP MAPHIKE
Received: 17 January 2025
To: Samantha-Padayachee
Compliment: Samantha Padayachee is such a humble understanding and very professional person who knows how to make a person/client feel at home. We need such persons. Happy new year 2025 and may the good Lord protect and safe her for us.

From: Cnst N MAQOMA
Received: 7 January 2025
To: Xola-Mdywe
Compliment: Mr Mdywe was very helpful, and his service was great. Everything I needed to be done in a short period of time. Keep up the good work. Thanks

From: SGT N NHLEKO
Received: 6 January 2025
To: Thembelihle Malope
Compliment: Polmed staff in Nelspruit is always the best and friendly especially Thembelihle Malope she always doing her best in assisting me and I will always leave the branch happy

From: Capt C NAIDOO
Received: 30 January 2025
To: Nomfundo-Bhengu
Compliment: Always professional and absolutely pleasant...an Nomfundo is a genuine asset to the organization...keep up the level of excellence.

From: Mrs. Louisa Meyer
Received: 09/01/2025
To: Zanele Mnyakeni
Compliment: Compliments for Zanele Mnyakeni for the prompt efficient service -Appreciation Louisa Meyer.

From: W/O Anthony Johns
Received: 09/01/2025
To: Mandlenkosi Sangweni
Compliment: This lady resolved my query professionally and very quickly. c

From: COL NANDHANAR SHUNMOOGUM MOODLEY
Received: 10/01/2025
To: Lucy Dube
Compliment: I APPRECIATE THE QUICK RESPONSE.LET IT BE A MARK OF THE ORGANISATION'S CULTURE.

From: SGT ANELE MCANDA
Received: 10/01/2025
To: Mandlenkosi Sangweni
Compliment: Yes, I got the feedback on time and it was clear and understandable

From: CAPT HELENA ACKER
Received: 27/01/2025
To: Patience Mahlangu
Compliment: I am very satisfied with your response. Thank you.

From: MR JAUN DAWSON
Received: 23/01/2025
To: Bongeka Mkhize
Compliment: Thanks Bongeka. It is greatly appreciated.

From: W/O MABEL NN CEWANA
Received: 23/01/2025/01/2025
To: Bridgette Motsonini
Compliment: Thanks so much to your facilitator who made me see what was unclear be understandable to me. God save you and good work for us all the time .Regards

From: W/O MABEL NN CEWANA
Received: 23/01/2025
To: Bridgette Motsonini
Compliment: Fast reply. Thank you.

From: CNST BOITSHWARELO TIRO
Received: 27/01/2025
To: Simon Court
Compliment: Thank you for the help. May you continue to help others as well God bless you Simon

From: MR CORNELIUS DANIE LANGENHOVEN
Received: 27/01/2025
To: Bridgette Motsonini
Compliment: Very helpful and satisfied with her service

From: BRIG DEON VAN HEERDEN
Received: 27/01/2025
To: Simon Court
Compliment: Is response was quick, to the point and helpfull.Thanks

From: CNST THABO ERNEST MOSIME
Received: 27/01/2025
To: Mabel Modise
Compliment: Thanks for your assistance, you really are star in your work

From: W/O E Engelbrecht
Received: 02/01/2025
To: Ntombinkulu-Cebekhulu
Compliment: No, she is very professional and friendly

From: CAPT XE Madlala
Received: 02/01/2025
To: Phumla-Xaso
Compliment: The claim was well attended, and everything was easy

From: W/O VM Moseneke
Received: 02/01/2025
To: Letach-Bezuidenhout
Compliment: No comment, my problem was solved as expect, just keep it up

From: W/O ZR Sikhakhane

Received: 03/01/2025

To: Phumla-Xaso

Compliment: Just to thanks to them by receiving my documents such as Sea Sars tax certificates and other documents

From: CAPT C Theron

Received: 03/01/2025

To: Nobanengi-Ntanda

Compliment: Well, done! Thank you.

From: CNST DO Bans

Received: 03/01/2025

To: Lucy-Dube

Compliment: She helped me with passion, and I am thankful for that...promote her in the near future

From: STUD K Moletsane

Received: 04/01/2025

To: Lucy-Dube

Compliment: Good job

From: Mrs. A Human

Received: 05/01/2025

To: Nobanengi-Ntanda

Compliment: Very good

From: W/O RHM Fourie

Received: 05/01/2025

To: Tayibah-Rosenberg

Compliment: Professional and efficient service. An asset to Polmed. Keep up the good work.

From: Mrs. J Storm

Received: 06/01/2025

To: Joy-Zuma

Compliment: Polmed Staff are excellent

From: Mr. J Gouws

Received: 06/01/2025

To: Thulisile-Fortune

Compliment: Only one word. Fantastic!!!

From: W/O R Saupersad

Received: 06/01/2025

To: Joy-Zuma

Compliment: Thank you for your prompt reply. Keep up the excellent service. God bless you Joy

From: Mr. F Pienaar

Received: 06/01/2025

To: Gert-Voges

Compliment: Thanks for solving my question

From: CNST PM Ngwane

Received: 06/01/2025

To: Joy-Zuma

Compliment: Thank you so much for your response and hope you will assist me again, have a blessed day

From: Mrs. L Meyer

Received: 08/01/2025

To: Zanele-Mnyakeni
Compliment: Compliments for Zanele Mnyakeni for the prompt efficient service -Appreciation Louisa Meyer.

From: W/O A Johns
Received: 08/01/2025
To: Mandlenkosi-Sangweng
Compliment: This lady resolved my query professionally and very quickly.

From: CAPT J Smit
Received: 09/01/2025
To: Muleki-Nedzamba
Compliment: Yes, I want to thank her how she handles my case very professional.

From: COL NS Moodley
Received: 09/01/2025
To: Lucy-Dube
Compliment: I APPRECIATE THE QUICK RESPONSE.LET IT BE A MARK OF THE ORGANISATION'S CULTURE.

From: SGT AA Mcanda
Received: 09/01/2025
To: Mandlenkosi-Sangweng
Compliment: Yes, I got the feedback on time, and it was clear and understandable

From: W/O DS Durant
Received: 10/01/2025
To: Eva-Nagel
Compliment: Many thanks for your prompt response to my email

From: SGT K Naidoo
Received: 10/01/2025
To: Sherene-Matthews
Compliment: Hello well replied in time was quick really appreciate yes quick reply in time well done to her

From: BRIG L Nonyane
Received: 11/01/2025
To: Lebogang-Khumalo
Compliment: Keep the good work up. You are good ambassadors of Polmed. Be proud of yourselves. God bless.

From: SGT LA Gafane
Received: 11/01/2025
To: Ntshuxeko-Vukeya
Compliment: I am happy with the way you responded and handled the matter. Thanks, Vuks

From: CAPT GI Willemse
Received: 11/01/2025
To: Mandlenkosi-Sangweng
Compliment: Very good service thank you

From: SUD T Mbatha
Received: 11/01/2025
To: Lebogang-Khumalo
Compliment: I'm thankful to her, keep it up your service its good

From: Mrs. IN Muthwa
Received: 12/01/2025
To: Eva-Nagel

Compliment: Thank you so much the service I received was very good if I give the rate is 10/10, continue to do great job

From: Mr. A Binedell
Received: 12/01/2025
To: Sherene-Matthews
Compliment: Thank you for the approval. Appreciated

From: CAPT CA Zietsman
Received: 12/01/2025
To: Alessandro-Green
Compliment: Well, done

From: COL M van der Vyver
Received: 12/01/2025
To: Ntombinkulu-Cebekhulu
Compliment: prompt reply. Thanks

From: LCOL M Moruapheko
Received: 12/01/2025
To: Ethel-Reneke
Compliment: The response was quick and within 5 days my request was approved.

From: SGT TJ Mabitla
Received: 12/01/2025
To: Tebogo-Kekana
Compliment: Thank you Tebogo for helping me in time. You were so at point, and you have done brilliant job I really appreciate thanks again

From: Mr. PC Du Plessis
Received: 13/01/2025
To: Tayibah-Rosenberg
Compliment: Friendly helpful service

From: SGT M Mthethwa
Received: 13/01/2025
To: Lucy-Dube
Compliment: I am very happy with Lucy Dube service, I was able to get hold of my doctor

From: CAPT N Mashigo
Received: 13/01/2025
To: Tebogo-Kekana
Compliment: Thank you I appreciate your speedy response and assistance. Can I come and collect the updated med aid card. if so, when?

From: COL AR Steyn
Received: 13/01/2025
To: Ethel-Reneke
Compliment: Thank your assistance

From: COL J Sanka
Received: 13/01/2025
To: Eva-Nagel
Compliment: EXCELLENT SERVICE

From: Mrs K Hamman
Received: 15/01/2025
To: Jeanette-Radebe
Compliment: I am very satisfied with Polmed's service, thank you very much.

From: CNST S Mqoqi
Received: 15/01/2025
To: Phindile-Hlalukana
Compliment: Excellent service keep up the good work ȳȳ

From: CNST LO Mashaba
Received: 15/01/2025
To: Ongezwa-Mayekiso
Compliment: Thanks a lot, keep it up

From: CAPT RA Lesenyeho
Received: 16/01/2025
To: Tayibah-Rosenberg
Compliment: Keep up the good work

From: STUD LLN Ntlaba
Received: 16/01/2025
To: Boitumelo-Edmunds
Compliment: Professionalism, timely communication and exceptional customer service is without no doubt, what I can attest to with your services.
Thank you kindly.

From: CNST L Mashaba
Received: 16/01/2025
To: Ongezwa-Mayekiso
Compliment: The response was extremely excellent, and customer service is super

From: CNST S Elijah
Received: 17/01/2025
To: Jeanette-Radebe
Compliment: Thanks

From: Mr. EW Addinal
Received: 17/01/2025
To: Sherene-Matthews
Compliment: Thank you for the swift response. Much appreciated.

From: CAPT D Govender
Received: 17/01/2025
To: Jeanette-Radebe
Compliment: Helpful

From: LCOL FG Louw
Received: 18/01/2025
To: Mpho-Mahumani
Compliment: Thank you for your response, I appreciate.

From: LCOL JJL Hamman
Received: 18/01/2025
To: Thabile-Thaane
Compliment: Thank you for your response

From: LCOL LW Deysel
Received: 19/01/2025
To: Sherene-Matthews
Compliment: I am satisfied

From: Mrs. SJW Kroon
Received: 19/01/2025
To: Sherene-Matthews

Compliment: Thank you for your quick response I Had no difficulties with any problem when I contact you people for assistance we'll done!!

From: W/O NE Heerschap
Received: 20/01/2025
To: Heather-Williams
Compliment: Very helpful. Keep it up Thanks

From: LCOL FG Louw
Received: 20/01/2025
To: Mpho-Mahumani
Compliment: Thank you mpho for quick response

From: CNST K Naidoo
Received: 20/01/2025
To: Cynthia-Madalane
Compliment: Excellent customer service keep it up

From: CNST S Donkrag
Received: 20/01/2025
To: Boitumelo-Edmunds
Compliment: Thanks to the staff they were so helpful, and my matter was resolved

From: STUD T Jwaha
Received: 20/01/2025
To: Tebogo-Kekana
Compliment: I'm sorry I'm aware of the claims truly sorry for the inconvenience, I just got things mixed up

From: Mrs. SM Pretorius
Received: 20/01/2025
To: Allessandro-Green
Compliment: TOP NOTCH service that was SUPPLIED, responded to all my questions and concerns

From: W/O N Ramaru
Received: 20/01/2025
To: Tayibah-Rosenberg
Compliment: Thank you, Terry your dedication is someone's motivation.
From: W/O HT Ndlovu
Received: 20/01/2025
To: Sivuyile-Ncanywa
Compliment: Keep it up Sivuyile a good work what a good explanation I recommend to keep it up.

From: Mr. WJ Oosthuizen
Received: 23/01/2025
To: Zuzumuzi-Manana
Compliment: Thank you for friendly and prompt response.

From: CNST MM Ngubane
Received: 23/01/2025
To: Tebogo-Kekana
Compliment: Thanks, Tebogo I was happy with the feedback and the service.

From: Mrs. DG Mashigo
Received: 23/01/2025
To: Letach-Bezuidenhout
Compliment: Thank you for your service much appreciated you have explained it to me very well since I'm an elderly person sometimes I don't understand well but you made it easy to understand thank you

From: W/O R Otto
Received: 23/01/2025
To: Sherene-Matthews
Compliment: She helped me very well

From: MGEN HC Vermeulen
Received: 24/01/2025
To: Sivuyile-Ncanywa
Compliment: Sivuyile was very helpful

From: LCOL WH Rademeyer
Received: 24/01/2025
To: Sivuyile-Ncanywa
Compliment: It was done very efficiently

From: Mrs. EG Rossouw
Received: 24/01/2025
To: Ethel-Reneke
Compliment: Thank you for your great service ice

From: CAPT H Acker
Received: 25/01/2025
To: Patience-Mahlangu
Compliment: I am very satisfied with your response. Thank you.

From: Mr. J Dawson
Received: 25/01/2025
To: Bongeka-Mkhize
Compliment: Thanks, Bongeka. It is greatly appreciated.
From: W/O
Received: 25/01/2025
To: Bridgette-Motsinoni
Compliment: Thanks so much to your facilitator who made me see what was unclear be understandable to me. God save you and good work for us all the time. Regards

From: LCOL AGL Lesser
Received: 25/01/2025
To: Bridgette-Motsinoni
Compliment: Fast reply. Thank you

From: CNST B Tiro
Received: 25/01/2025
To: Simon-Court
Compliment: Thank you for the help. May you continue to help others as well God bless you Simon

From: Mr. CD Langehoven
Received: 26/01/2025
To: Bridgette-Motsinon
Compliment: Very helpful and satisfied with her service

From: BRIG D Van Heerden
Received: 26/01/2025
To: Simon-Court
Compliment: Is response was quick to the point and helpful. Thanks

From: SGT ES Mashaba
Received: 26/01/2025
To: Ntshuxeko-Vukeya
Compliment: Thank you very much, you're doing excellent work

From: CNST TE Mosime
Received: 26/01/2025
To: Mabel-Modise
Compliment: Thanks for your assistance, you really are star in your work

From: SGT K Mgoduka
Received: 27/01/2025
To: Simon-Court
Compliment: I am satisfied and happy with your service.

From: CNST M Mokgampane
Received: 27/01/2025
To: Simon-Court
Compliment: Keep up the good work

From: CAPT TN Nkomo
Received: 27/01/2025
To: Kgomoitso-Lehlongwane
Compliment: I was empress with the way I was assisted with

From: LCOL M Van Niekerk
Received: 28/01/2025
To: Ntombinkulu-Cebekhulu
Compliment: Thank you!

From: W/O MV Faul
Received: 30/01/2025
To: Tayibah-Rosenberg
Compliment: Very good

From: Mrs. JM Oosthuizen
Received: 30/01/2025
To: Zanele-Mnyakeni
Compliment: Good job

From: Mr F Pienaar
Received: 1/6/2025
To: Gert Voges
Compliment: Thanks for solving my question.

From: COL NS Moodley
Received: 01/9/2025
To: Lucy-Dube
Compliment: I Appreciate the Quick Response. Let It Be a Mark of the Organisation's Culture.

From: SGT M Mthethwa
Received: 01/13/2025
To: Lucy-Dube
Compliment: I am very happy with Lucy Dube service, I was able to get hold of my doctor

From: CNST L Mashaba
Received: 01/15/2025
To: Ongezwa-Mayekiso
Compliment: Thanks a lot, keep it up. The response was extremely excellent, and customer service is super.

From: COL AD Van der Merwe
Received: 01/31/2025
To: Ongezwa-Mayekiso
Compliment: She was very clear and knowledgeable. Enjoyed talking with her

From: Mrs Louisa Van Der Spuy

Received: 09/01/2025

To: Andile Makamu

Compliment: I was helped by Sr Andile. She was amazing and very caring. I was very happy with her service.

From: Mr Johannes Craffert

Received: 23/01/2025

To: Lindiwe Ntoagae

Compliment: Is not easy sometimes dealing with elderly people. She sure knows her job very well. Thank you very much, we appreciate you. God Bless and keep you safe.

From: W/O Andre Scholtz

Received: 30/01/2025

To: Thembekile Zwane

Compliment: Thanks Zwane...you help me absolute professional.

From: W/O Assual Fanie

Received: 24/01/2025

To: Thabelo Ramudzuli

Compliment: Keep up the good customer etiquette Thabelo because such etiquette can not go unnoticed, and you resolved my query in no time. Thumbs

February 2025

From: CAPT OP MOTHIBI

Received: 12 February 2025

To: Barileng Leon-Mahlangu

Compliment: Barileng Mahlangu is very efficient, she solved the problem well and explained all the questions very clear and in a professional manner. Keep that standard.

From: W/O T HOUGH

Received: 12 February 2025

To: Denver-Brown

Compliment: Denver is a very professional individual. Helpfully, proficient with a warm personality. An absolute gem!!

From: SGT PB MATSHELE

Received: 19 February 2025

To: Eshter Chake

Compliment: Ester knows what is expected of her. She was very friendly, with a welcoming face. Before I can ask questions, she already explained everything in detail. She is so professional and representing the Company Image well. Thanks

From: SGT T PHASWANA

Received: 3 February 2025

To: Desray Veronica-Du Plessis

Compliment: Desray Duplessis she's very good because on my arrival at Polokwane Polmed branch, she gave me time to explain my problems and she encourage me not to worry as the matter will be solved urgently. She also explains a lot of things which I was not aware of. Pls if there's any gift, she deserves to get it. She's so kind.

From: G/MAJ G GOVENDER

Received: 25 February 2025

To: Mohamed-Cassim

Compliment: He is an Excellent asset to Polmed. Highly Knowledgeable on his subject matter. Big compliments to him

From: SGT LST MUDAU
Received: 20 February 2025
To: Keiyara-Bugwandeem
Compliment: I would like to thank her for her professionalism, and she made sure that my queries were dealt with asap without a hustle

From: Cnst BH VILLANDER
Received: 4 February 2025
To: Jan-Mofomme
Compliment: Jan Mofomme is always at my service no matter how difficult the query can be he does his magic I am so happy with his service

From: Col BM MEEK
Received: 13 February 2025
To: Izolde-Groenewald
Compliment: Izolde was quick, friendly, and professional in dealing with my issue, making sure it gets resolved. She promised to provide feedback via SMS and delivered on her promise.

From: Sgt Domicia Ruiters
Received: 01/02/2025
To: Julia Phohledi
Compliment: Good day, she was very helpful and polite, she even went the extra mile to phone my husband to register him on the weight management programme as I asked her to. I was very pleased with her services

From: Lcol Daniel Van Der Berg
Received: 03/02/2025
To: Rhulani Mokoena
Compliment: I would like to thank Rhulani for the professional way that she handle my query. She know her job, is friendly and very helpful! Wish her all the best for the future.

From: Miss Asanda Adams
Received: 21/02/2022
To: Lindiwe Ntoagae and Sebatane Lekgau
Compliment: Lindiwe did a good job on assisting me more clarity that I needed. Of which I was looking forward to speak with Ms Sebatane went through with me step by step to in the mental health program... I really appreciate their effort to assist me

From: CAPT M ALEXANDER
Received: 11 February 2025
To: Moffat-Ngcongong
Compliment: Moffat was friendly and helpful from the start until I left the office. He was also very kind and addressed my situation immediately

From: Lt-Col Ndashe MP
Received: February 2025
To: Samaria Nkosi
Compliment: Morning It's really interesting to have a great customer service I received from Ms Samaria Nkosi; she had a good customer service. I would love to repeat this once more that with the kind of personnel at Mbombela walk in office you really deserve a big thanks. You really have professionals in customer care. I even offered her an Appreciation Certificate ad she deserved one.

From: Mrs A ROSSOUW
Received: 18 February 2025
To: Simphiwe-Ncanana
Compliment: He was very pleasant to deal with. My first time to visit Polmed offices and will go back again

From: W/O S SEPENG

Received: 13 February 2025

To: Neo-Mabasa

Compliment: Neo resolved my query with a smile and was willing to go an extra mile, it clearly shows that she loves working with people, keep it up NEO

From: W/O SS MATUMBA

Received: 18 February 2025

To: Mukesh-Maharaj

Compliment: The services I received were excellent, the person who assisted me was professional and patient with me. They did not rush me and they were friendly as well. I felt wanted by the medical aid which made me to feel comfortable and believe that I can rely on my medical aid.

From: SGT S KEKANA

Received: 25 February 2025

To: Neo-Macheke

Compliment: Thank you Neo to save the life of the newborn you deserve five stars for understanding Batho Pele principles and satisfying our needs you deserve to be taken to another better level God bless you

From: Brig PC NIEUWOUDT

Received: February 2025

To: Stanley-Morobane

Compliment: Stanley knows his responsibility and is very helpful. He is excellent in his understanding of the issue and explanations.

From: CAPT CHRISTIAAN J LAUFS

Received: 02/02/2025

To: Patience Maekisa

Compliment: Received a response

From: L/COL VANETIA MAXWELL

Received: 10/02/2025

To: Zanele Mnyakeni

Compliment: Thank you for your friendly and efficient service delivery. May you be blessed in all your future endeavors.

From: CAPT JAN HENDRIK CHRISTOFFEL BARNARD

Received: 10/02/2025

To: Fairlynn Olien

Compliment: Well done and thank you

From: SGT ANDISWA FETILE

Received: 10/02/2025

To: Zanele Mnyakeni

Compliment: The response was very quick thanks

From: G/MAJ LENSINGH SINGH

Received: 10/02/2025

To: Ongezwa Mayekiso

Compliment: A very pleasant experience

From: CNST KHAKHANE TSOEUNYANE

Received: 10/02/2025

To: Zanele Mnyakeni

Compliment: I really appreciate that you attended my inquiry relating to my medical aid. Thanks again in advance for Polmed scheme for good services we received as their clients.

From: CAPT SANDRA MC CABE

Received: 11/02/2025

To: Joy Zuma

Compliment: Joy, thank you. I will make my payment via EFT. THANK YOU VERY MUCH FOR YOUR QUICK RESPONDS

From: W/O LINNEL DOUGLAS WONNER

Received: 11/02/2025

To: Ongezwa Mayekiso

Compliment: Thanks for the quick response Polmed...job well done

From: W/O YOLANDA PIETERSEN

Received: 11/02/2025

To: Joy Zuma

Compliment: She's the most helpful person I've encountered in a long time. She knew how to answer my questions in a way that I understood it. I wish to get through to her whenever I call . Thank you mam you're an angel

From: W/O YOLANDA PIETERSEN

Received: 11/02/2025

To: Mandlenkosi Sangweni

Compliment: thank you so much

From: MRS SONITHA CHETTY

Received: 11/02/2025

To: Eva Nagel

Compliment: Thank you for your prompt and informative feedback. Greatly appreciate it. Thank you once again kind regards Mrs. Sonitha Chetty

From: W/O HLENGANI WILSON MALULEKE

Received: 17/02/2025

To: Patience Mahlangu

Compliment: Thanks for the swift response.

From: CAPT CYRIL CECIL HARBOR

Received: 17/02/2025

To: Nobanengi Ntanda

Compliment: My request was completely resolved in one mail. Thank you.

From: SGT THEOPHINUS MENTOR

Received: 18/02/2025

To: Mabel Modise

Compliment: I will like to complement them for the quick response to my request, keep up the good work thanks

From: COL AD Van Der Linde

Received: 31/01/2025

To: Ongezwa-Mayekiso

Compliment: She was very clear and knowledgeable. Enjoyed talking with her

From: CAPT MG Lebesse

Received: 31/01/2025

To: Sherene-Matthews

Compliment: Excellent service

From: W/O Q Williams

Received: 31/01/2025

To: Bongeka-Mkhize

Compliment: Thank you for getting back to us so quickly, great Service!!!

From: COL MJ Nkhatho
Received: 31/01/2025
To: Joy-Zuma
Compliment: Keep up the good work.

From: CAPT A Titus
Received: 01/02/2025
To: Joy-Zuma
Compliment: Keep up the good work Joy

From: CAPT GJ Grotius
Received: 01/02/2025
To: Phindile-Hlalukana
Compliment: Very good service. Thank you

From: Mrs. HC Fick
Received: 01/02/2025
To: Lucy-Dube
Compliment: Excellent feedback and also provide when the claim will be settle. Absolutely satisfied@
Great job!

From: SGT P Khomola
Received: 01/02/2025
To: Joy-Zuma
Compliment: Thank you for the service

From: CAPT WS Durant
Received: 02/02/2025
To: Phindile-Hlalukana
Compliment: Phindile was very efficient and helpful. I tried twice to complete the serve, but her name was not on the list.

From: W/O JE Klein
Received: 02/02/2025
To: Veronica-Malope
Compliment: Good day, I just like to give a big up to you guys. We really appreciate everything that you have done for us this far as this has and still is a stressful time for us. Mr. JE Klein (my husband) is still in hospital but because of Polmed we don't have to stress about medical bills too. Thank you.

From: CNST NL Radebe
Received: 02/02/2025
To: Ntshuxeko-Vukeya
Compliment: Very satisfying service

From: CAPT CJ Laufs
Received: 04/02/2025
To: Patience-Maekisa
Compliment: Received a response

From: LCOL V Maxwell
Received: 07/02/2025
To: Zanele-Mnyakeni
Compliment: Thank you for your friendly and efficient service delivery. May you be blessed in all your future endeavours.

From: CAPT J Olivier
Received: 07/02/2025
To: Tayibah-Rosenberg
Compliment: Your feedback on my quotation was excellent and clear. Thanks

From: CAPT JHC Barnard
Received: 29/01/2025
To: Fairlynn-Olien
Compliment: Well, done and thank you

From: SGT A Fetile
Received: 07/02/2025
To: Zanele-Mnyakeni
Compliment: The response was very quick thanks

From: Mr. R Subramoney
Received: 08/02/2025
To: Jeanette-Radebe
Compliment: Good morning Sir, mam

From: CAPT HAL Bosman
Received: 08/02/2025
To: Mpho-Mahumani
Compliment: Very happy with service

From: G/MAJ L Singh
Received: 08/02/2025
To: Ongezwa-Mayekiso
Compliment: A very pleasant experience

From: W/O MJ Nyawo
Received: 08/02/2025
To: Mpho-Mahumani
Compliment: Professional service

From: CNST N Cekiso
Received: 08/02/2025
To: Sivuyile-Ncanywa
Compliment: The response was satisfactory, and I did not wait a long time for it. Thank you for a good customer service that I have received.

From: CNST K Tsoeunyane
Received: 08/02/2025
To: Zanele-Mnyakeni
Compliment: I really appreciate that you attended my inquiry relating to my medical aid. Thanks again in advance for POLMED scheme for good services we received as their clients.

From: CAPT S Mc Cabe
Received: 10/02/2025
To: Joy-Zuma
Compliment: Joy, thank you. I will make my payment via EFT. THANK YOU VERY MUCH FOR YOUR QUICK RESPONDS

From: W/O LD Wonner
Received: 10/02/2025
To: Ongezwa-Mayekiso
Compliment: Thanks for the quick response Polmed...job well done

From: Mr. O David
Received: 10/02/2025
To: 64004898058
Compliment: Ntombifuthi Ramodke I would like to express my appreciation to yourself and your manager for the way you responded and solved the complaint where I believed that the claim that was demanded against me by a certain lab was not legal. Thank many times.

From: CAPT SM Madubandela

Received: 10/02/2025

To: Ntombinkulu-Cebekhulu

Compliment: Her assistance was outstanding, and I have received both the blood pressure machine and glucometer without any problem, on the previous question I mistaken put yes instead of no. I'm very much happy with her assistance

From: W/O YU Pietersen

Received: 10/02/2025

To: Joy-Zuma

Compliment: She's the most helpful person I've encountered in a long time. She knew how to answer my questions in a way that I understood it. I wish to get through to her whenever I call. Thank you, mam, you're an angel

From: W/O A Fourie

Received: 10/02/2025

To: Mandlenkosi-Sangweng

Compliment: Thank you so much

From: Mrs. S Chetty

Received: 10/02/2025

To: Eva-Nagel

Compliment: Thank you for your prompt and informative feedback. Greatly appreciate it. Thank you once again kind regards Mrs Sonitha Chetty

From: W/O RM Roman

Received: 11/02/2025

To: Nosisa-Cumming

Compliment: I have never received bad service from Polmed. The staff is always friendly and efficient, as was so brilliantly displayed by Nosisa when she assisted me.

From: W/O HW Maluleke

Received: 15/02/2025

To: Patience-Mahlangu

Compliment: Thanks for the swift response.

From: CAPT CC Harbor

Received: 15/02/2025

To: Nobanengi-Ntanda

Compliment: My request was completely resolved in on email. Thank you.

From: LCOL AJ Wiid

Received: 14/02/2025

To: Ntombinkulu-Cebekhulu

Compliment: She is great

From: Mr. DG Van Lill

Received: 15/02/2025

To: Allessandro-Green

Compliment: Excellent service thanks

From: SGT T Mentor

Received: 17/02/2025

To: Mabel-Modise

Compliment: I would like to complement them for the quick response to my request, keep up the good work thanks

From: LCOL AD Keal

Received: 17/02/2025

To: Zuzumuzi-Manana
Compliment: Good service

From: LCOL AF Snyman
Received: 19/02/2025
To: Muleki-Nedzamba
Compliment: Friendly and compassioned service thank you.

From: CAPT ID George
Received: 19/02/2025
To: Sherene-Matthews
Compliment: Excellent service

From: W/O K Gounden
Received: 19/02/2025
To: Thato-Mofokeng
Compliment: Polmed is the most awesome thank u

From: W/O F Saad
Received: 20/02/2025
To: Phumla-Xaso
Compliment: Good morning Phumla. Thank you for your kind assistance in the role that you for filled with rendering your assistance during the finalization of the matter and to render a status report via email to me. Thank you for your greatness with regards to the best quality of service render. Well, done!!!!!!

From: CAPT D Govender
Received: 20/02/2025
To: Thato-Mofokeng
Compliment: Good work

From: COL PA Erlank
Received: 24/02/2025
To: Babalwa-Soyaya
Compliment: POLMED AND ASSISTANT WILL ALWAYS BE THE BEST. THANKYOU

From: Mrs. E Malan
Received: 24/02/2025
To: Veronica-Malope
Compliment: I am satisfied with the service thank you

From: BRIG R Pallas
Received: 21/02/2025
To: Thato-Mofokeng
Compliment: Very kind and helpful

From: LCOL A Landman
Received: 21/02/2025
To: Nonhlanhla-Thulo
Compliment: Excellent

From: MGEN P Subbiah
Received: 22/02/2025
To: Bridgette-Motsinoni
Compliment: Proud to be associated with this amazing team. Service and responses are always professionally done.

From: Mr. EW Addinall
Received: 22/02/2025
To: Ethel-Reneke

Compliment: Thank you for your quick response to my enquiry.

From: CAPT M Posthumus

Received: 22/02/2025

To: Jeanette-Radebe

Compliment: Excellent service. She fully understands my frustration and query. thank you. She is a gem.

From: Mrs. AW Van Vollenstein

Received: 23/02/2025

To: Dimakatso-Selundu

Compliment: Polmed the best. 100%. No problems with Polmed in all the years that I have been with Polmed. Thank you so much.

From: CAPT PJ Theron

Received: 23/02/2025

To: Sherene-Matthews

Compliment: Thank you for your prompt response

From: CAPT JA van Rooyen

Received: 21/02/2025

To: Ntombifuthi-Ramodike

Compliment: Thanks, Polmed

From: W/O MN Dolly

Received: 22/02/2025

To: Lucy-Dube

Compliment: Keep up with the good work thanx

From: 64104738544

Received: 26/02/2025

To: Thato-Mofokeng

Compliment: Got immediate response

From: 64006218313

Received: 26/02/2025

To: Joy-Zuma

Compliment: Thank you for your great service

From: 64004829591

Received: 28/02/2025

To: Ntombinkulu-Cebekhulu

Compliment: Knows her stuff

From: W/O LD Wonner

Received: 02/10/2025

To: Ongezwa-Mayekiso

Compliment: Thanks for the quick response Polmed...job well done

From: Mrs HC Fick

Received: 02/1/2025

To: Lucy-Dube

Compliment: Excellent feedback and provide when the claim will be settled. Absolutely satisfied@ Great job!

From: G/MAJ LM Singh

Received: 02/8/2025

To: Ongezwa-Mayekiso

Compliment: A very pleasant experience

From: W/O LD Wonner
Received: 02/10/2025
To: Ongezwa-Mayekiso
Compliment: Thanks for the quick response Polmed...job well done

From: SGT T Mentor
Received: 02/17/2025
To: Mabel-Modise
Compliment: I would like to complement them for the quick response to my request, keep up the good work thanks

March 2025

From: COL MV DE WEE
Received: 3 March 2025
To: Roeshney-Le Roux
Compliment: Dearest Roeshney thanks for your support, you are the best possible example of client service Stay Blessed

From: Brig GP MOKOENA
Received: 3 March 2025
To: Thembelihle-Malope
Compliment: Dear Manager just wanted to appreciate the service we received from Thembelihle her good work and conduct cannot go unnoticed, she's very humble and professional.

From: Capt MP RADEBE
Received: 10 March 2025
To: Gareth-Thomas
Compliment: For many years that I have known Gareth, he has been serving me not me alone but other clients from my observation with great passion he always willing to assist no matter how difficult the client's inquiry is. We need consultants of his calibre in your institution

From: Col BE MODISE
Received: 3 March 2025
To: Melvin-Fritz
Compliment: good morning, Melvin thanks for the assistance you gave me on the 03rd of March 2025 when i visited your office. its highly appreciated. i will visit again during April as arranged. Thanks

From: Capt A DU TOIT
Received: 13 March 2025
To: Izolde-Groenewald
Compliment: I had a very difficult issue since October. Mrs Groenewald was very professional in assisting us and resolved our difficult issue. She went the extra mile and was very helpful. She is very good/excellent in her job. We are very thankful when we are assisted in this manner as money makes us stress and she helped us.

From: SGT MP CHITJA
Received: 6 March 2025
To: Tabi-Moeketsi
Compliment: I really do appreciate the help i got from Tabi Moeketsi who was very professional and friendly, and he was able to solve my query very quickly My God bless him....

From: SGT T MOHOLOENG
Received: 3 March 2025
To: Yoliswa-Mlenze
Compliment: Keep on helping clients with that smile and explaining everything to them to their understanding. Never change that personality because you are always amazing and treat clients with respect. You are very passionate with your work and that's amazing.

From: Col O VERMAAK
Received: 12 March 2025
To: Melany-Morgan
Compliment: Melany is always prepared to help - she is very efficient and always goes the extra mile. It is a pleasure dealing with her. Thank you, Melany, for all your help. It is highly appreciated.

From: Capt K PILLAY
Received: 27 March 2025
To: Elisabeth-Yegappen
Compliment: Thank you for the amazing, kind, and efficient service. Your interaction and how you explained what I needed to know was just top class in an era where customer service is really non-existent.

From: Cnst R PAPARAM
Received: 18 March 2025
To: Wendy Landsberg
Compliment: Wendy Landsberg has assisted me in a very polite, positive, and professional manner. She assured me with the relevant documentation I requested and also how to make sure each item is filled in and what required documentation needed to be sent I am 100% satisfied with her service as she has assisted me and my colleagues in the right direction.

From: Stud MTW BUTJIE
Received: 8 March 2025
To: Neo-Macheke
Compliment: Neo Macheke was helpful and calm too, as I was stressing to get my dependent registered. Continue doing the great work Neo

From: L/Col T SHABANGU
Received: March 2025
To: Zanele-Zwane
Compliment: She knows her work very well as she gave helpful advice

From: W/O SK MOKOKA
Received: 5 March 2025
To: Kedumetse-Mothabela
Compliment: My query was handled with professionalism and waiting period was with 5 minutes.

From: L/Col GP LIEBENBERG
Received: 10 March 2025
To: Nocawe-Matutu
Compliment: Nocawe was very friendly and helpful and even explained an extra new ruling on specialists' visits with I really appreciated. Thank you Nocawe for assisting me in a professional manner.

From: MRS OPHELIA GIFT FIKILE MNISI
Received: 03/03/2025
To: Moeketsi Molebatsi
Compliment: They help me

From: STUD GUNDO KHANGALA
Received: 03 /03/2025
To: Patience Maekisa
Compliment: Patience service was excellent

From: MGEN JACOBUS OBERHOLZER
Received: 18/03/2025
To: Allesandro Green

Compliment: Thank you

Much appreciated

From: MRS GERALDINE SUZAIN LEWIS

Received:18/03/2025

To: Vuyolwethu Koba

Compliment: Excellent and speedy service

From: MR MOHAPI LAZARUS SELAMOLELA

Received:20 /03/2025

To: Fairlynn Olien

Compliment: To be honest Polmed has always been the best in communicating with clients and very quick in resolving queries and always advising on members health issues and well being. Keep it up and thank you.

From: L/COL WYNAND JOHANNES COERTZEN

Received:20/03/2025

To: Patience Mahlangu

Compliment: Very impressed. Excellent service. Thank you

From: SGT CHARLES RAJIN

Received:28/03/2025

To: Patience Mahlangu

Compliment: Thanks for the speedy respond and the detailed information. God bless.

From: SGT LAZOLA MADLOKAZI

Received:28/03/2025

To: Babalwa Soyaya

Compliment: Ooh what a sweet humble soul that's prepared and ready to assist. I am so grateful to have been assisted by Babalwa. She was so patient with me and made sure I was happy with the service. Thank you for your patronage Babalwa

From: CNST JENNIFER NAIDOO

Received:28/03/2025

To: Nosisa Cumming

Compliment: Quick and efficient service

From: W/O HJ Pieterse

Received: 01/03/2025

To: Ntombinkulu-Cebekhulu

Compliment: The service i received was very good

From: Mrs OGF Mnisi

Received: 02/03/2025

To: Moeketsi-Molelekoa

Compliment: They help me

From: STUD G Khangala

Received: 02/03/2025

To: Patience-Maekisa

Compliment: Patience service was excellent

From: LCOL B Potgieter

Received: 01/03/2025

To: Babalwa-Soyaya

Compliment: Satisfied with the service, amicably concluded. Thank You.

From: CAPT L Humpel

Received: 03/03/2025
To: Ntombinkulu-Cebekhulu
Compliment: Friendly and keen to help

From: Mrs HM Cronje
Received: 05/03/2025
To: Sherene-Matthews
Compliment: She is very efficient - Quick response.

From: W/O C Mercuur
Received: 07/03/2025
To: Vuyolwethu Joshua-Koba
Compliment: He was very professional in his job. Just love it

From: W/O O Bikrumlall
Received: 07/03/2025
To: Thato-Mofokeng
Compliment: Well, done. keep up the good

From: BRIG S Van der Merwe
Received: 08/03/2025
To: Kabelo-Mokgatle
Compliment: The reply was detailed and easy to understand. Well done

From: Brig HL Matshene
Received: 08/03/2025
To: Ongezwa-Mayekiso
Compliment: My query was a long outstanding partly unpaid balance to the Service Provider which it was resolved promptly and professionally

From: LCOL Z Sakwe
Received: 08/03/2025
To: Zukiswa-Keswa
Compliment: Zukiswa did an excellent job. Thank you

From: Mrs. C Matiea
Received: 09/03/2025
To: Kabelo-Mokgatle
Compliment: Kabelo was very professional and helpful

From: Mr. GJ De La Rey
Received: 09/03/2025
To: Sherene-Matthews
Compliment: Excellent service. Keep it up.

From: CAPT J Human
Received: 08/03/2025
To: Veronica-Malope
Compliment: Thank Veronica for your quick response

From: W/O J Zietsman
Received: 10/03/2025
To: Ethel-Reneke
Compliment: Ja sy was absoluut 'n mens met 'n hart en het uit haar pad gegaan om my te help baie dankie Ethel.

From: SGT TP Matshoba
Received: 10/03/2025
To: Bridgette-Motsinoni
Compliment: Speedy response

From: Mrs. DJJ Van Zyl
Received: 10/03/2025
To: Tebogo-Kekana
Compliment: No, sorry I picked the wrong answer. He did a very good job... Thanks

From: Mr. JD King
Received: 03/11/2025
To: Kegomoditswe-Mashishi
Compliment: Efficient

From: SGT T Tlhobelo
Received: 12/03/2025
To: Alessandro-Green
Compliment: Thank you for an efficient service

From: LCOL G Kameel
Received: 15/03/2025
To: Letach-Bezuidenhout
Compliment: Keep on with your good work

From: CAPT S Lanse Van Rensburg
Received: 16/03/2025
To: Ntombifuthi-Ramodike
Compliment: Polmed employees are always helpful, and queries are resolved asap. Thanks for making it so easy to assist

From: CAPT S Janse Van Rensburg
Received: 17/03/2025
To: Ntombifuthi-Ramodike
Compliment: Polmed employees are always helpful, and queries are resolved asap. Thanks for making it easy to assist

From: MGEN J Oberholzer
Received: 17/03/2025
To: Alessandro-Green
Compliment: Thank you. Much appreciated

From: 6LCOL MA Dithebe
Received: 17/03/2025
To: Muleki-Nedzamba
Compliment: Im grateful for help I received

From: Mrs. R Loubser
Received: 17/03/2025
To: Letach-Bezuidenhout
Compliment: Thank you for your feedback and patience explaining to me why the misunderstanding happened!!!

From: Mrs. GS Lewis
Received: 17/03/2025
To: Vuyolwethu Joshua-Koba
Compliment: Excellent and speedy service

From: Mr. ML Selamolela
Received: 20/03/2025
To: Fairlynn-Olien
Compliment: To be honest Polmed has always been the best in communicating with clients and very quick in resolving queries and always advising on members health issues and wellbeing. Keep it up and thank you.

From: LCOL WJ Coertzen
Received: 20/03/2025
To: Patience-Mahlangu
Compliment: Very impressed. Excellent service. Thank you

From: Mrs. B Heunis
Received: 20/03/2025
To:
Compliment: Excellent turn-around time

From: LCOL S Zungu
Received: 20/03/2025
To: Kgomotso-Lehlongwane
Compliment: I WAS SERVED VERY PROFESSIONAL THANK YOU

From: LCOL APM Kroutz
Received: 20/03/2025
To: Fairlynn-Olien
Compliment: It is a difficult topic to speak about but yes, I will speak to my Dr to discuss the issue.
Thanks, and your assistance is greatly appreciated.

From: CAPT JHDF Strauss
Received: 21/03/2025
To: Fairlynn-Olien
Compliment: Thank you for your time. And service.

From: CAPT SA Pretorius
Received: 21/03/2025
To: Leonard-Mbeve
Compliment: Leonard Mbeve, thank you so much for the excellent explanation and assistance in m6 enquiry. Much appreciated. Regards. Captain Pretorius

From: SRUD MK Ramalamola
Received: 21/03/2025
To: Kgomotso-Lehlongwane
Compliment: Kindly note that your service was fantastic, you resolved and clarified my query timeously.

From: BRIG J Jacobs
Received: 22/03/2025
To: Patience-Mahlangu
Compliment: Clear and professional serviced, thank you very much Jabulile.

From: W/O JJ Combrink
Received: 22/03/2025
To: Ntombifuthi-Ramodike
Compliment: She was very helpful and friendly thanks

From: CNST K Rankune
Received: 22/03/2025
To: Babalwa-Soyaya
Compliment: I'm happy with the help I got

From: W/O MN Nkhumise
Received: 23/03/2025
To: Ethel-Reneke
Compliment: Everything was fine. I got help

From: W/O NB Bhengu

Received: 23/03/2025

To: Dimakatso-Selundu

Compliment: Thank you Dimakatso for your swift action into the matter. Kept up the good work.

From: LTCOL DJM Steyn

Received: 23/03/2025

To: Kabelo-Mokgatle

Compliment: Thank you for the quick response, however being on the marine plan and paying a higher premium, I would like to see those necessary medical expenses like this one, must be paid in full by my Medical Scheme, especially being a pensioner

From: COL J Breed

Received: 23/03/2025

To: Ntombinkulu-Cebekhulu

Compliment: THANKS FOR A JOB DONE WELL.

From: W/O LM Tladi

Received: 26/03/2025

To: Babalwa-Soyaya

Compliment: He indicated that we paid less than the amount that was required and hence the benefits were suspended. He even worked out the shortfall which we paid and now the benefits are reinstated.

From: Mr. C Forbes-Hardinge

Received: 27/03/2025

To: Tayibah-Rosenberg

Compliment: Terry Rosenberg were an absolute star with my query!!

From: W/O D Matthysen

Received: 27/03/2025

To: Ntombifuthi-Ramodike

Compliment: Thank you for your excellent service. Keep up the good work.

From: SGT C Rajin

Received: 27/03/2025

To: Patience-Mahlangu

Compliment: Thanks for the speedy respond and the detailed information. God bless.

From: SGT L Madlokazi

Received: 27/03/2025

To: Babalwa-Soyaya

Compliment: Ooh what a sweet humble soul that's prepared and ready to assist. I am so grateful to have been assisted by Babalwa. She was so patient with me and made sure I was happy with the service. Thank you for your patronage Babalwa.

From: CNST J Naidoo

Received: 27/03/2025

To: Nosisa-Cumming

Compliment: Quick and efficient service

From: Mrs. NB Tshehla

Received: 28/03/2025

To: Nosisa-Cumming

Compliment: Thanks for your hard work and keep it up

From: STUD SS Ngwenya

Received: 28/03/2025

To: Mabel-Modise

Compliment: Wonderful service much appreciated keep it up

From: COL J Oosthuizen

Received: 29/03/2025

To: Phumla-Xaso

Compliment: She was knowledgeable, friendly and helpful. She went for extra advice. She could resolve my request. Thank you.

From: W/O DS Naidoo

Received: 29/03/2025

To: Nosisa-Cumming

Compliment: Keep up the good work

From: LCOL WG Van der Merwe

Received: 29/03/2025

To: Bongeka-Mkhize

Compliment: Thank you

From: W/O HJ Grobler

Received: 29/03/2025

To: Phumla-Xaso

Compliment: She assisted in the best possible way

From: CAPT W Basson

Received: 29/03/2025

To: Gert-Voges

Compliment: The service received was excellent and beyond my expectations. Well, done.

From: SGT ME Tinye

Received: 29/03/2025

To: Ntshuxeko-Vukeya

Compliment: Thanx for your response & appreciate

From: Mrs. HC Fick

Received: 30/03/2025

To: Mandlenkosi-Sangweng

Compliment: Thank you for your quick response to my request. Excellent service

From: HL Matshene

Received: 03/8/2025

To: Ongezwa-Mayekiso

Compliment: My query was a long outstanding partly unpaid balance to the Service Provider which it was resolved promptly and professionally.

From: STUD SS Ngwenya

Received: 03/28/2025

To: Mabel-Modise

Compliment: Wonderful service much appreciated keep it up.

From: Miss Botshelo Diamond

Received: 15/04/2025

To: Tercia Lawrence

Compliment: Dear Polmed Customer Care Team, I hope this message finds you well. I am writing to express my sincere appreciation for the outstanding service I received from one of your consultants, Tercia Lawrence. Her professionalism, patience, and dedication in assisting me were truly impressive. Tercia went above and beyond to ensure my concerns were addressed efficiently and with genuine care. Her friendly attitude and clear communication made the entire experience smooth and pleasant. I would like to rate her service a 10/10 and commend her for her excellent work. Employees like Tercia truly make a positive difference and represent the Polmed brand with excellence. Please extend my gratitude to her, and I hope her efforts are recognized.

From: Mrs Erika Stols

Received: 25/03/2025

To: Dipuo Mosikare

Compliment: Thank you so much for all your help. You such an asset for Polmed.

From: Mrs Yolande Gerber

Received: 4/11/2025

To: Winile Ngobeni

Compliment: Good day Winile, I just want to say thank you again for all your kind words and understanding with our conversation on Wednesday. Much appreciated.