

July 2025

From: SGT TE NGOBENI

Received: 06/07/2025

To: Ongezwa-Mayekiso

Compliment: My query was solved quickly, I'm grateful for the service that I've received.

From: SGT WE HARRIPERSAIDH

Received: 10/07/2025

To: Mandlenkosi-Sangweni

Compliment: No please keep up the good work

From: MS J VAN ROOYEN

Received: 02/07/2025

To: Tshepo Mohale

Compliment: I always get friendly and helpful service from Polmed thank you.

From: BRIG NAJ ROTHMANN

Received: 06/07/2025

To: Tshepo Mohale

Compliment: Thank you for quick and useful response...

From: MRS JH NIEMAN

Received: 10/07/2025

To: Sherene-Matthews

Compliment: Sherene Matthews delivers outstanding service and has provided all the necessary information.

From: SGT SC DU PLESSIS

Received: 10/07/2025

To: Betty Sindane

Compliment: That's for the good work and service keep it up.

From: SGT TLC TLOU

Received: 13/07/2025

To: Courtney Harry

Compliment: I really appreciate your service

From: L/COL P MOSS

Received: 13/07/2025

To: Kegomoditswe Mashishi

Compliment: I would like to commend the Polmed official for the efficient manner in which my query was finalized.

From: MRS HJ PIETERSE

Received: 17/07/2025

To: Alessandro Green

Compliment: very good service in one day solved

From: SGT MN MOLEPO

Received: 17/07/2025

To: Tshepo Mohale

Compliment: Query resolved up to satisfactory

From: MR RP VAN WYK
Received: 18/07/2025
To: Allessandro Green
Compliment: Dankie vir u diens. Mooi dag.

From: MRS HM NAGEL
Received: 18/07/2025
To: Nobaningi-Ntanda
Compliment: Friendly and helpful

From: CAPT A FAIHST
Received: 18/07/2025
To: Simon Court
Compliment: Best medical aid in the world

From: CNST G MALULUKE
Received: 19/07/2025
To: Tshepo Mohale
Compliment: Am satisfied with the respond.

From: MRS MM MOKONYANE
Received: 27/07/2025
To: Ongezwa-Mayekiso
Compliment: Thank you for the excellent customer service

From: Mr. C Krause
Received: 30/06/2025
To: Ntombifuthi-Ramodike
Compliment: We received quick response and the request was approved. She was Professional, good service. Thank you.

From: COL JM Fourie
Received: 30/06/2025
To: Gert-Voges
Compliment: Thank you for your prompt attention, Gert!

From: LCOL JA Killian
Received: 30/06/2025
To: N9000083
Compliment: WELL SPOKEN AN COMPETENT AGENT

From: CAPT C Maritz
Received: 30/06/2025
To: Gert-Voges
Compliment: No problem, it would be more acceptable to have a language option on the list of options provided.

From: CAPT M Bester
Received: 02/07/2025
To: Kabelo-Mokgatle
Compliment: Thank. Quickly helped

From: Ms. J Van Rooyen
Received: 02/07/2025

To: Tshepo-Mohale
Compliment: I always get friendly and helpful service from Polmed thank you

From: LTCOL DJM Steyn
Received: 03/07/2025
To: Tshepo-Mohale
Compliment: Thank you

From: L/COL ZL Willemse
Received: 04/07/2025
To: Ntombifuthi-Ramodike
Compliment: Good work

From: SGT SW Mkhwanazi
Received: 05/07/2025
To: Ntombinkulu-Cebekhulu
Compliment: Great service

From: BRIG NAJ Rithmann
Received: 06/07/2025
To: Tshepo-Mohale
Compliment: Thank you for quick and useful response.

From: W/O OA Wright
Received: 06/07/2025
To: Tshepo-Mohale
Compliment: I always have the best service. Thanks

From: CAPT D Armstrong
Received: 06/07/2025
To: Gert-Voges
Compliment: Great service.

From: CAPT HT Gwadiso
Received: 06/07/2025
To: Zukiswa-Keswa
Compliment: Zukiswa Keswa, thanks for your assistance

From: Mr. F Pienaar
Received: 06/07/2025
To: Ongezwa-Mayekiso
Compliment: Thanks for quick feedback. The Consultant was really helpful. I really appreciate it. Compliments to Consultant.

From: Mrs. JH Hack
Received: 09/07/2025
To: Lebogang-Khumalo
Compliment: Doctor accidentally referred me to an orthopaedic surgeon instead of cardiologist for yearly check-up. Was told Dr must resubmit for authorization, which was done. Thank you.

From: Mrs. JH Nieman
Received: 10/07/2025
To: Sherene-Matthews

Compliment: Sherene Matthews delivers outstanding service and has provided all the necessary information.

From: W/O JL Koekemoer

Received: 11/07/2025

To: Ntombifuthi-Ramodike

Compliment: I am very satisfied with the quality of service I received.

From: SGT TL Mngomezulu

Received: 11/07/2025

To: Tebogo-Kekana

Compliment: Thank you so much Tebogo keep it up good work

From: CAPT B Nel

Received: 12/07/2025

To: Ntshuxeko-Vukeya

Compliment: Thank you for your support greatly appreciated

From: Mrs. LS Mashele

Received: 12/07/2025

To: No name

Compliment: Your service to us is outstanding keep up the excellent work.

From: SGT KC Bisha

Received: 12/07/2025

To: Ntombifuthi-Ramodike

Compliment: I am certified they she assisted me she was so professional and helpful

From: SGT TLC Phoko

Received: 13/07/2025

To: Courthney-Harry

Compliment: I really appreciate your service

From: LCOL D Mouton

Received: 11/07/2025

To: Boitumelo-Edmunds

Compliment: Good service

From: W/O D Klue

Received: 12/07/2025

To: Ntombifuthi-Ramodike

Compliment: Hi I'm doing ok. Just concerned about wife. Thanks, POLMED for assisting in these last few months in difficult times. Only one query I have is the summary of Milnerton clinic where my wife was for 2 months correcting it seems very expensive more than R1000000 rand of which one amount on cost summary I think was more than R500000. thanks for communication.

From: COL SP Dibetle

Received: 13/07/2025

To: Betty-Sindane

Compliment: Excellent service

From: LCOL P Moss

Received: 14/07/2025

To: Kegomoditswe-Mashishi

Compliment: I would like to commend the Polmed official for the efficient manner in which my query was finalised.

From: W/O SM Mdunge

Received: 14/07/2025

To: Nonhlanhla-Thulo

Compliment: Keep up the good work. What you've started is very good thank you

From: CAPT G Joubert

Received: 14/07/2025

To: Betty-Sindane

Compliment: Thanks

From: SGT TD Chauke

Received: 16/07/2025

To: Bongeka-Mkhize

Compliment: Thanks for your assistant Bongeka really appreciated

From: Mrs. HJ Pieterse

Received: 17/07/2025

To: Allessandro-Green

Compliment: Very good service in one day solved

From: SGT N Liphadzi

Received: 17/07/2025

To: Simon-Court

Compliment: Great job. Thanks for assistance

From: Mr. RP Van Wyk

Received: 18/07/2025

To: Allessandro-Green

Compliment: Dankie vir u diens. Mooi dag.

From: MAJ A Du Toit

Received: 18/07/2025

To: Simon-Court

Compliment: problem was solved, thank you

From: Mrs. HM Magel

Received: 18/07/2025

To: Nobaningi-Ntanda

Compliment: Friendly and helpful

From: LCOL CH Boshoff

Received: 18/07/2025

To: Nokuthula-Ngcobo

Compliment: Query was dealt with in good time

From: CNST G Maluleke

Received: 19/07/2025

To: Tshepo-Mohale

Compliment: Am satisfied with the respond.

From: W/O M Young

Received: 19/07/2025

To: Tayibah-Rosenberg
Compliment: Very professional

From: COL MC Van der Hammen
Received: 20/07/2025
To: Ntombifuthi-Ramodike
Compliment: Ntombifuthi's prompt response on the query is highly commendable and greatly appreciated! Having a person such as Ntombifuthi on a team of this nature is truly an asset!
Thank you very much for the continued excellent Polmed service! service

From: Mr. G Pietersen
Received: 18/07/2025
To: Bridgette-Motsinoni
Compliment: Help full

From: SGT T Chauke
Received: 18/07/2025
To: Bongeka-Mkhize
Compliment: Thanks for your assistant Bongeka really appreciated

From: W/O PJ Rossouw
Received: 19/07/2025
To: Phumla-Xaso
Compliment: Great client service, well done!!

From: Mr. J Southey
Received: 21/07/2025
To: Ntombifuthi-Ramodike
Compliment: Thanks to POLMED for the good service

From: CNST LI Sishi
Received: 22/07/2025
To: Ntshuxeko-Vukeya
Compliment: Much appreciated

From: W/O D Magagula
Received: 23/07/2025
To: Zuzumuzi-Manana
Compliment: Keep it up boet you are very professional, million thanks

From: STUD SA Mzobe
Received: 23/07/2025
To: Veronica-Malope
Compliment: I was impressed by the way you assisted me; you responded to me very fast and attended to my complaint

From: SGT WN Ralephenya
Received: 23/07/2025
To: Lucy-Dube
Compliment: I was satisfactory assisted

From: W/O S Joubert
Received: 25/07/2025
To: Ongezwa-Mayekiso

Compliment: Thank you for emailing me. The documents were not attached to the email, and I was reminded to do so. Thank you again.

From: CAPT SV Govender
Received: 25/07/2025
To: Ntombifuthi-Ramodike
Compliment: Query responded to efficiently

From: SGT JM Kei
Received: 25/07/2025
To: Sherene-Matthews
Compliment: Query was dealt with speedily and was resolved successfully.

From: CAPT JA Van Rooyen
Received: 25/07/2025
To: Clifford-Tutu
Compliment: professional

From: W/O JW Muller
Received: 26/07/2025
To: Clifford-Tutu
Compliment: Thank you for your quick response.

From: COL B Smith
Received: 27/07/2025
To: Clifford-Tutu
Compliment: Very Helpful

From: Mrs. MM Mokonyane
Received: 27/07/2025
To: Ongezwa-Mayekiso
Compliment: Thank you for the excellent customer service

From: BRIG MI Sangweni
Received: 27/07/2025
To: Phumla-Xaso
Compliment: Thank you very much for the great service

From: CAPT MC Mbilase
Received: 28/07/2025
To: Courthney-Harry
Compliment: Satisfactory

From: CAPT FA Tromp
Received: 28/07/2025
To: Courthney-Harry
Compliment: Initially it was difficult to get a response but after second email everything were answered swiftly

From: LCOL BO Mthethwa-Gondongwana
Received: 28/07/2025
To: Joy-Zuma
Compliment: I appreciated the follow up of Joy because I couldn't be able to forward the message to the doctor as it was i draft and i couldn't be able to get it from draft or can I send

the doctor's email address so that you can send the message again to me and cc the doctor
technology it's a problem because of age
All is appreciated Joy

From: CNST LS Bali
Received: 30/07/2025
To: Joy-Zuma
Compliment: Joy Zuma understood my query from the beginning, keep it up.

From: LCOL BP Mthethwa-Godongwana
Received: 31/07/2025.
To: Nobaningi-Ntanda
Compliment: Direct and professional feedback - thank you.

From: SGT NF Lentsa
Received: 31/07/2025
To: Veronica-Malope
Compliment: She went extra mile to give more clarity and give a satisfactory solution very quick, very patient and understanding. She is the best ever. Veronica God, bless you keep it up the good work.

From: Col Els B
Received: 14 July 2025
To: Izolde Groenewald
Compliment: Dear Isolde, Thank you for clarify my query which was outstanding for the last 6 months. Your friendliness during my visit was appreciated.

From: W/O LINDOOR
Received: 3 July 2025
To: Denver Brown
Compliment: Denver always delivers exceptional service and he is always customer orientated. I will definitely ask for his assistance when visiting the office again

From: CAPT COETZEE
Received: 4 July 2025
To: Esther-Chake
Compliment: Esther assisted me with friendliness and deeper knowledge. She is an asset for your establishment

From: W/O SMITH
Received: 22 July 2025
To: Denver Brown
Compliment: Denver has, over the years, given us more than 100% service. Always ready to help, answer questions satisfactorily. He is an absolute asset to any business. Thank you Denver - you are a Star

From: SGT MAKHANYA
Received: 2 July 2025
To: Zanele-Zwane
Compliment: Excellent service by Zanele Zwane. The lady was so much helpful and she was patient with us

From: L/COL PLAATJIES
Received: 24 July 2025
To: Nocawe-Matutu

Compliment: Excellent service by Mrs Nocawa as I was little bit worried see that I'm a retiree. Thanks once more for your service.

From: SGT NGCOFE

Received: 14 July 2025

To: Nomboniso-Tshongwana

Compliment: Every time I am there i get excellent service from her. She is good at her work.

From: LCOL ADAMS

Received: 4 July 2025

To: Esther-Chake

Compliment: Esther professionally helped me She is friendly and an asset to the client service. Thank you.

From: CAPT BESTER

Received: 9 July 2025

To: Roeshney-Le Roux

Compliment: Excellent service. Thank you again Roeshney for your help in solving my problems. I really appreciate it.

From: MISS RIKHOTSO

Received: 30 June 2025

To: Ike-Dube

Compliment: Filled with gratitude. I received an email of the call I had with Bandile and everything is sorted. Am content with how I was assisted, and it was quick.

From: L/COL SMIT

Received: 23 July 2025

To: Cynthia-Andrews

Compliment: Good morning, Ms Andrews Thank you for your friendly and professional service, and the information you provided were very helpful. i saved the ambulance number on my phone, since one never knows when one may need it. thank you for your assistance, you make our lives very easy..

From: W/O NGOMANE

Received: 8 July 2025

To: Gareth-Thomas

Compliment: Good quality service. They make sure you leave the branch happy because they go out of their way to help and solve the problem you came with

From: SGT MULLER

Received: 25 July 2025

To: Sivuyile-Ncanywa

Compliment: He is a very nice friendly helpful person he must keep up the good work

From: W/O FOURIE

Received: 14 July 2025

To: Thabile-Thaane

Compliment: Her service and friendliness are PERFECT - I will visit the office where Thabile work just to see a friendly face for the day.

From: SGT MASHIGO

Received: 8 July 2025

To: Thembelihle-Malope

Compliment: I am very much impressive about the service because I never been asked many questions about the situation I experience at this moment, the only thing I've received is the good and excellent feedback about my query that it will be reevaluate as soon as it reaches the relevant department, thank you.

From: W/O STRYDOM

Received: 10 July 2025

To: Anelisa-Vece

Compliment: I just want to convey my appreciation to a very friendly helpful employee of Polmed. Thank you very much

August 2025

From: L/COL C MEYER

Received: 23/08/2025

To: Lucy-Dube

Compliment: Friendly and knows her work

From: W/O DCDW BESTBIER

Received: 21/08/2025

To: Gert-Voges

Compliment: Brilliant feedback, thank you

From: L/COL PG LE ROUX

Received: 01/08/2025

To: Joy Zuma

Compliment: Sent a previous email which was not handled correct. Then I sent another email explaining what I wanted done. Then received this email. Thank you for your service.

From: W/O K PATHER

Received: 25/08/2025

To: Nokuthula-Ngcobo

Compliment: Very helpful and informative. was able to give me the answer to my query effectively and efficiently.

From: CAPT TERBLANCHE

Received: 15 August 2025

To: Melany-Morgan

Compliment: Dear Melany, I hope this message finds you well. I would like to sincerely thank you for the outstanding assistance you provided with my medical aid application for my life partner. Your professionalism, efficiency, and friendly approach made the entire process smooth and stress-free. It was truly a pleasure working with someone as knowledgeable and helpful as you. I greatly appreciate your support and attention to detail & it made all the difference.

From: COL MAZIBUKO

Received: 25 August 2025

To: Dustin-Terblanche

Compliment: Dustin was very helpful and explain to me what to expect in the next coming months when deduction are done from the bank account. This explanation calm my nerves

From: CAPT ZOKUFA

Received: 1 August 2025

To: Kedumetse-Mothabela

Compliment: Good day Kedumetsi was very helpful however I am unhappy with the attitude of the ER ambulance personnel. He made a joke with my emergency and took it so lightly while I was dying with pain and couldn't drive myself. I am lodging a formal complaint because he said I could have used uber in the middle of the night which I don't have money for it. I believe the ER should have declined my request from the onset because I will not have money to pay them. Not now, not ever.s

From: SGT NGCOBO

Received: 6 August 2025

To: Sibahle-Myeza

Compliment: Good service Sibahle Myeza your quick response and advice thank you and keep it up. Happy women's month Sibahle

From: CNST NQAVELA

Received: 5 August 2025

To: Dustin-Terblanche

Compliment: He is doing a great job with clients he is friendly, and he is willing to help hole heartily. i am happy to be helped by him, I really appreciate his service towards me

From: MISS DE SWARDT

Received: 5 August 2025

To: Xola-Mdywe

Compliment: Hi Xola and /Manager, I must compliment you on your excellent service that you provided me. Xola is a friendly efficient worker. I can recommend the Polmed walk in centre. Thanks again for the quick professional service that I received. From Sheila DE SWARDT.

From: CAPT MHLAMBISO

Received: 11 August 2025

To: Roeshney-Le Roux

Compliment: I just want to compliment the team for their excellent services everyone we visit their offices we are always given the best service; they are very friendly and always helpful. Excellent service every time and always patient and we are really delighted to have them. They know their duties and they also advice and guides us. So, cheers to Roeshney and Moffat for their excellent services 🌸🌸🌸we appreciate you!

From: CAPT WESSELS

Received: 18 August 2025

To: Sivuyile-Ncanywa

Compliment: I must give a compliment to the team who assisted me There help and guidance result in recrossed of claim and their explanation of the correct procedure that must be followed and phoning head office to provide guidance on my query Thanks you again

From: SGT PHADI

Received: 1 August 2025

To: Desiree-Mpipi

Compliment: I really appreciate the service rendered, it was very professional, and they were patient with me. I am grateful.

From: CNST MOLELE

Received: 8 August 2025

To: Owen-Hlongwane

Compliment: I received remarkable service in almost no time, the gentle man whose assisted me was friendly. Even the guy who handled my parking ticket... Thank you.

From: L/COL MOHLAKOANA

Received: 28 August 2025

To: Lesley-Diokane

Compliment: It was an honour and a privilege to be assisted by you Sir

From: CAPT LUTHULI

Received: 4 August 2025

To: Nomfundo-Bhengu

Compliment: It was a pleasure to receive such a quality service from Nomfundo. She does everything with a smile. She is the right choice for that desk.

From: W/O RAKOTO

Received: 19 August 2025

To: Ndumiso-Radebe

Compliment: It was for the first time it was explained to me since i was told by my doctor that i have high blood pressure whereby a person working at polmed explained to me that firstly before i submitted my prescription to any pharmacy i was supposed to give it to polmed and then they will help me. I experienced that my funds were depleted as i was supposed to collect my chronic medication and it made me realize that it is not anyone who is working at Polmed will explain something so important.

From: MRS MCDONALD

Received: 1 August 2025

To: Annelie-Steyn

Compliment: I wish to than Annelie Steyn for always provide sufficient time and efforts to resolve my queries. It is a pleasure visiting the Lephalale Branch and meeting the friendly and helpful employee. Thank you Annelie.

From: LCOL HA Widmer

Received: 01/08/2025

To: Nobaningi-Ntanda

Compliment: Thanks for comprehensive feedback and clarity.

From: CAPT S Mavela

Received: 01/08/2025

To: Nobaningi-Ntanda

Compliment: Satisfactory

From: SGT L Tshegare

Received: 01/08/2025

To: Allesandro-Green

Compliment: The query was resolved and I'm happy with the help

From: CNST LP Nyambeni

Received: 02/08/2025

To: Kgomotso-Lehlongwane

Compliment: I'm really appreciate all the query that you able to respond and resolve it was worth it

From: Mr. J Gouws

Received: 03/08/2025

To: Tayibah-Rosenberg

Compliment: Very friendly with excellent service. Well-done Polmed and Terry.

From: W/O S Fourie
Received: 03/08/2025
To: Thato-Mofokeng
Compliment: Very friendly and helpful

From: Mr. AJS Botes
Received: 03/08/2025
To: Veronica-Malope
Compliment: Veronica was very thorough. Thank you for giving us clarity on our matter.

From: LCOL W Mitchell
Received: 01/08/2025
To: Sherene-Matthews
Compliment: The service was excellent. I'm never regret that I retain my Polmed membership after my retirement

From: CAPT AD Van Heerden
Received: 06/08/2025
To: Lucy-Dube
Compliment: A big thanks for her professional and prompt service

From: CAPT NSG Hlungwane
Received: 07/08/2025
To: Mandlenkosi-Sangweni
Compliment: I was assisted in time with my request

From: LCOL LA Strydom
Received: 08/08/2025
To: Kegomoditswe-Mashishi
Compliment: The advice was spot-on. I however have a problem with the service suppliers. They do not follow your instructions of the Care Plan. Some of them just say they do not know how it works. They must be reprimanded.

From: Mr. J Dwason
Received: 08/08/2025
To: Cynthia-Madalane
Compliment: Thanks greatly appreciate

From: SGT SB Ndlangisa
Received: 08/08/2025
To: Phumla-Xaso
Compliment: My query was answered instantly. Everything explained clearly on the feedback email.

From: CAPT MH Ralesai
Received: 08/08/2025
To: Cynthia-Madalane
Compliment: She was the best

From: Mrs. ASM Kirsten
Received: 08/08/2025
To: Joy-Zuma
Compliment: Professional thank you so very much

From: W/O RJ Tekanya

Received: 08/08/2025

To: Nokuthula-Ngcobo

Compliment: I really appreciate the respond from POLMED by Nokuthula Ngcobo and will do as requested.

From: W/O T Van Der Westhuizen

Received: 09/08/2025

To: Ntshuxeko-Vukeya

Compliment: Very satisfied thank you

From: BRIG IGJ Jacobs

Received: 09/08/2025

To: Mandlenkosi-Sangweni

Compliment: Was very helpful

From: Mrs. DC Van Heerden

Received: 09/08/2025

To: Dimakatso-Selundu

Compliment: My query was promptly answered thank you

From: BRIG NAJ Rothman

Received: 11/08/2025

To: Tebogo-Kekana

Compliment: Both were friendly, licensed and willing to assist and knowledgeable

From: LCOL H Knoetze

Received: 11/08/2025

To: Ntombifuthi-Ramodike

Compliment: Good work

From: W/O MP Mabaso

Received: 11/08/2025

To: Tayibah-Rosenberg

Compliment: Service was excellent

From: CNST ME Zwane

Received: 11/08/2025

To: Ntshuxeko-Vukeya

Compliment: Keep up the good work, and dedication to your job, well done, with you we are safe...

From: W/O PP Motshoene

Received: 11/08/2025

To: Mandlenkosi-Sangweni

Compliment: Keep up the good work you and your team.

From: Mr. PC Van Vuuren

Received: 11/08/2025

To: Bridgette-Motsinoni

Compliment: She was excellent!

From: Mr. P Govender

Received: 14/08/2025

To: Joy-Zuma

Compliment: Quick efficient turnaround time.

From: W/O G Smith
Received: 14/08/2025
To: Kabelo-Mokgatle
Compliment: No. I am happy with the service. Keep on the good work

From: CNST D Ndlala
Received: 15/08/2025
To: Phumla-Xaso
Compliment: I am very grateful for everything you are doing to make sure that we stay healthy and support our well-being God bless you.

From: LCOL AJ Loubser
Received: 15/08/2025
To: Joy-Zuma
Compliment: Several emails were sent to the Claims dept, without success. However, the issue was promptly addressed by Joy Zuma (Client Service) and my refund was already deposited to my bank account.

From: W/O WL Mannenburg
Received: 15/08/2025
To: Phumla-Xaso
Compliment: All good

From: SGT LJ Fredericks
Received: 16/08/2025
To: Jeanette-Radebe
Compliment: thank you for your amazing assistance

From: MGEN P Subbiah
Received: 17/08/2025
To: Veronica-Malope
Compliment: Matter was corrected with Clicks and email feedback was respectfully appreciated. Professional service indeed.

From: Mr. E Lloyd
Received: 17/08/2025
To: Simon-Court
Compliment: Thank you!

From: W/O R Nkuna
Received: 17/08/2025
To: Kian-Mashamaite
Compliment: I would like to thank her/him the response was very quick and I did not make any follow up. Keep up the good work

From: W/O S Youd
Received: 18/08/2025
To: No name
Compliment: Thank you very much for all you teams that you are doing for us

From: CAPT IN Heydenrych
Received: 18/08/2025
To: Gert-Voges
Compliment: Thank you for your quick response.

From: Mrs. E Van Molendorf

Received: 18/08/2025

To: Sherene-Matthews

Compliment: Thank you very much it was excellent service keep up the good work have a nice day

From: W/O DCDW Bestbier

Received: 21/08/2025

To: Gert-Voges

Compliment: Brilliant feedback, thank you

From: W/O JM Geldenhuys

Received: 21/08/2025

To: Lebogang-Khumalo

Compliment: Thanks for your help problem solved. Much appreciated.

From: LCOL D van der Merwe

Received: 21/08/2025

To: Jeanette-Radebe

Compliment: Thank you I hope I can receive a CPap machine for my sleep Apnoea.

From: W/O OM Tewari

Received: 21/08/2025

To: Lebogang-Khumalo

Compliment: We did well keep it up to the point way to go

From: COL AM Gerber

Received: 21/08/2025

To: Zuzumuzi-Manana

Compliment: He was very helpful. Thank you

From: W/O GR Baillie

Received: 21/08/2025

To: Sherene-Matthews

Compliment: Thank you for your kind help

From: W/O MS Tsotetsi

Received: 22/08/2025

To: Patience-Mahlangu

Compliment: Thanks

From: W/O JJ Van Niekerk

Received: 22/08/2025

To: Ethel-Reneke

Compliment: Keep up the good work

From: CAPT N Whittall

Received: 22/08/2025

To: Leonard-Mbeve

Compliment: Well, done

From: CAPT PD Nkuna

Received: 22/08/2025

To: Zuzumuzi-Manana

Compliment: Nothing further, than that what I was expected to do was done, I appreciate it.

From: CAPT TL Soobramoney
Received: 22/08/2025
To: Derick-Kubheka
Compliment: Very fast and efficient

From: LCOL SJ Sani
Received: 22/08/2025
To: Sherene-Matthews
Compliment: Thank you very much Polmed

From: SGT T Mangojane
Received: 22/08/2025
To: Gert-Voges
Compliment: Excellent customer service, may he continue to help clients with that dedication of excellence.

From: LCOL C Meyer
Received: 23/08/2025
To: Lucy-Dube
Compliment: Friendly and knows her work

From: CAPT A Malan
Received: 23/08/2025
To: Clifford-Tutu
Compliment: Thank you for the prompt reply.

From: Mrs. GL Du Toit
Received: 23/08/2025
To: Letach-Bezuidenhout
Compliment: Polmed E Mail queries are always prompt and precisely answered

From: CAPT AH Doorze
Received: 23/08/2025
To: Muleki-Nedzamba
Compliment: Good work. Thank you so much Muleki. Your reply was forward to the Service Provider to rectify the claim.

From: Mrs. EV Ngxabani
Received: 23/08/2025
To: Kirsty-Lawrence
Compliment: Kirsty was so good and helpful to me. Keep it up Kirsty

From: SGT NA Jan
Received: 23/08/2025
To: Marius-Henn
Compliment: High satisfaction

From: BRIG PD Petersen
Received: 24/08/2025
To: Nokuthula-Ngcobo
Compliment: The service was effective

From: LCOL H Conradie

Received: 24/08/2025
To: Bridgette-Motsinoni
Compliment: My query was done very professional Thankyou

From: COL PJ Venter
Received: 24/08/2025
To: Keiyara-Bugwandeem
Compliment: I actually only responded on request send to me.

From: LCOL AC Truter
Received: 24/08/2025
To: Zuzumuzi-Manana
Compliment: Thank you for your quick response. Good work

From: SGT E Lewis
Received: 24/08/2025
To: Ongezwa-Mayekiso
Compliment: Excellent

From: CAPT CMC Kannemeyer
Received: 24/08/2025
To: Zuzumuzi-Manana
Compliment: Thank you for your prompt response

From: Mrs. S Stassen
Received: 25/08/2025
To: Ongezwa-Mayekiso
Compliment: Great service, thank you

From: CAPT KB Motsokoane
Received: 25/08/2025
To: Courthney-Harry
Compliment: Well, done keep it up

From: Mrs. Mr Du Plessis
Received: 25/08/2025
To: Thato-Mofokeng
Compliment: Great service

From: Miss. FMG Haughton
Received: 25/08/2025
To: Veronica-Malope
Compliment: She was helpful and out me at ease with a claim that was reversed

From: JM Xulu
Received: 27/08/2025
To: Ongezwa-Mayekiso
Compliment: Keep good work

From: AK Mnyakeni
Received: 28/08/2025
To: Thato-Mofokeng
Compliment: Excellent

From: F Marima

Received: 28/08/2025
To: Tebogo-Kekana
Compliment: Thanks for your help keep up the good work

From: M Ndlovu
Received: 28/08/2025
To: Tebogo-Kekana
Compliment: Their service was excellent.

September 2025

From: CAPT SP WENTZEL
Received: 05/09/2025
To: Phindile-Hlalukana
Compliment: It was difficult to come out by customer service as there was no option. Once I got there my request was immediately fulfilled.

From: L/COL E TALJARD
Received: 07/09/2025
To: Nobanengi-Ntanda
Compliment: Nobanengi went to great lengths to assist me with my problem. Much appreciated

From: BRIG M DIPPENAAR
Received: 21/09/2025
To: Phindile-Hlalukana
Compliment: EXCELLENT PROBLEM RESOLVER AND COMMUNICATION SKILLS.
THANK YOU FOR FRIENDLY SERVICE.

From: L/COL VAN DER WALT
Received: 9 September 2025
To: Shane-Moses
Compliment: Absolute pleasure to have been assisted by the employee, he was courteous and kind, caring, true humble servant, Thankyou

From: CNST PILUSA
Received: 3 September 2025
To: Barileng Leon-Mahlangu
Compliment: Barileng Mahlangu is a professional sweet girl who sticks on time management when assisting a client and she's confident, passionate about her job and helps with a smile, i recommend her personal face to face skills and communication with her clients, she is so patient and clarified everything so that all the information supplied and verified by her is understandable, keep it up Barileng.

From: W/O NTHUPI
Received: 22 September 2025
To: Angela-Swarts
Compliment: Compliment good job well done keep up the kindness and respect you show to clients it's so important

From: MR BLIGNAUT
Received: 1 September 2025
To: Crystal-Davids

Compliment: Crystal is a friendly and welcoming person. She is knowledgeable about the Polmed products. Her service excellent and a pleasure working with her. A real asset to Polmed. She us a keeper.

From: CNST WAKE

Received: 3 September 2025

To: Cynthia-Andrews

Compliment: Cynthia really helped she was very friendly, solved problem in a short period of time , I wish we could meet people like her in all the public offices

From: W/O SMITH

Received: 17 September 2025

To: Denver-Brown

Compliment: Denver Brown is an absolute Star ȳȳ with service rendered to us. Nothing is too much trouble for him - he carries out his assistance with unending patience & kindness. Many thanks to Denver for a job well done!

From: Col PR PILLAY DPCI HAWKS

Received: 2 September 2025

To: Elisabeth-Yegappen

Compliment: Excellent service, the person must be commended for her willingness to assist and her professionalism. regards

From: SGT MAHOWA

Received: 5 September 2025

To: Jonathan-Mavunda

Compliment: He was helpful and professional i was happy with his service and I am happy that we have someone like him who help people

From: W/O CHAUKE

Received: 1 September 2025

To: Samantha-Padayachee

Compliment: I am grateful for the service you rendered to me on the 29th of August 2025 at your branch you were very professional and kind and i wish you can keep on helping others thank you very much

From: CAPT MATHEKGA

Received: 8 September 2025

To: Tsakani-Mathye

Compliment: I am very delighted about the service offered by Polmed and it the staff based in Polokwane, the i am very pleased on how Tsakani assisted me with dignity.

From: SGT CHAVALALA

Received: 18 September 2025

To: Lesley-Diokane

Compliment: I rather do walk in Polmed's office than completing forms online, Thanks to Lesley Diokane assistance.

From: W/O THABETHE

Received: 25 September 2025

To: Norma-Masuku

Compliment: It was a great pleasure to meet people with this type of calibre. Indeed, she was great. Thank you, Norma. I am proud of you girl keep it up.

From: W/O NAIDOO

Received: 16 September 2025

To: Simphiwe-Ncanana

Compliment: I was totally impressed by Mr Simphiwe Ncanana mannerism and the way he communicated information to me. Totally respectable. A job well done

From: CNST VELEMU

Received: 8 September 2025

To: Feroza-Naidoo

Compliment: I would like to compliment Feroza Naidoo she's doing a know amazing job, so patient and knows how to deal with customers

From: CNST NCAMA

Received: 16 September 2025

To: Mbalenhle-Mzolo

Compliment: I would like to thank polmed for sending such a great and well trained team to our station even the nurses were very helpful and professional. I appreciated the services provided and I won't hesitate to attend another polmed wellness event.

From: MJS Adlem

Received: 29/08/2025

To: Marius-Henn

Compliment: Great service

From: GS De Necker

Received: 29/08/2025

To: Thato-Mofokeng

Compliment: Good service, no problems, thanks

From: PM Mabanga

Received: 29/08/2025

To: Crystal-Davids

Compliment: No commend and the response was very Good and accurately

From: PJJ Van Dyk

Received: 29/08/2025

To: Smangele-Ntsibande

Compliment: I was treated friendly and helped quickly. Emailing the customer care does however take too long.

From: M Murray

Received: 29/08/2025

To: Nonhlanhla-Thulo

Compliment: her help and advice were greatly appreciated. Thank you

From: C Van Der Westhuizen

Received: 29/08/2025

To: Kgomotso-Lehlongwane

Compliment: you guys do a stunning job!!

From: I Moosa

Received: 31/08/2025

To: Mabel-Modise

Compliment: Thank you. Well done

From: J Jacobus

Received: 31/08/2025
To: Phindile-Hlalukana
Compliment: Good work Phindile

From: RD Stevenson
Received: 31/08/2025
To: No name
Compliment: very good

From: BP Crous
Received: 01/09/2025
To: Thato-Mofokeng
Compliment: Thanks for quick and professional service

From: C Muller
Received: 01/09/2025
To: Zukiswa-Keswa
Compliment: Thanks to the members of POLMED that's always willing to help

From: CP Payne
Received: 01/09/2025
To: Phumla-Xaso
Compliment: Polmed never disappoint. Great customer service. Thank u

From: VB Mabasa
Received: 01/09/2025
To: Muleki-Nedzamba
Compliment: Muleki was so professional, and I was helped and did meet my satisfaction

From: MN Maahlo
Received: 01/09/2025
To: Ethel-Reneke
Compliment: All good. Query resolved quickly, appreciated!

From: NF Ngobese
Received: 01/09/2025
To: Ongezwa-Mayekiso
Compliment: I was satisfied with the respond and clarification

From: J Matthee
Received: 03/09/2025
To: Kegomoditswe-Mashishi
Compliment: An asset to Polmed. Professional, knows her subject., and to the point, within minutes, solved the issue!!!

From: NF Ngobese
Received: 03/09/2025
To: Ongezwa-Mayekiso
Compliment: I was satisfied with the respond and clarification

From: J Matthee
Received: 04/09/2025
To: Kegomoditswe-Mashishi
Compliment: A true Professional. An asset to POLMED.

From: BJ Mazibuko
Received: 04/09/2025
To: Eva-Nagel
Compliment: Clarification

From: BJ Mazibuko
Received: 04/09/2025
To: Eva-Nagel
Compliment: Satisfied

From: N Wilkins
Received: 04/09/2025
To: Thato-Mofokeng
Compliment: Thank you for your professionalism and friendly response

From: W/O BN Mbatha
Received: 05/09/2025
To: Marius-Henn
Compliment: Efficient, accurate & prompt

From: Mr. AJ van Niekerk
Received: 05/09/2025
To: Sherene-Matthews
Compliment: Thank you for your prompt response and professional service.

From: Mr. JH Prinsloo
Received: 06/09/2025
To: Phumla-Xaso
Compliment: Thank you for the excellent service for over 44 years

From: SGTJT Kganyago
Received: 06/09/2025
To: Simon-Court
Compliment: Respond was fast

From: SGT MM Moloi
Received: 07/09/2025
To: Lucy-Dube
Compliment: Keep up the good work Lucyn

From: LCOL E Taljard
Received: 07/09/2025
To: Nobanengi-Ntanda
Compliment: Nobanengi went to great lengths to assist me with my problem. Much appreciated!

From: COL KG Seleke
Received: 09/09/2025
To: Veronica-Malope
Compliment: thank you for your prompt response

From: EM Tappan
Received: 10/09/2025
To: Ongezwa-Mayekiso

Compliment: Great service

From: AJ Grundlingh
Received: 11/09/2025
To: Sherene-Matthews
Compliment: Great work and feedback

From: B Feni
Received: 11/09/2025
To: Nobaningi-Ntanda
Compliment: Keep up the good work

From: LE Tawana
Received: 11/09/2025
To: Dimakatso-Selundu
Compliment: After she gave me a guidance on how to get my Membership card, I now have both my Membership Certificate and E- Card. I appreciate the assistance I received.

From: VP Sunduza
Received: 1/09/2025
To: Eva-Nagel
Compliment: It effortless and got updated and quicker to give me clarity on my query, keep up the service as far as it is. Wonderful

From: V Nkuna
Received: 11/09/2025
To: No name
Compliment: your service is highly appreciated, keep it up.

From: A Human
Received: 12/09/2025
To: No name
Compliment: Thank you for your fast help. I appreciate it.

From: HL Matshene
Received: 13/09/2025
To: No name
Compliment: I appreciate prompt response I received from the Team including immediate service I received from the Team. I regard that a great customer satisfaction and valued support to clients. Keep it up.

From: J Kroon
Received: 13/09/2025
To: No name
Compliment: Thanks Thato you were of great help

From: U McGeer
Received: 13/09/2025
To: Nosisa-Cumming
Compliment: Thank you for prompt response

From: MM Spaumer
Received: 14/09/2025
To: Courthney-Harry

Compliment: Thank you for feedback

From: B Majola

Received: 14/09/2025

To: Muleki-Nedzamba

Compliment: Muleki was very helpful to resolve the issue.

From: T Hayes

Received: 15/09/2025

To: Bridgette-Motsinoni

Compliment: Had a quick acknowledgment and reply

From: W Erasmus

Received: 15/09/2025

To: Joy-Zuma

Compliment: Prompt feedback

From: E Swanepoel

Received: 16/09/2025

To: Thato-Mofokeng

Compliment: Thato provided informed answers to my query in a professional and polite manner!

From: C Redelinghuys

Received: 18/09/2025

To: Sherene-Matthews

Compliment: Excellent service. Thank you

From: JO Rautenbach

Received: 18/09/2025

To: Lebogang-Khumalo

Compliment: Prompt and easy communication

From: S Barnard

Received: 18/09/2025

To: Veronica-Malope

Compliment: Very helpful and friendly.

From: W Hlungwani

Received: 18/09/2025

To: Zuzumuzi-Manana

Compliment: Satisfied

From: SRV Plaatjies

Received: 18/09/2025

To: Muleki-Nedzamba

Compliment: Keep up the excellent service thank you for your help

From: CNST A Ngubo

Received: 19/09/2025

To: Muleki-Nedzamba

Compliment: Thanks for prompt response. I hope this matter will be resolved soon

From: CAPT DP Molefe

Received: 20/09/2025

To: Zuzumuzi-Manana
Compliment: Your swift response showed how dedicated and passionate with your work.
Keep it up 🌟🌟

From: Mrs. FC Van Rooi
Received: 20/09/2025
To: No name
Compliment: Quick response. Very satisfying

From: CAPT JS Smith
Received: 21/09/2025
To: Muleki-Nedzamba
Compliment: Thank you for the speedy response

From: Mr. MJ Seobe
Received: 21/09/2025
To: Tayibah-Rosenberg
Compliment: Improvement

From: W/O M Masango
Received: 21/09/2025
To: Lebogang-Khumalo
Compliment: I would like to commend Lebohang Khumalo for an excellent job of proving me with relevant answer and feedback within a short space of time, Lebohang Khumalo is an excellent employee who knows his/her work.

From: Mrs. Z Notha
Received: 22/09/2025
To: Zuzumuzi-Manana
Compliment: She was very helpful to me. Thank you.

From: Mrs SM Reddy
Received: 22/09/2025
To: Ntombifuthi-Ramodike
Compliment: Polmed Consultants always polite, professional and very helpful.

From: COL F Swanepoel
Received: 23/09/2025
To: Muleki-Nedzamba
Compliment: He did call me and told me his is busy with my enquiry. I really appreciate it as well as his friendliness. He also told me an answer will still be sent. I appreciate he updated and informed me of the process. I just await the outcome now. Thank you to Muleki informing me off the progress

From: Mr. SFJ Etsebeth
Received: 24/09/2025
To: Sherene-Matthews
Compliment: Many thanks for excellent, helpful and friendly service Nkulunkulu busisa wena zonke. Bayede.

From: SGT NC Sithole
Received: 24/09/2025
To: Simon-Court
Compliment: My query was resolved quickly and to my satisfaction.

From: W/O J Bester
Received: 25/09/2025
To: Ntombifuthi-Ramodike
Compliment: Thanks for your patience towards my problem

From: LCOL R Gouws
Received: 25/09/2025
To: Phindile-Hlalukana
Compliment: very professional. thanks

From: W/O JHP Moll
Received: 25/09/2025
To: Smangele-Ntsibande
Compliment: None Thanx

From: SGT MC Mabushe
Received: 25/09/2025
To: Ntshuxeko-Vukeya
Compliment: I received splendid service from Vukeya

From: SGT E Malunga
Received: 25/09/2025
To: Veronica-Malope
Compliment: Excellent service

From: BRIG NW Rasivhetshele
Received: 25/09/2025
To: Thandi Cele
Compliment: I would like to thank you for coming to my rescue when fighting against unauthorized claims submitted by service providers. Polmed is my medical scheme that has rendered excellent services for quite a number of years without fail. I would like to assure you that I will always keep my eyes open against any abuse by health professionals. Thank you for lending me your ears in this matter. From Brigadier NW Rasivhetshele and family.

From: W/O R Singh
Received: 26/09/2025
To: Sherene-Matthews
Compliment: Thank u very much for resolving my issue with the blood sugar testing machine. It is highly appreciated.

From: CNST KE Nonyane
Received: 26/09/2025
To: Ntombinkulu-Cebekhulu
Compliment: My query was solved in time

From: SGT EE Msiza
Received: 26/09/2025
To: Simon-Court
Compliment: Thanks for attending my case and give me feedback

From: STUD NA Rasimeni
Received: 27/09/2025
To: Kian-Mashamaite
Compliment: Thank you for a swift response.

From: CNST N Puzo
Received: 28/09/2025
To: Boitumelo-Edmunds
Compliment: She was so useful, service she gave me is amazing and she is friendly

From: Mr. J Conradie
Received: 29/09/2025
To: Boitumelo-Edmunds
Compliment: Good service thanks

From: LCOL J Pretorius
Received: 29/09/2025
To: Ethel-Reneke
Compliment: Outstanding service

From: LCOL W Nieuwoudt
Received: 29/09/2025
To: Letach-Bezuidenhout
Compliment: Really the quick feedback received. It must be the trend on all enquiries

From: Mr. J Conradie
Received: 30/09/2025
To: Boitumelo-Edmunds
Compliment: God service