

## October 2025

From: SN MPAHLELE

Received: 8/10/2025

To: Anelisa-Vece

Compliment: Anelisa Vece has been very friendly, she made me feel comfortable. She made it easy for me to ask questions, and she has good listening skills. Keep it up Anelisa we need more people like you

From: CAPT LD MOREMANE

Received: 13/10-/2025

To: Melvin-Fritz

Compliment: Appreciate the way he is always patient and mindful of others. The workload doesn't make him want to rush you as client. Very professional

From: CAPT JA NEETLING

Received: 30/09/2025

To: Denver-Brown

Compliment: Denvor assisted with empathy understanding the challenges. He have good skills in Frontline Service Delivery.

From: L/COL MCDONALD

Received: 7/10/2025

To: Mohamed-Cassim

Compliment: Every time I went to Polmed walk in, I received excellent service from Mohamed. He is so polite and very helpful. No complaints and also appreciate the walk in.

From: SGT C NIEUWOUDT

Received: 13/10/2025

To: Simphiwe-Ncanana

Compliment: Excellent, friendly and very fast ...was a pleasure dealing with him

From: MRS PHASWANA

Received: 21/10/2025

To: Mildred-Sesoko

Compliment: First of all, I would like to thank Mildred for her assistance. She took me step by step on the problem that I had. At first, I didn't get it, but she explained it in a way that I understood. Her service was top notch. She really is passionate about helping people. I give her a 10/10 for her service. Thank you.

From: LCOL FOXCROFT

Received: 17/10/2025

To: Thembelihle-Malope

Compliment: Good and friendly service. Thembelihle has been assisting me for years now and every time I was assisted.

From: W/O HJ VAN DER WALT

Received: 27/10/2025

To: Melany-Morgan

Compliment: I am extremely satisfied with the service I got from the walk-in center and the lady that helped me

From: CNST N VAN WYK

Received: 13/10/2025

To: Collen-Mathothe

Compliment: I appreciate Mr. Collen's assistance, and may He keep up serving people with the good heart and hard work that he puts in-in order to serve his clients.

From: SGT TS LETSOKO

Received: 20/10/2025

To: Tabi-Moeketsi

Compliment: I had great assistance from Tabi and I also realized that she is really determined to help the customers. Furthermore, she is well oriented with her work. I am really pleased with the service I was offered.

From: CNST N NDLOVU

Received: 6/10/2025

To: Wendy-Landsberg

Compliment: I like to say thank you to Wendy she always willing to assist with a smile and explaining everything thing she made me understand clearly what was needed from me. Thank Polmed for always send people love their job because when they assisting us, they make sure we leave their desk happy and certified m talking about both ladies that always come at Durban Central SAPS  
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From: LCOLJOCHEMS

Received: 29/09/2025

To: Ntombikayise-Mei

Compliment: I'm happy with the assistance from Ntombi. Very friendly and professional. Thank you Ntombi. Much appreciated.

From: MRS LN NGOBENI

Received: 29/09/2025

To: Stephinah-Kobe

Compliment: I visited your point, and Stefina I assisted me with courtesy even the first time I went she assisted me, and I was satisfied.

From: MRS RA SIHLANGU

Received: 1/10/2025

To: Kedumetse-Mothabela

Compliment: Kedumetse is good with customers, serving with smile and she is good at what she does, keep on shining Kedu

From: LCOL EE HOLTZHAUSEN

Received: 23/10/2025

To: Izolde-Groenewald

Compliment: Izolde was perfectly professional in assisting me with the authorising the upcoming procedures. She had empathy with my anxiety about the procedures. She is an extremely efficient and professional asset to Medscheme/Polmed.

From: CNST P KHOARAI

Received: 10/10/2025

To: Ndumiso-Radebe

Compliment: Ndumiso was very helpful and assisted me with great diligence and was very accommodating and friendly

From: Mr. JH Du Toit

Received: 02/10/2025

To: Mpho-Mahumani

Compliment: Mpho, thank you, that was really a fast response to my mail. Your efforts make Polmed better.

From: SGT P Buyambo

Received: 02/10/2025

To: Gert-Voges

Compliment: Thank you so much for everything. You did not waste time. Much appreciated ~~

From: Mrs. ME Strydom

Received: 02/10/2025

To: Kabelo-Mokgatlle

Compliment: I am very impressed with the professional manner in which my query was handled.

From: Mrs. S Deetlefs

Received: 02/10/2025

To: Joy-Zuma

Compliment: Compliments to all at Polmed. Always professional and helpful.

From: Mr. JW Vermeulen

Received: 03/10/2025

To: Kabelo-Mokgatle

Compliment: You guys are special

From: Mr. E Van der Merwe

Received: 03/10/2025

To: Kabelo-Mokgatle

Compliment: Your staff are always able and willing to assist

From: CNST J Neve

Received: 03/10/2025

To: Cynthia-Madalane

Compliment: The WhatsApp is faster than email, as email take time to be responded

From: CAPT L Feyt

Received: 05/10/2025

To: Ethel-Reneke

Compliment: Only 1-day yo receive authority for my breast prosthesis!!!! I wish all workers worked with such efficiency. Thank you.

From: Mr. FB Van der Westhuizen

Received: 03/10/2025

To: Kabelo-Mokgatle

Compliment: Very satisfied.

From: W/O JG samson

Received: 06/10/2025

To: Courthney-Harry

Compliment: Thank you very, very, very much. Awesome service Keep it up

From: CNST JSF Plaatjies

Received: 10/06/2025

To: Boitumelo-Edmunds

Compliment: I'm very happy with the service

From: W/O EG Khan

Received: 09/10/2025

To: Veronica-Malope

Compliment: Handled the enquiry with excellence

From: SGT MM Moloji

Received: 09/10/2025

To: Jeanette-Radebe

Compliment: I was expecting to get a follow up respond from previous email send but I got the assistance needed.

From: LCOL P Sewpersad

Received: 10/10/2025

To: Tayibah-Rosenberg

Compliment: Regular updates was received from Terry. Well done!!

From: W/O DH Gcilitshana

Received: 10/10/2025

To: Nonhlanhla-Thulo

Compliment: Nonhlanhla Thulo made every effort so that I can understand what she trying to explain to me. Easy to to understand explained everything very simple. I thank you Nonhlanhla.

From: Mr. A Koen

Received: 10/10/2025

To: Jeanette-Radebe

Compliment: Very friendly n helpful

From: CNST CE Mabuza

Received: 11/10/2025

To: Nobaningi-Ntanda

Compliment: It was resolved. I remembered the Dr, and it was not a scam. I appreciate her service. Thank you.

From: W/O S Ramlakan

Received: 12/10/2025

To: Veronica-Malope

Compliment: The email was informative and explicit. Excellent services

From: CAPT MJ Stephen

Received: 10/10/2025

To: Tayibah-Rosenberg

Compliment: Excellent

From: SGT MP Nkambule

Received: 10/10/2025

To: Ethel-Reneke

Compliment: She was professional

From: SGT SI Basi

Received: 10/10/2025

To: Joy-Zuma

Compliment: Everything was easy

From: LCOL GP Van Zyl

Received: 10/10/2025

To: Ongezwa-Mayekiso

Compliment: Your assistance was excellent thanks

From: W/O NE Mokatsanyane

Received: 10/10/2025

To: Zuzumuzi-Manana

Compliment: Mañana was great and patient, she has a good heart, I can hear it in her voice explaining every step without wasting my time, she was helpful and straight to the point

From: Mrs. NL Boyce

Received: 11/10/2025

To: Thato-Mofokeng

Compliment: Thank you, Thato, in every aspect I was in need of this controller

From: CNST N Velemu

Received: 11/10/2025

To: Kgomotso-Lehlongwane

Compliment: Thank you Kgomotso for your quick response. Keep up the good work

From: CAPT S Claassen

Received: 12/10/2025

To: Betty-Sindane

Compliment: Thanks

From: W/O H Du Toit  
Received: 13/10/2025  
To: Jeanette-Radebe  
Compliment: Thank you for your fast assistance

From: Mrs. NE Mntambo  
Received: 13/10/2025  
To: Zuzumuzi-Manana  
Compliment: Prince was very helpful and efficient

From: CAPT M Singh  
Received: 13/10/2025  
To: Mandlenkosi-Sangweni  
Compliment: very helpful,

From: CAPT EK Sekwele  
Received: 13/10/2025  
To: Ongezwa-Mayekiso  
Compliment: Thanks again for taking good care of your clients

From: W/O T Mhangwana  
Received: 14/10/2025  
To: Nobaningi-Ntanda  
Compliment: Keep up the great work

From: W/O AM Fanie  
Received: 14/10/2025  
To: Veronica-Malope  
Compliment: Veronica is TOPS and her explanation to me was very professional and made understood and at ease after all. Such outstanding telephone etiquette cannot go unnoticed, and she deserves the best. Keep it up Veronica!!!!!!

From: SGT PP Sheshu  
Received: 14/10/2025  
To: Zuzumuzi-Manana  
Compliment: The service was good I am happy keep doing good

From: CAPT R Hare  
Received: 16/10/2025  
To: Muleki-Nedzamba  
Compliment: I'm happy

From: SGT DD Visagie  
Received: 17/10/2025  
To: Kgomotso-Lehlongwane  
Compliment: She was just excellent

From: W/O M Molefe  
Received: 17/10/2025  
To: Clifford-Tutu  
Compliment: Response was quick

From: W/O P A van Wyk  
Received: 17/10/2025  
To: Sherene-Matthews  
Compliment: Very good service

From: CNST PE Mosoeu  
Received: 18/10/2025  
To: Kgomotso-Lehlongwane  
Compliment: I am happy with the feedback/help as I was confused with the acknowledgements from clicks. I got clarification very quick

From: SGT HA Kruger  
Received: 19/10/2025  
To: Mandlenkosi-Sangweni  
Compliment: Thank you for your assistance

From: SGT JR Kalicharan  
Received: 19/10/2025  
To: Ethel-Reneke  
Compliment: Well, done guys, great service, God bless take care, Shalom

From: SGT MB Mphogo  
Received: 19/10/2025  
To: Patience-Maekisa  
Compliment: Keep up the good work

From: LCOL D Van Der Merwe  
Received: 18/10/2025  
To: Sherene-Matthews  
Compliment: 100% clarification, compliment  
I was thinking how long I will wait for answers, and it was so quick. Well done

From: Mr. J Claassen  
Received: 18/10/2025  
To: Lebogang-Khumalo  
Compliment: She was very professional I rate her with 10.

From: W/O V Hancke  
Received: 20/10/2025  
To: N9000083  
Compliment: Very quick response. Thank you very much

From: CAPT GS Manickam  
Received: 20/10/2025  
To: Ntombinkulu-Cebekhulu  
Compliment: Well, done!! keep up the good work

From: Mrs. ME Kendall  
Received: 20/10/2025  
To: Lebogang-Khumalo  
Compliment: Thanks, Lebogang

From: CNST D Mphahane  
Received: 20/10/2025  
To: Mandlenkosi-Sangweni  
Compliment: Mandlenkosi explained everything to my understanding, he/she did a very good job

From: LCOL A Smith  
Received: 21/10/2025  
To: Letach-Bezuidenhout  
Compliment: Thank you, most satisfied

From: CAPT A Michau

Received: 23/10/2025  
To: Leonard-Mbeve  
Compliment: Keep up the good work

From: Mrs. ZJ Mbatha  
Received: 23/10/2025  
To: Zanele-Mnyakeni  
Compliment: Zanele Mnyakeni - thank you for swift response and sending me document that I asked for timeously I was able to submit my SARS returns on time

From: COL B Lesebe  
Received: 23/10/2025  
To: Gert-Voges  
Compliment: I would like to thank Polmed for its support and professional. since I joined the Scheme, I have never experienced poor service from Polmed.

From: Mrs. H Terblanche  
Received: 24/10/2025  
To: Sherene-Matthews  
Compliment: Sherene thank you for your excellent help much appreciated

From: W/O RJ Tekonya  
Received: 25/10/2025  
To: Tebogo-Kekana  
Compliment: I just want to say I'm proud to to be POLMED member. U guys r doing exceptionally well. Thank u.

From: Mr. L Swanepoel  
Received: 30/10/2025  
To: Bridgette-Motsinoni  
Compliment: Thank you, Bridgette, for your friendliness and swift response.

From: MGEN C Matthew  
Received: 30/10/2025  
To: Fairlynn-Olien  
Compliment: Awesome service

From: CAPT R Kruger  
Received: 30/10/2025  
To: Thato-Mofokeng  
Compliment: Thank you, Thato, you were professional and a pleasure to deal with.

From: Mr. JCD Oosthuizen  
Received: 30/10/2025  
To: Letach-Bezuidenhout  
Compliment: Very professional and friendly demeanour

From: Mr. F Pienaar  
Received: 30/10/2025  
To: Lebogang-Khumalo  
Compliment: Really appreciate the feedback to me as member to understand every detail.

From: Mrs. S Coetzee  
Received: 31/10/2025  
To: Thato-Mofokeng  
Compliment: Very helpful

From: Mrs. YB Olckers  
Received: 31/10/2025  
To: Kgomotso-Lehlongwane

Compliment: Very good

From: LCOL JHP Van Der Merwe  
Received: 31/10/2025  
To: Kian-Mashamaite  
Compliment: GOOD AND PROFESSIONAL WORK

From: CNST BN Shongwe  
Received: 31/10/2025  
To: Zukiswa-Keswa  
Compliment: The service was great and managed to get the help I needed.

From: LCOL PT Sereko  
Received: 31/10/2025  
To: Lebogang-Khumalo  
Compliment: Friendly service

### **November 2025**

From: LCOL F KLOPPERS  
Received: 8/11/2025  
To: Angela-Swarts  
Compliment: Angela did excellent job and gave me advise. I am busy following up on what she advised me.

From: SGT NDLOVU  
Received: 4/11/2025  
To: Teron-Gertze  
Compliment: A very professional young man and willing to give extra knowledge about all the questions I have asked.

From: BRIG P GREYLING  
Received: 31/10/2025  
To: Feroza-Naidoo  
Compliment: Friendly and efficient, thank you Feroza. Makes life so much easier when you have a consultant that is willing and eager to help, especially us pensioners.

From: SGT LOUW  
Received: 11/11/2025  
To: Roeshney-Le Roux  
Compliment: Good day, I am very pleased to comment on the service I received when I went to Polmed. The service was excellent, a good listener, and I this Mrs Le roux excels in what she does. A valuable asset for not the first time I had queries visiting Polmed. remarkable fantastic marvellous, all the stuff of legends thank you once more. in GOD we trust.

From: CAPT J VAN NOORDWYK  
Received: 31/10/2025  
To: Wilsonia-Meas  
Compliment: Het onmiddelijke hulp ontvang met betrekking tot chroniese medikasie wat nog nie goedgekeur is nie en is hoogs tevrede met diens wat deur haar gelewer is wie dit weer onmiddellik opgeneem het met chroniese afdeling by hoofkantoor.

From: COL S NAICKER  
Received: 26/11/2025  
To: Gareth-Thomas  
Compliment: He was professional and helpful. With consultants like him you know you are going to helped and your query will definitely be resolved ☺☺

From: SGT MD NKOTSWE  
Received: 19/11/2025

To: Desiree-Mpipi

Compliment: I received a good service. Thato is so friendly and patient with respect. She was so open with good advice I needed. Thank you so much.

From: MRS S MOODLEY

Received: 14/11/2025

To: Elisabeth-Yegappen

Compliment: Just want to express my gratitude to Elizabeth for her efficient service in helping on the 14th. Very impressed with her excellent service.

From: CAPT LM BOTHA

Received: 7/11/2025

To: Shahieda-Solomons

Compliment: Mis Solomons knows her work very well. She is very helpful. I appreciate her visit. Always better to speak to a person who is there personally. Thank you for your support and professional assistance with my medical aid.

From: COL PJ CHAUKE

Received: 3/11/2025

To: Neo-Mabasa

Compliment: Neo was very professional and helpful to me, with such a good and friendly voice, I'm very happy about how she attended to my query, thanks so much

From: CNST L OLIVIER

Received: 14/11/2025

To: Desiree-Mpipi

Compliment: Rustenburg walking centrum was very helpful and friendly. Thato help me quickly and friendly. Thanks a lot. Pleasure to receive such service

From: W/O CS THOOTHE

Received: 27/11/2025

To: Ipeleng-Serobatse

Compliment: She's always on point n very helpful. Her explanation is very accurate in everything that she's helping you with.

From: CAPT AH GERBER

Received: 6/11/2025

To: Feroza-Naidoo

Compliment: Thank u Feroza for handling our queries so efficiently in such a short time. Your concern and tactful manner in supporting us with information and referral info much needed. It is so calming to interact with u not rushing and taking your valuable time to make everything so clear and easy to me by walking the extra mile and made sure u assisted us with all our worries and questions. Polmed has a dedicated employee in u. Thank u. Laetitia and Capt. AH Gerber

From: CAPT CP ROSSOUW

Received: 13/11/2025

To: Xola-Mdywe

Compliment: Xola Mdywe is really very helpful. We appreciate his assistance very much. Thank you! He is always friendly as well.

From: CAPT SZ LUTHULI

Received: 21/11/2025

To: Nomfundo-Bhengu

Compliment: You were so kind and helpful Nomfundo. It was a pleasure to be dealt with by you. Keep up the good service.

From: CAPT J Aspeling

Received: 01/11/2025

To: Phumla-Xaso

Compliment: Phumla is an angel and look after us

From: Mr. K Du Preez  
Received: 01/11/2025  
To: Bridgette-Motsinoni  
Compliment: Keep up the excellent service we thank you Polmed

From: Mr. RP Van Wyk  
Received: 02/11/2025  
To: Boitumelo-Edmund  
Compliment: Thank you for your service.

From: LCOL V Bosch  
Received: 03/11/2025  
To: Tayibah-Rosenberg  
Compliment: Thank you for your speedy response

From: LCOL J Smith  
Received: 03/11/2025  
To: Fairlynn-Olien  
Compliment: It was explained that the approval is for one day and if dr realise you before 12:00 the next day it still stays one day as authorised. The preadmission had to be done online and is difficult for older patients. Overall, the stay, and service was excellent. Thank you.

From: CAPT JJ Tobias  
Received: 03/11/2025  
To: Sherene-Matthews  
Compliment: Keep it up

From: MGEN PJ Bosman  
Received: 05/11/2025  
To: Joy-Zuma  
Compliment: Thank you for your prompt assistance. Much appreciated

From: W/O C Jansen  
Received: 05/11/2025  
To: N9000083  
Compliment: Good service, thanks.

From: 64004518053  
Received: 07/11/2025  
To: Eva-Nagel  
Compliment: I appreciated the quick response which helped me very much

From: 64006237026  
Received: 07/11/2025  
To: Zukiswa-Keswa  
Compliment: Zukiswa was most helpful, polite and professional. I am always so impressed with the service I get from the staff at POLMED! Thank you!

From: 64105491419  
Received: 07/11/2025  
To: Sherene-Matthews  
Compliment: Keep up the good work

From: 64105562025  
Received: 07/11/2025  
To: Bridgette-Motsinoni  
Compliment: GOOD SERVICE THANK YOU

From: 64005958241  
Received: 08/11/2025  
To: Kirsty-Lawrence  
Compliment: Thank you very much Kirsty.

From: 64004814788  
Received: 09/11/2025  
To: Ongezwa-Mayekiso  
Compliment: Excellent on time to resolve my query. Thank you very much.

From: 64004918536  
Received: 09/11/2025  
To: Eva-Nagel  
Compliment: Excellent feedback.

From: 64005135930  
Received: 09/11/2025  
To: Dimakatso-Selundu  
Compliment: Polmed is very professional.

From: 64104452349  
Received: 09/11/2025  
To: Ethel-Reneke  
Compliment: keep up the good work and fast response

From: 64005149328  
Received: 07/11/2025  
To: Kirsty-Lawrence  
Compliment: Thanks Kirsty this was the first time I got a quick response

From: 64005135930  
Received: 10/11/2025  
To: Dimakatso-Selundu  
Compliment: POLMED is very helpful and professional.

From: 64103693295  
Received: 12/11/2025  
To: Thato-Mofokeng  
Compliment: I am very happy in the way she assisted me. Only one thing, she was supposed to call me back so that arrangements could be done to put some medication on chronic. But I must say she was very helpful and concerned about my condition at the time she called.

From: Mr. J Joubert  
Received: 13/11/2025  
To: Kgomotso-Lehlongwane  
Compliment: Thank you for the clear and quick response. I appreciate. Regards

From: CAPT J Visser  
Received: 13/11/2025  
To: Letach-Bezuidenhout  
Compliment: Job well done. Thank you

From: CAPT J De Jongh  
Received: 13/11/2025  
To: Kgomotso-Lehlongwane  
Compliment: Nice to be attended by a competent person with a friendly response, not the I do you a Favor type thanks

From: CAPT D Minnie

Received: 13/11/2025  
To: Jeanette-Radebe  
Compliment: The. Lady was outstanding and knowledgeable

From: COL TI Potgieter  
Received: 13/11/2025  
To: Nonhlanhla-Thulo  
Compliment: Thank you for your swift information. It is very helpful.

From: W/O S Van der Merwe  
Received: 13/11/2025  
To: Thato-Mofokeng  
Compliment: I received excellent service thank you

From: W/O AS Gunnels  
Received: 14/11/2025  
To: Nonhlanhla-Thulo  
Compliment: Thank you so much for the good service and quick feedback, me as pensioner, always received from Polmed- GOD BLESS ALL YOUR WONDERFULL PEOPLE AT POLMED

From: CAPT EME Cronje  
Received: 14/11/2025  
To: Phumla-Xaso  
Compliment: Good work

From: W/O NM Williams  
Received: 14/11/2025  
To: Jeanette-Radebe  
Compliment: The service was excellent

From: SGT MA Motshoane  
Received: 14/11/2025  
To: Mpho-Mahumani  
Compliment: I am so happy for the quick response and action taken.

From: Mrs. D Govender  
Received: 14/11/2025  
To: Mpho-Mahumani  
Compliment: Thank you for excellent customer service

From: W/O R Erasmus  
Received: 14/11/2025  
To: Mandlenkosi-Sangweni  
Compliment: Excellent service

From: LCOL VVW Esterhuyse  
Received: 15/11/2025  
To: Bongeka-Mkhize  
Compliment: Thank you for speedy reply and action taken on changing my address.  
I also would like to know where I can apply for 2 new medical cards. Info on cards has faded.

From: Mr. J Holtzhausen  
Received: 15/11/2025  
To: Kabelo-Mokgatle  
Compliment: Thanx for the prompt reply of my e mail and acknowledgement of receipt of the attached GP nomination and adult dependant form. I understand that the necessary update was made on my records. merry Christmas and a prosperous new year 2026.

From: CAPT JG van Jaarsveld  
Received: 15/11/2025

To: Sivuyile-Ncanywa  
Compliment: My appreciation.

From: CNST WP Gwala  
Received: 15/11/2025  
To: Jeanette-Radebe  
Compliment: She clearly explained all the details and made helpful suggestions

From: Stud CDM Miggels  
Received: 15/11/2025  
To: Kabelo-Mokgatle  
Compliment: I'm very impressed in the quick assistance I received

From: W/O DG Grobler  
Received: 16/11/2025  
To: Kgomotso-Lehlongwane  
Compliment: Service was quick, answer to the point, satisfied client

From: Mr. MI Swart  
Received: 16/11/2025  
To: Tayibah-Rosenberg  
Compliment: Thanks for prompt response. Best service

From: CAPT F Bellingan  
Received: 16/11/2025  
To: Mandlenkosi-Sangweni  
Compliment: 110% service

From: Mr. P Meyer  
Received: 16/11/2025  
To: Ntombinkulu-Cebekhulu  
Compliment: Excellent service received.

From: W/O D Williams  
Received: 15/11/2025  
To: N9000083  
Compliment: Thank you POLMED. The service I received regarding my request was excellent. God Bless.

From: Mr. JF Pienaar  
Received: 17/11/2025  
To: Letach-Bezuidenhout  
Compliment: Very good service

From: CAPT PJ Venter  
Received: 17/11/2025  
To: N9000083  
Compliment: Thank you for the quick response

From: W/O S Esterhuizen  
Received: 17/11/2025  
To: Sherene-Matthews  
Compliment: Excellent service

From: SGT SS Mngadi  
Received: 17/11/2025  
To: Nonhlanhla-Thulo  
Compliment: Thanx for nice assistance towards my application

From: A Malan

Received: 17/11/2025

To: Zukiswa Keswa

Compliment: Thank you very, very much - I can kiss your feet! For the first time, since March 2025, my stress levels have been down. Tonight, for the first time this year, I will be able to close my eyes and thank the Lord and the Ex-Gratia team for all the help.

From: Mr. FA Maritz

Received: 19/11/2025

To: Ntombinkulu-Cebekhulu

Compliment: Excellent Service Thanks

From: Mrs. SJ Jacobs

Received: 19/11/2025

To: Jeanette-Radebe

Compliment: I did not E Mail you... My Healthcare Professional E mailed you. But everything handled perfectly. Thank you. Much appreciated.

From: SGT C Nieuwoudt

Received: 19/11/2025

To: Kegomoditswe-Mashishi

Compliment: Thank you very much. Keep up the good work

From: CAPT H Koen

Received: 19/11/2025

To: Muleki-Nedzamba

Compliment: Excellent and very fast service. Thank you for the assistance

From: CAPT SN Mnisi

Received: 20/11/2025

To: Leonard-Mbeve

Compliment: Professional person

From: CAPT MJC Du Plessis

Received: 20/11/2025

To: Kegomoditswe-Mashishi

Compliment: The response was quick and satisfactory.

From: Brig L Nonyane

Received: 20/11/2025

To: Tayibah-Rosenberg

Compliment: Keep up the good work

From: W/O G Smith

Received: 20/11/2025

To: Leonard-Mbeve

Compliment: Good afternoon, we had a query which we forwarded to your office and was successfully handled by Leonard. we are extremely grateful for his assistance. We trust that all future queries will be handled in this professional manner.

With Kind regards

From: STUD M Mirenzheni

Received: 20/11/2025

To: Kegomoditswe-Mashishi

Compliment: That was quick and thank you

From: 64006643706

Received: 21/11/2025

To: Mpho-Mahumani

Compliment: Thank You for your assistance it was great indeed

From: 64104097797  
Received: 22/11/2025  
To: Muleki-Nedzamba  
Compliment: Everything is fine

From: 64005935288  
Received: 23/11/2025  
To: Thato-Mofokeng  
Compliment: This to was friendly and professional. Thank you for the good service.

From: 64005986237  
Received: 23/11/2025  
To: Smangele-Ntsibande  
Compliment: Thank you for prompt response

From: 64005986880  
Received: 22/11/2025  
To: Jeanette-Radebe  
Compliment: You are awesome, thank you

From: 64005557965  
Received: 24/11/2025  
To: Zuzumuzi-Manana  
Compliment: Thanks for your professional and prompt response

From: 64004277174  
Received: 26/11/2025  
To: Bridgette-Motsinoni  
Compliment: Thx so much you are awesome

From: 64004299107  
Received: 27/11/2025  
To: Mpho-Mahumani  
Compliment: No, she was very helpful.

From: 64006460855  
Received: 27/11/2025  
To: Kirsty-Lawrence  
Compliment: Thank you, I received insight to my question regarding Mammogram booking and possible blood tests to determine if I've inherited my family gene of breast cancer. I've booked a Mammogram for 28 January 2026 and will take it from there.

## **December 2025**

From: LCOL RF MCDONALD  
Received: 15/12/2025  
To: Mohamed-Cassim  
Compliment: Always helpful, polite and he ensures you get a response to your queries. Thank you, Mohamed, for a professional service.

From: STUD NU RAYNERS  
Received: 15/12/2025  
To: Crystal-Davids  
Compliment: Crystal Davids went out of his way to assist me, and I was pleased with the service he provided

From: LCOL G BREEDT  
Received: 1/12/2025  
To: Denver-Brown

Compliment: I am impressed and very thankful in the way helped me. This kind of service and friendliness is rare nowadays> a true gentleman.

From: CAPT P TERBLANCHE

Received: 10/12/2025

To: Samantha-Padayachee

Compliment: I would like to express my sincere appreciation to Samantha at Polmed Medical Aid for her outstanding assistance. As I will be retiring on 31 December, I was required to submit the necessary documentation to ensure the continuation of my medical aid. Samantha was extremely helpful throughout this process. She provided clear guidance, responded promptly to my queries, and ensured that everything was handled efficiently and professionally.

From: W/O C KEMP

Received: 2/12/2025

To: Marius-Henn

Compliment: Marius assisted me promptly and professionally. He was friendly and the matter was resolved without any problems. Thank you, Marius, you are an asset for Polmed.

From: SGT N VUKUBI

Received: 17/12/2025

To: Nomboniso-Tshongwana

Compliment: The service by Bonnie was excellent I was assisted immediately in a very much professional way I even thanked Bonnie I left her office

From: CNST MD NDOU

Received: 15/12/2025

To: Chuma-Mroxiso

Compliment: The Person who assisted me was very friendly and patience with me, I was enquiring about a lot of things, but he was so understanding, he didn't even rush me. Excellent service

From: COL MS MASANGO

Received: 15/12/2025

To: Barileng Leon-Mahlangu

Compliment: The service rendered by Barileng Mahlangu was professional and of assistance to me. Keep up the good work and well-done Bravo. Thank you.

From: CAPT J BARNARD

Received: 18/12/2025

To: Thembelihle-Malope

Compliment: Thembelihle as always, very helpful and professional to assist with whatever queries you got. This time she helped me with my 2026 Polmed selection plan. Thanks.

From: SGT OG SEDONE

Received: 8/12/2025

To: Jan-Mofomme

Compliment: The consultant knows his job perfectly so and his client service is brilliant...I am so satisfied the way he communicate with me that's why I am giving him 10/10

From: MRS MS SENATLE

Received: 11/12/2025

To: Collen-Mathothe

Compliment: Thank you so much Mr Collen for your help you are friendly, and it was easy for me to ask you anything I needed to ask because you are always happy and friendly

From: LCOL K MAKGETLA

Received: 15/12/2025

To: Yoliswa-Mlenze

Compliment: Thank you, Polish, you didn't know how difficult was it for me to remove, late Thato as Dependent from my card, but your welcoming made it easier for me to can handle that

From: CNST S MQELE

Received: 4/12/2025

To: Norma-Masuku

Compliment: Thank You Noma Masuku and the POLMED team for making it easy to modify our plan by doing the station walk ins

From: SGT DK BOKABA

Received: 23/12/2025

To: Neo-Macheke

Compliment: Thank you, Neo, for being kind, you always make it easier for us to be free to ask questions and to understand the Polmed services rendered to us.

From: SGT A JOSEPH

Received: 10/12/2025

To: Shane-Moses

Compliment: Thank you for explaining stuff to me further by breaking it down in simple terms 4me to understand clearly keep up with the good work sir

From: W/O BW MOSOANE

Received: 4/12/2025

To: Kedumetse-Mothabela

Compliment: she was very friendly, and she explained everything I requested, and others not requested in detail. she is the best

From: Mr. E Lloyd

Received: 28/11/2025

To: Fairlynn-Olien

Compliment: Thank you!

From: CAPT GHC Swart

Received: 29/11/2025

To: Gert-Voges

Compliment: Quick and efficient. Thank you

From: CNST S Myeni

Received: 28/11/2025

To: Sherene-Matthews

Compliment: The service was excellent

From: Mr. FJ Ferreira

Received: 29/11/2025

To: Marius-Henn

Compliment: Efficient service.

From: CAPT JD Motloun

Received: 30/11/2025

To: Simon-Court

Compliment: Well, done. I appreciate it

From: W/O A Classen

Received: 01/12/2025

To: Tshupo-Mohale

Compliment: Thanks for the fast response

From: COL PZ Zuma

Received: 01/12/2025

To: Bridgette-Motsinoni

Compliment: Response was timely, clear and concise.

From: Mr. G Du Preez

Received: 04/12/2025  
To: Boitumelo-Edmunds  
Compliment: Friendly and prompt help

From: CAPT A Van Der Mescht  
Received: 08/12/2025  
To: Lucy-Dube  
Compliment: Thanks for your quick response to my email. Much appreciated

From: COL J Miller  
Received: 05/12/2025  
To: Tshepo-Mohale  
Compliment: Very happy

From: CAPT L Rajgopaul  
Received: 05/12/2025  
To: Lebogang-Khumalo  
Compliment: Was efficient

From: Mrs CC Stassen  
Received: 05/12/2025  
To: Ntombinkulu-Cebekhulu  
Compliment: Well, done. Quick response.

From: W/O ABJ Prinsloo  
Received: 06/12/2025  
To: Thato-Mofokeng  
Compliment: Friendly and professional service. Makes us the elderly feel heard. Thank you very much

From: SGT L Schoeman Nogoduka  
Received: 07/12/2025  
To: Tayibah-Rosenberg  
Compliment: Great work Terry and thank you for the swift response.

From: Mr. JH Vosloo  
Received: 12/8/2025  
To: Lucy-Dube  
Compliment: Thank you very much for sorting my query out so quickly. Really appreciate it - good work!

From: LCOL R Coldrey  
Received: 12/12/2025  
To: Lucy-Dube  
Compliment: Thank you so much for the assistance with the outstanding balance for the back brace. It is much appreciated.

From: Mr. CJ De Klerk  
Received: 13/12/2025  
To: Lucy-Dube  
Compliment: I would like to thank Lucy Dube for her assistance, it is greatly appreciated.

From: COL W Hildebrand  
Received: 14/12/2025  
To: Nobaningi-Ntanda  
Compliment: Appreciate the quick and clear response

From: Mr. WHA Beyleveld  
Received: 14/12/2025  
To: Boitumelo-Edmunds

Compliment: Very efficient service received. Thank you

From: Brig JI Westley

Received: 14/12/2025

To: Lucy-Dube

Compliment: Satisfied for feedback, well done.

From: CAPT MM Claassen

Received: 14/12/2025

To: Lucy-Dube

Compliment: Lucky was excellent. A very big asset and employee at Polmed. Please stay as you are Lucky. I wish to come out by you every time I call.

Thanks a lot

From: CNST M Davids

Received: 14/12/2025

To: Leonard-Mbeve

Compliment: Excellent service. Thank you

From: W/O N Dube

Received: 15/12/2025

To: Nokuthula-Ngcobo

Compliment: The service was efficient

From: W/O G Harris

Received: 16/12/2025

To: Joy-Zuma

Compliment: Thank you very much for the assistance

From: L/COL D Myburgh

Received: 20/12/2025

To: Fairlynn-Olien

Compliment: Helped me understand the app. She was very informative

From: Mr CJ Cronje

Received: 20/12/2025

To: Nosisa-Cumming

Compliment: I REGARDED HER POLITENESS.

From: L/COL DJ Erasmus

Received: 21/12/2025

To: Kgomotso-Lehlongwane

Compliment: Thank you for speedy response

From: Mrs P Vogel

Received: 21/12/2025

To: Nokuthula-Ngcobo

Compliment: The change was immediately done

From: W/O S Pillay

Received: 21/12/2025

To: Nokuthula-Ngcobo

Compliment: She was very understanding my query, and she spoke in a collective way thank you

From: CNST MC Setlhoho

Received: 21/12/2025

To: Thato-Mofokeng

Compliment: Thank you for making things simpler for your clients.

From: COL WJ Schoeman

Received: 21/12/2025

To: Letach-Bezuidenhout

Compliment: I tried several times with different persons to help me, without any answer or results, but after Letach Bezuidenhout received my letter, she helped me immediately and the problem was solved within hours. She was the only person that goes the extra mile to help me with a problem I have since 2nd December.

From: Mr H Kock

Received: 21/12/2025

To: Fairlynn-Olien

Compliment: Very good

From: Mrs I Mgaga

Received: 21/12/2025

To: Patience-Maekisa

Compliment: Keep up the good work

From: Mrs M Fletcher

Received: 22/12/2025

To: Clifford-Tutu

Compliment: Prompt response - excellent!!

From: Mr CJ Venter

Received: 24/12/2025

To: Tayibah-Rosenberg

Compliment: Prompt and professional service, thank you, very satisfied

From: Mr B Vos

Received: 25/12/2025

To: Kegomoditswe-Mashishi

Compliment: Thank you again for your support Kegomoditswe Mashishi. Much appreciated!

From: L/COL E Van Der Westhuysen

Received: 25/12/2025

To: Zanele-Mnyakeni

Compliment: Quick and helpful feedback received. Thank you.

From: CAPT J Visser

Received: 25/12/2025

To: Nonhlanhla-Thulo

Compliment: Thank you for your hard work and support.

From: Ms M Van Zyl

Received: 25/12/2025

To: Clifford-Tutu

Compliment: I prefer the email as I am not so good online, so all my questions were answered, thank you very much...Merry Christmas and God Bless

From: L/COL PJ Brand

Received: 26/12/2025

To: Phumla-Xaso

Compliment: Very efficient

From: CAPT FD Hugo

Received: 27/12/2025

To: Nonhlanhla-Thulo

Compliment: Baie professioneel geantwoord

From: STUD SA Zungu

Received: 27/12/2025

To: Ongezwa-Mayekiso

Compliment: She was very friendly, passionate and helpful. I just want to thank her for the time and effort she put to assist me

From: COL WC Robbertse

Received: 28/12/2025

To: Thato-Mofokeng

Compliment: Thank you for excellent service. God bless you.

From: Mr I Smalman

Received: 28/12/2025

To: Nonhlanhla-Thulo

Compliment: Thank you