

## January 2026

From: W/O M Welthagen  
Received: 31/12/2025  
To: Nonhlanhla-Thulo  
Compliment: Professional service

From: CNST SM Jason  
Received: 01/01/2026  
To: Bongeka-Mkhize  
Compliment: Everything I was enquiring about was solved easily

From: SGT SA Mvundla  
Received: 02/01/2026  
To: Letach-Bezuidenhout  
Compliment: Thanks so much Letach you saved my funds from scammers

From: SGT J Kroon  
Received: 02/01/2026  
To: Phumla-Xaso  
Compliment: Thanks, Phumla for your friendly assistance, professionalism and especially your patience with me. Keep up the good work. Cheers.

From: MGEN MT Janse Van Rensburg  
Received: 03/01/2026  
To: Ongezwa-Mayekiso  
Compliment: It was sorted b4 any further reply was needed

From: SGT OS Othusitse  
Received: 08/01/2026  
To: Muleki-Nedzamba  
Compliment: Keep up the good work.

From: Mrs ME Swart  
Received: 09/01/2026  
To: Tebogo-Kekana  
Compliment: Thank you for excellent service

From: Mr M Strydom  
Received: 09/01/2026  
To: Tebogo-Kekana  
Compliment: I wish to thank Tebogo Kekana for the efficient way in which she answered all my questions. I give her 10 out of 10.

From: BRIG IGJ Jacobs  
Received: 09/01/2026  
To: Smangele-Ntsibande  
Compliment: Polmed personnel always are very helpful

From: W/O CG Dyssell  
Received: 09/01/2026  
To: Ongezwa-Mayekiso  
Compliment: Helpful and efficient

From: CNST KP Majoro  
Received: 09/01/2026  
To: Gert-Voges  
Compliment: I would like to pass compliments to Gert and thank him and the manager the staff in general keep it like that not to me only all people may God bless you guys.

From: W/O Q Kapp  
Received: 10/01/2026  
To: Letach-Bezuidenhout  
Compliment: Took a while, no complaints

From: LCOL RJ Britz  
Received: 10/01/2026  
To: Courthney-Harry  
Compliment: There was no problem or difficulty in having it resolved. Thank you.

From: CAPT BA Barnard  
Received: 10/01/2026  
To: Lebogang-Khumalo  
Compliment: Great response back and very efficient. Keep up the good work

From: CNST Y Somtyingana  
Received: 10/01/2026  
To: Lebogang-Khumalo  
Compliment: Keep doing the good work.

From: COL JM Fourie  
Received: 11/01/2026  
To: Gert-Voges  
Compliment: good work, thank you

From: Mrs YE Smit  
Received: 11/01/2026  
To: Nokuthula-Ngcobo  
Compliment: No POLMED is the Best.

From: W/O NB Kom  
Received: 10/01/2026  
To: Nokuthula-Ngcobo  
Compliment: Great service

From: CAPT NA Mncwango  
Received: 10/01/2026  
To: Boitumelo-Edmunds  
Compliment: Boitumelo's advice for a secondary GP helped because our GP sometimes goes on leave and we had to struggle to find another GP. Thank you so much Boitumelo. Keep up the good work!

From: STUD NC Sibeko  
Received: 11/01/2026  
To: Bongeka-Mkhize  
Compliment: Thank you so much to Bongeka Mkhize and the manager I'm satisfied with the response. Now I have information that my son has been added last year. I'm so happy about that, I appreciate your work. Thank you.

From: LT/COL CP Meyer  
Received: 12/01/2026  
To: Nokuthula-Ngcobo  
Compliment: THANK YOU VERY MUCH

From: L/COL J Van Straten  
Received: 12/01/2026  
To: Jeanette-Radebe  
Compliment: Thank you to the team well done special thanks Jeanette

From: Mrs AA Fourie  
Received: 12/01/2026

To: Nokuthula-Ngcobo  
Compliment: Good feedback. Well, done.

From: Mr M Krige  
Received: 12/01/2026  
To: Betty-Sindane  
Compliment: Her work was outstanding. Thank you Me Betty Mmasesinyi.

From: CAPT DD Gwavu  
Received: 13/01/2026  
To: Tebogo-Kekana  
Compliment: The service was excellent, and it was solved immediately and very easy. Thank you very much.

From: Mrs DM Bothma  
Received: 13/01/2026  
To: Nobanangi-Ntanda  
Compliment: Thank you so much Nobanangi for your excellent work!

From: L/COL L Weydeman  
Received: 16/01/2026  
To: Letach-Bezuidenhout  
Compliment: THANK YOU FOR YOUR ASSISTANCE

From: W/O A Du Preez  
Received: 16/01/2026  
To: Zuzumuzi-Manana  
Compliment: Thank you for feedback keep up the good work

From: Mrs NM Makalela  
Received: 16/01/2026  
To: Boitumelo-Edmunds  
Compliment: I have received an excellent service

From: W/O HN Lerobane  
Received: 16/01/2026  
To: Veronica-Malope  
Compliment: Compliments

From: W/O M Gerber  
Received: 17/01/2026  
To: Eva-Nagel  
Compliment: Evah resolved my problem quickly and efficiently. Thanks for your help.

From: Ms CA Le Grange  
Received: 17/01/2026  
To: Jeanette-Radebe  
Compliment: I'm very happy and grateful to POLMED for everything that is currently approved for Caitlyn Ann Le Grange. I depend on POLMED for all her medical cost. Thank you

From: Mr F Pienaar  
Received: 17/01/2026  
To: Leonard-Mbeve  
Compliment: Thanks for the quick and valuable feedback.

From: M Van Der Vyver  
Received: 22/01/2026  
To: Ntombinkulu-Cebekhulu  
Compliment: always helpful

From: M Mbele  
Received: 22/01/2026  
To: Muleki-Nedzamba  
Compliment: You did a good job. I'm happy with your assistance. Thank you

From: RHM Fourie  
Received: 23/01/2026  
To: Ethel-Reneke  
Compliment: Thank you for the efficient way my query was dealt with. Satisfied with the outcome. Keep up the good work.

From: M Liebenberg  
Received: 23/01/2026  
To: Thulisile-Fortune  
Compliment: Thank you for always being there for me Thuli. May God bless you abundantly. You are an Angel in disguise. Blessings.

From: A Strydom  
Received: 23/01/2026  
To: Sherene-Matthews  
Compliment: Initially I received an email saying it will take 2 working days to get feedback, I was a little frustrated because of the urgency of this matter to me, however when I phoned client services I was assisted right away, minutes later I received the authorisation from Serene. I was so relieved and astounded by such a quick response. Thank you, much appreciated.

From: GJ Greyling  
Received: 23/01/2026  
To: Tebogo-Kekana  
Compliment: Thank you for your prompt feedback as promised much appreciated. Excellent Service.

From: ML Nthoba  
Received: 23/01/2026  
To: Lucy-Dube  
Compliment: I'm very excited the way you answered me. Wish you good luck.

From: GPJ Meiring  
Received: 24/01/2026  
To: Simon-Court  
Compliment: Thank you for the information required.

From: SW Gumbi  
Received: 24/01/2026  
To: Lebogang-Khumalo  
Compliment: Lebogang was professional and extremely helpful

From: MP Mervin  
Received: 24/01/2026  
To: Ntombifuthi-Ramodike  
Compliment: Thank you for assisting with Megans and Courtney's needs. Much appreciated.

From: A Ntseki  
Received: 24/01/2026  
To: Nonhlanhla-Thulo  
Compliment: Thank you POLMED you have assisted me, and your members are polite.

From: MS Qhobela  
Received: 25/01/2026  
To: Bongeka-Mkhize  
Compliment: Thumbs up, good service

From: MJ Hlatswayo  
Received: 25/01/2026  
To: Kabelo-Mokgatle

Compliment: I am happy because this time POLMED manage to call me. Most of the I call and waiting for a long time. Thank so much for resolving my problem.

From: Mn Khasu  
Received: 25/01/2026  
To: Lebogang-Khumalo

Compliment: Thanks for the quick response to my email.

From: L Van Wyk  
Received: 25/01/2026  
To: Jeanette-Radebe

Compliment: Jeanette was very friendly and helpful and gave me the quickest feedback. Well, done.

From: JG Van Jaarsveld  
Received: 23/01/2026  
To: Kegomoditswe-Mashishi

Compliment: When you deal with people who can reply to you query and give you more information, you know you are blessed.

From: RG Hendriks  
Received: 26/01/2026  
To: Dustine-Le Roux

Compliment: Thanks for his efforts

From: HZ Esterhuizen  
Received: 28/01/2026  
To: Leonard-Mbeve

Compliment: Thank you for quick and effective response

From: MSB Seisa  
Received: 28/01/2026  
To: Bridgette-Motsinoni

Compliment: Appreciate the feedback back concerning my query and feedback was Marvelous.

From: WO LOUW NIEL SWANEPOEL  
Received: 12 January 2026  
To: Shahieda-Solomons

Compliment: Awesome service as always from Shaheeda

From: Capt S GUDLA  
Received: 17 January 2026  
To: Dustin-Terblanche

Compliment: A friendly and professional individual who is always willing to go extra mile.

From: Capt M DU PLESSIS  
Received: 30 December 2025  
To: Nomboniso-Tshongwana

Compliment: Always receive excellent service from this office

From: Capt M ALEXANDER  
Received: 23 January 2026  
To: Ntombikayise-Mei

Compliment: Always very friendly staff members. Willing to go that extra mile

From: W/O DELPORT  
Received: 2 January 2026

To: Angela-Swarts

Compliment: Angela was very professional and efficient. I handed in my paperwork for my pension as well as a dependant review. I know her work mostly goes unrecognised and unappreciated by customers. Nevertheless, she helped us promptly.

From: Cnst MAGWALA

Received: 8 January 2026

To: Denver-Brown

Compliment: Awesome service from Denver, he is so informative every query was resolved, satisfactory.

From: Capt MOGALE

Received: 8 January 2026

To: Esther-Chake

Compliment: Esther always strives to assist with the utmost professionalism, sensitivity and kindness. I have been assisted by her twice, if not thrice, since becoming a member. May she keep up the excellent service.

From: SGT M NKOTSWE

Received: 12 January 2026

To: Jan-Mofomme

Compliment: Everything is in good standard with friendly staff. Thank you so much for a warm welcoming office and problem solving.

From: W/O MOSADI

Received: 6 January 2026

To: Lesley-Diakane

Compliment: Extremely happy with the service Lesley provided and advice very patient as well matters as resolved

From: SGT MOKOROANE

Received: 13 January 2026

To: Belinda-Scheepers

Compliment: Friendly good service I received from you, keep up the good work. You are the best

From: 64006283393

Received: 17 January 2026

To: Wilsonia-Meas

Compliment: Helpful and friendly. Thank you for your service and working on Saturdays to make it easy for members that work during the week

From: SGT MALULEKE

Received: 5 January 2026

To: Neo-Macheke

Compliment: He's very patient and passionate about his job and makes sure the customer are helped

From: W/O RAMESHWARNATH

Received: 26 January 2026

To: Elisabeth-Yegappen

Compliment: Hi there, a very helpful person with good professional business ethics, well done to the manager to manage this staff under his/her

From: Mr VAN JAARSVELD

Received: 23 January 2026

To: Nomfundo-Bhengu

Compliment: I have had the opportunity to visit the walk-in centre for the second time now. I was received with the utmost respect and care. Nomfundo knows her work and resolved my problem in minutes. She treated me as an older person with dignity and respect. After being shunted around by other service providers, she got my problem solved in a breeze. Hope she will be around for some time. I appreciate the level of commitment and care she displays. I salute her. Thank you so much.

From: Col N MOSIA  
Received: 23 January 2026  
To: Ipeleng-Serobatse  
Compliment: I was assisted professionally and even made aware of the benefits for my dependant who is not attending school and financially depending on me. I left the office with joy and satisfied.

From: W/O NIEMANN  
Received: 6 January 2026  
To: Izolde-Groenewald  
Compliment: Izolde I just wanted to thank you for your professional advice and also assistance. It's always a pleasure to know that Polmed is having such professional employees (like Izolde) who always helps with a smile and friendliness.

From: Lcol Josias Smith  
Received: 20/01/2026  
To: Nonkalipho Andries  
Compliment: Thank you for your prompt assistance and your patience.

From: Mrs Marie De wet  
Received: 20/01/2026  
To: Lindiwe Ntoagae  
Compliment: Thank you for the friendly and exceptional service!

From: W/O Gavin Harries  
Received: 21/01/2026  
To: Itumeleng Dau  
Compliment: Thanks for resolving my question /problem and giving an outcome

From: Mrs Jayalutchmee Naidoo  
Received: 21/01/2026  
To: Lindiwe Ntoagae  
Compliment: Lindiwe was exceptional

From: W/O Helena Stemmett  
Received: 23/01/2026  
To: Rhulani Mokoena  
Compliment: Rhulani Mokoena helped me in a professional manner and I am very satisfied. Thank you for a great client service.

From: Mrs Precious Zanele Mkize  
Received: 23/01/2026  
To: Betty Msiza  
Compliment: I will say keep it up with the good work with all clients you made it very easy thank you

From: Sgt Mukile Zondi  
Received: 26/01/2026  
To: Nonkalipho Andries  
Compliment: Satisfied

From: L/Col Moagi Max Moiloanyane  
Received: 26/01/2026  
To: Lindiwe Ntoagae  
Compliment: Lindiwe is patient and have a good heart and willing to assist.

From: Miss Phoebe Elizabeth Hartzenberg  
Received: 27/01/2026  
To: Thabelo Ramudzuli  
Compliment: Excellent service and quick

From: Miss Xolisile Ramasela Ngwenya  
Received: 26/01/2026  
To: Lindiwe Ntoagae  
Compliment: Thank you so much sis Lindiwe for a nice service I got from you appreciate

From: Stu Anathi Nkohle  
Received: 27/01/2026  
To: Millicent Nyakale  
Compliment: She assisted me very well, but my problem is half solved though I think I must call again, she's a sweetheart, explains so well and she makes sure that you understand and you are helped

From: Mr Roeloff Weideman Kleyn  
Received: 29/01/2026  
To: Thabelo Ramudzuli  
Compliment: Her assistance was efficient and was very helpful. She was truly amazing.

From: Mrs Ellen Du Plooy  
Received: 29/01/2026  
To: Thabelo Ramudzuli  
Compliment: Still need feed back on neck and back registration

From: W/O Gertruida Van Heerden  
Received: 30/01/2026  
To: Lindiwe Ntoagae  
Compliment: Lindiwe was very friendly and help full.

From: L/COL AP MAPHOLI  
Received: 05/01/2026  
To: Segametsi Ntsoe  
Compliment: I was assisted in a professional manner and clarified all my queries. She knows her job very well. Much appreciated. Thanks.

From: CAPT AH DOORZE  
Received: 05/01/2026  
To: Edith Nyamucherera  
Compliment: Thank you so much for excellent service.

From: W/O R SWART  
Received: 06/01/2026  
To: Edith Nyamucherera  
Compliment: Service was perfect

From: CAPT G BRUWER  
Received: 30/01/2026  
To: Edith Nyamucherera  
Compliment: Thanks for the quick reply. Really appreciate. God blessings for 2026 xxx Thanks so much for the quick response. Really appreciate. Blessings for 2026 xxx

From: CNST K BOIKANYO  
Received: 04/01/2026  
To: Caron Mposi  
Compliment: The manner in which you are assisting us is superb

From: MRS HC LOUW  
Received: 08/01/2026  
To: Caron Mposi  
Compliment: YOUR ARE SUCH A NICE FIENDLY LADY. THANKS YOU FOR YOU ASSISTANCE

From: LCOL LA STRYDOM  
Received: 20/01/2026  
To: Mpho Nyareli  
Compliment: Excellent service as always.

## February 2026

From: Cnst Vuyokazi Mbhembe  
Received: 03/02/2026  
To: Masenate Phohledi  
Compliment: Keep up the good work

From: Cnst Jade Lindsay Madatt  
Received: 03/02/2026  
To: Nonkalipho Andries  
Compliment: Keep up the good work.. Your help was given effortlessly easy and passionately

From: Cnst Mulalo Mutswari  
Received: 05/02/2026  
To: Lerato Moloji  
Compliment: Lerato was the most patient consultant I've ever spoken to, she made sure I understood everything related to my query n she also simplified things for me by helping me resolve my problem and making sure I have all the information I need at the end of the call, very nice Lady doing great job , she never made me feel like I'm asking too much , and where I couldn't understand she explained properly for me to grasp the process.

From: Cnst Michael Travers Engelbrecht  
Received: 09/02/2026  
To: Nonkalipho Andries  
Compliment: I would like to thank Nonkalipho Andries for her assistance and for her answers to my questions and I also would like to thank all of them who's part of team, good work

From: Stud Brandon Cheswin Van Der Byl  
Received: 12/02/2026  
To: Lindiwe Ntoagae  
Compliment: Good assistance, thank you Lindiwe quickly assisting me and being well informed

From: W/O Sindisiwe Bengu  
Received: 13/02/2026  
To: Rhulani Mokoena  
Compliment: Service was good and quick. Thank you for the assistance

From: Mrs Denise Ramsookbhai  
Received: 12/02/2026  
To: Nonkalipho Andries  
Compliment: Quite efficient, received assistance.

From: W/O Ramsamy Chetty  
Received: 16/02/2026  
To: Lindiwe Ntoagae  
Compliment: Polite person. Understand the patient. Gives explanation regarding medicine. Goes the extra mile to assist

From: Mrs Amukelani Shipalana  
Received: 16/02/2026  
To: Lindiwe Ntoagae  
Compliment: She was very helpful and friendly

From: Sgt Siphamandla Sibusiso Mngadi  
Received: 23/02/2026  
To: Nonkalipho Andries  
Compliment: I appreciate your work keep it up

From: Miss Matseliso Lineo Mokhele-Makgalwa  
Received: 24/02/2026  
To: Lindiwe Ntoagae

Compliment: Thank you Lindiwe for taking your time to explain everything I need to know. I appreciate your patience and understanding too. Keep doing the great work you do. I can't thank you enough.

From: Mrs Serisha Singh

Received: 27/02/2026

To: Lindiwe Ntoagae

Compliment: Thank you for your wonderful service and help. It was fast and quick and you was very kind and helpful

From: P Bester

Received: 30/01/2026

To: Leonard-Mbeve

Compliment: Thank you, Leonard, for the clear explanation of my query.

From: DD Fredericks

Received: 30/01/2026

To: Ntombinkulu-Cebekhulu

Compliment: Excellent service delivery

From: L Minnie

Received: 30/01/2026

To: Eva-Nagel

Compliment: I received feedback, and currently addressing the matter. But I'm happy with the swift response.

From: GF Ndlovu

Received: 30/01/2026

To: Sherene-Matthews

Compliment: Explain clearly and politely

From: CR Prins

Received: 30/01/2026

To: Lucy-Dube

Compliment: Quick response

From: DS Olsen

Received: 31/01/2026

To: Letach-Bezuidenhout

Compliment: She finished her task and got back to me.

From: GS Oelofse

Received: 31/01/2026

To: Sherene-Matthews

Compliment: She helped me very good thank you

From: FP Mbatha

Received: 31/01/2026

To: Kgomotso-Lehlongwane

Compliment: It was very clear

From: SI Montsho

Received: 31/01/2026

To: Veronica-Malope

Compliment: She did a good job thanks.

From: EM Cyster

Received: 01/02/2026

To: Jeanette-Radebe

Compliment: Excellent service.

From: BK Mojela  
Received: 01/02/2026  
To: Patience-Mahlangu  
Compliment: You attended my case as quick as possible and I'm satisfied.

From: SF Engelbrecht  
Received: 01/02/2026  
To: Eva-Nagel  
Compliment: Professional service. Thanks

From: PZ Dlamini  
Received: 02/02/2026  
To: Jeanette-Radebe  
Compliment: I'm happy with her assistance

From: M Broodryk  
Received: 04/02/2026  
To: Ntombifuthi-Ramodike  
Compliment: I think you do a great job, thanks.

From: JH Maritz  
Received: 05/02/2026  
To: Thato-Mofokeng  
Compliment: Thank you, Thato, for your good service.

From: SP Botha  
Received: 05/02/2026  
To: Ntombifuthi-Ramodike  
Compliment: Thank you  
From: AP Muller  
Received: 06/02/2026  
To: Ntombinkulu-Cebekhulu  
Compliment: Thank you for excellent service

From: MH Molefi  
Received: 06/02/2026  
To: Bridgette-Motsinoni  
Compliment: I am satisfied as the query is still investigated, and I am informed of the progress.

From: RT Salzwedel  
Received: 07/02/2026  
To: Betty-Sindane  
Compliment: Betty was very knowledgeable, helpful and professional. Thank you.

From: BE Nkuna  
Received: 07/02/2026  
To:  
Compliment: I'm always grateful for the customer care I get from Polmed. Polmed has never disappointed me with anything. I requested the Medical Aid Certificate in the evening, and I got a prompt response the following morning. Keep up the good work.

From: I Benca  
Received: 08/02/2026  
To: Jeanette-Radebe  
Compliment: Thank you so much for your excellent assistance. I appreciate.

From: SM Kodise  
Received: 08/02/2026  
To: Ntombinkulu-Cebekhulu  
Compliment: Thanks for your assistance.

From: BRIG S Marais  
Received: 11/02/2026  
To: Jeanette-Radebe  
Compliment: The response was quick. Petronella received the Blood pressure Monitor on 10th February. Thank you.

From: MT Ntloya  
Received: 11/02/2026  
To: Ntombifuthi-Ramodike  
Compliment: Very helpful and communicated each step of what she was doing.

From: K Ntshidi  
Received: 11/02/2026  
To: Fairlynn-Olien  
Compliment: Thank you for your service, communication was on point, keep on doing great work.

From: R Ramchunder  
Received: 12/02/2026  
To: Sherene-Matthews  
Compliment: Polmed query response and resolutions to queries and approvals have significantly improved, and I am satisfying and the quick turnaround advice and guidance

From: MV Dlamini  
Received: 12/02/2026  
To: Mandlenkosi-Sangweni  
Compliment: Matter was handled quick; however, it is not good that radiology benefits are so low in such a way that I had to pay from my pocket.

From: BR Jugdeo  
Received: 13/02/2026  
To: Ntombifuthi-Ramodike  
Compliment: Was good mannered and could see she was willing to help. Thanks to her & Polmed.

From: C Deysel  
Received: 13/02/2026  
To: Phumla-Xaso  
Compliment: Thank you for your kind assistance.

From: PM Lekolwane  
Received: 13/02/2026  
To: Phumla-Xaso  
Compliment: If I must rate her 80/100, she was professional and understanding and very friendly

From: A Tollitt  
Received: 13/02/2026  
To:  
Compliment: Polmed responded quickly to my queries

From: AM Ncukana  
Received: 13/02/2026  
To: Mandlenkosi-Sangweni  
Compliment: Compliment

From: MJS Venter  
Received: 13/02/2026  
To: Jeanette-Radebe  
Compliment: Thank you for your love and patience and for standing by me while still grieving for my husband. You are the best!

From: LS Shoba  
Received: 13/02/2026  
To: Alessandro-Green  
Compliment: I just want to thank you for your quick response and resolved my issue so fast keep it up for the good work

From: A Mathebula  
Received: 13/02/2026  
To: Veronica-Malope  
Compliment: Veronica wasn't difficult

From: LP Ngalo  
Received: 13/02/2026  
To: Kian-Mashamaite  
Compliment: I have no complaints everything was okay, but I only need the practice number of Dr AGH Limbada if you can assist so that I can email the forms to you.

From: MA Maarman  
Received: 13/02/2026  
To: Mandlenkosi-Sangweni  
Compliment: I'm just in Awe with my medical aid service you are really on point and don't take long to finalize what I request you are truly amazing

From: P Moss  
Received: 14/02/2026  
To: Cynthia-Madalane  
Compliment: Service was prompt and professional. Thank you!!!

From: SP Khanyile  
Received: 14/02/2026  
To: Mandlenkosi-Sangweni  
Compliment: I am happy with the professionalism shown by the employee who assisted me.

From: MG Lebese  
Received: 14/02/2026  
To: Sherene-Matthews  
Compliment: Excellent work

From: S Mxuku  
Received: 14/02/2026  
To: Jeanette-Radebe  
Compliment: Good service

From: KJ Phago  
Received: 14/02/2026  
To: Zuzumuzi-Manana  
Compliment: I'm grateful

From: G Bond  
Received: 15/02/2026  
To: Lucy-Dube  
Compliment: Thank you, Lucy, for your reply

From: MP Hoffman  
Received: 15/02/2026  
To: Sherene-Matthews  
Compliment: Thank you for the quick response.

From: GG Motihabane  
Received: 15/02/2026

To: Bongeka-Mkhize  
Compliment: He was great and patient

From: RA Manganye  
Received: 15/02/2026  
To: Letach-Bezuidenhout  
Compliment: Keep the good work, the service I received was best and all my query were attended to.

From: FP Eloff  
Received: 13/02/2026  
To: Sherene-Matthews  
Compliment: No. She is great.

From: LL Bently  
Received: 16/02/2026  
To: Cynthia-Madalane  
Compliment: Thank you for professional services rendered

From: CJA Schoeman  
Received: 16/02/2026  
To: Muleki-Nedzamba  
Compliment: Very good service

From: A Branders  
Received: 16/02/2026  
To: Courthney-Harry  
Compliment: Good response received! Quick service

From: NS Zwane  
Received: 16/02/2026  
To: Ntshuxeko-Vukeya  
Compliment: I just want to thank Ntshuxeko for his patience and kindness during our recent encounter. He was very helpful and consistent

From: TS Monareng  
Received: 16/02/2026  
To: Mandlenkosi-Sangweni  
Compliment: No comment I am satisfied

From: HC Ramolongo  
Received: 17/02/2026  
To: Zuzumuzi-Manana  
Compliment: Complementing quick respond

From: TE Raedani  
Received: 17/02/2026  
To: Kian-Mashamaite  
Compliment: The service offered to me was excellent and professional. He did his job very well and I do appreciate such kind of service.

From: D Joubert  
Received: 18/02/2026  
To: Mandlenkosi-Sangweni  
Compliment: Excellent service

From: VK Bekwa  
Received: 18/02/2026  
To: Mandlenkosi-Sangweni  
Compliment: I was very happy with such a prompt response...keep it up

From: A Stander  
Received: 18/02/2026  
To: Jeanette-Radebe  
Compliment: Jeanette, you made my contact with Medscheme not a nightmare it always is you are an asset to them

From: JP Coetzee  
Received: 19/02/2026  
To: Clifford-Tutu  
Compliment: Thank you for great service

From: L Van Biljon  
Received: 19/02/2026  
To: Kgomotso-Lehlongwane  
Compliment: Very good service. Thank you!

From: GL Coenraad  
Received: 19/02/2026  
To: Courthney-Harry  
Compliment: Thank you for your help

From: LCOL J Brooks  
Received: 20/02/2026  
To: Tayibah-Rosenberg  
Compliment: Thank you, Terry, for your feedback. Appreciate your assistance and the excellent service

From: Mrs A Human  
Received: 20/02/2026  
To: Ethel-Reneke  
Compliment: Super service thanx Ethel

From: W/O HN Lerobane  
Received: 20/02/2026  
To: Ongezwa-Mayekiso  
Compliment: Excellent service

From: W/O FM Le Roux  
Received: 21/02/2026  
To: Jeanette-Radebe  
Compliment: Excellent work

From: W/O FA Pharo  
Received: 21/02/2026  
To: Veronica-Malope  
Compliment: Thank you for your rapid response keep up the excellent customer service

From: CNST EK Nell  
Received: 21/02/2026  
To: Ntombinkulu-Cebekhulu  
Compliment: Excellent services

From: Mrs. V Ngqele  
Received: 22/02/2026  
To: Kgomotso-Lehlongwane  
Compliment: Everything was excellent

From: LCOL C Kelder  
Received: 23/02/2026  
To: Jeanette-Radebe

Compliment: Thank you for your helping us in this difficult time.

From: COL J Henning  
Received: 23/02/2026  
To: Muleki-Nedzamba  
Compliment: I am very pleased with Muleki 's response to my question

From: CAPT JC Erasmus  
Received: 23/02/2026  
To: Bridgette-Motsinoni  
Compliment: Job well done. Thank You.

From: Mrs. LA Van Rooyen  
Received: 24/02/2026  
To: Thato-Mofokeng  
Compliment: Friendly efficient service is so appreciated thank you

From: W/O SC Modiba  
Received: 26/02/2026  
To: Eva-Nagel  
Compliment: Thanks for the advice you gave me. It really helped me.

From: L/COL AGL Lesser  
Received: 26/02/2026  
To: Eva-Nagel  
Compliment: Feedback on email received within a short time.

From: Ltcol SOOKRAJ  
Received: 13 February 2026  
To: Mukesh-Maharaj  
Compliment: Absolutely perfect service from Mr Maharaj Very well appreciated to receive exceptional and speedy service

From: Capt Stesome  
Received: 20 February 2026  
To: Ike-Dube  
Compliment: Bandile was helpful, professional and precise when dealing with my problem. He deserves a pad on the shoulder. Very capable. Thank You so much.

From: W/O ROESCH  
Received: 3 February 2026  
To: Crystal-Davids  
Compliment: Crystal was most efficient in her assistance, and we got a lot of the queries resolved. She is certainly a great advantage for any Company.

From: CAPT MASEMOLA  
Received: 20 February 2026  
To: Motlalepule-Maake  
Compliment: Good evening! I received positive attention from Motlalepule Maake. My query was sorted out. Kind regards MH Masemola

From: SGT VENA  
Received: 2 February 2026  
To: Nocawe-Matutu  
Compliment: I complement Nocawe She is very friendly, and she even ask me is there anything she can help me, I ask about new card she didn't hesitate she print it for me and also show me how to have it on the phone, Halaala Sisi, Thank you.

From: CAPT GOVENDER  
Received: 13 February 2026

To: Nonhlanhla-Mkhize

Compliment: I visited your branch to hand over my affidavit to the consultant who was very helpful, humble and good attitude

From: Mrs SMIT

Received: 3 February 2026

To: Gareth-Thomas

Compliment: I was not well the security at the entrance noted it, and give me a glass off water, didn't wait more than 7mn, all though, the system say something different he went out of his way, but I still had to go and get quotations at click so if you can look into it, but that's for the professional treatment

From: W/O KOEKEMOER

Received: 23 February 2026

To: Denver-Brown

Compliment: I would like to express my sincere appreciation for the excellent assistance provided by Denver. He is truly helpful, professional, and effective in his work. His willingness to assist and his clear, efficient handling of matters make a real difference.

From: Ms TLABAKWE

Received: 30 January 2026

To: Jan-Mofomme

Compliment: Jan was very helpful answered every Question I needed to know and giving more information about how to get connected with Polmed via WhatsApp or app I really felt welcomed. Avery good Job to him.

From: M/GEN BESNAAR

Received: 12 February 2026

To: Lorato-Morwagae

Compliment: Lorato is always friendly to me as a Client, and I am enjoying Visiting him. She helped me in many urgent and Serious cases. My Blessings to her.

From: Cnst POTO

Received: 2 February 2026

To: Roeshney-Le Roux

Compliment: Ma'am Le Roux was so professional and made me feel comfortable, welcomed, she was very helpful went beyond to assist me to find a Doctor that is closest on my area. Her Interaction with me was excellent, I didn't wait for long to be assisted less than 0-15min and we were offered Coffee, Tea, Cold water it was so generous thank you for the service you rendered to me

From: CAPT HOLMES

Received: 5 February 2026

To: Nonhlanhla-Mkhize

Compliment: Nonhlanhla Mkhize was polite, sympathetic and helpful in resolving the issue and providing guidance. She is an asset to your organisation.

From: W/O DHLADHLA

Received: 2 February 2026

To: Sarah-Motlhabi

Compliment: Sarah was very friendly and willing to assist as the system was slow. Grateful for the walk-in centre that is close by

From: CNST MTHETHWA

Received: 20 February 2026

To: Sibahle-Myeza

Compliment: Sizable she was the best she makes things easy for me and explains the Query I wish to know of 10/10 Her service is the best, we need people like her

From: COL NDYOKO

Received: 23 February 2026

To: Cynthia-Andrews

Compliment: Thank you so much Cynthia for always willing to assist and your commitment is much appreciated. At any given time, you are available and revert to me when available, thanks once more

From: Mrs AL Louw  
Received: 27/02/2026  
To: Palesa Banda

Compliment: Thank you for efficient service my query was sorted out the same day highly appreciated.

From: W/O JA SWANEPOEL  
Received: 12/02/2026  
To: Palesa Banda  
Compliment: She was helpful and friendly

From: COL AT SLINGER  
Received: 12/02/2026  
To: Palesa Banda  
Compliment: She was very helpful and explained clearly what was missing to complete the query - speaks clearly and explains the problem

From: MRS JCA Van Straten  
Received: 26/01/2026  
To: Mapule Mocheko  
Compliment: Yes to it was assisted thank you

From: col MR L SWANEPOEL  
Received: 26/01/2026  
To: Mapule Mocheko  
Compliment: Thank you for your swift response. God bless you.

From: CAPT CJ LOMBARD  
Received: 26/02/2026  
To: Nomsa Rikhotso  
Compliment: Pmb care plans done thank you

From: MAJ CH SWART  
Received: 28/01/2026  
To: Nonhlanhla Mavuso  
Compliment: The problem was solved immediately without any queries.

From: CAPT L BESTBIER  
Received: 05/02/2026  
To: Edith Nyamucherera  
Compliment: The feedback was prompt and professional

From: CAPT E PELZER  
Received: 04/02/2026  
To: Mpho Nyareli  
Compliment: Thank you for prompt efficient service!

### **March 2026**

From: SGT M Mukhari  
Received: 27/02/2026  
To: Courthney-Harry  
Compliment: Thank you so much for taking my request into consideration in a short period of time keep on doing good.

From: W/O P Havinga  
Received: 01/03/2026

To: Ntombinkulu-Cebekhulu  
Compliment: Very helpful and understanding

From: CAPT HVS Du Pre  
Received: 27/02/2026  
To: Veronica-Malope  
Compliment: Thank for seeing the point at hand and for your kind and speedy feedback that the issue is noted. Much appreciated. Keep well and have a wonderful year. Regards.

From: Mrs EA Smit  
Received: 02/03/2026  
To: Nokuthula-Ngcobo  
Compliment: Thank you I did receive the response prompt

From: LCOL R Verster  
Received: 02/03/2026  
To: Letach-Bezuidenhout  
Compliment: Was assisted very quickly

From: CAPT MJ Benade  
Received: 02/03/2026  
To: Leonard-Mbeve  
Compliment: Keep up the good work

From: STUD D Kwain  
Received: 02/03/2026  
To: Nobaningi-Ntanda  
Compliment: Keep the good work.

From: LCOL H Knoetze  
Received: 02/03/2026  
To: Ntombinkulu-Cebekhulu  
Compliment: Thank you very much for the quick answer

From: CAPT HM Koen  
Received: 03/03/2026  
To: Ongezwa-Mayekiso  
Compliment: Service was good

From: LCOL H Knoetze  
Received: 03/03/2026  
To: Ntombinkulu-Cebekhulu  
Compliment: Thank you very much for the quick answer

From: CAPT JH Mostert  
Received: 04/03/2026  
To: Ntombinkulu-Cebekhulu  
Compliment: Excellent service. Thank you.

From: Mr B Crouse  
Received: 04/03/2026  
To: Thato-Mofokeng  
Compliment: Polmed has and will always be there for me Barry Crouse

From: Mrs MM Stander  
Received: 06/03/2026  
To: Zukiswa-Keswa  
Compliment: Thank you for service

From: LCOL MB Mashala

Received: 06/03/2026

To: Thato-Mofokeng

Compliment: Really, I was very much impressed, by your quickly response to my query. May the Lord God give you more blessings for your effort, appreciate and carry on with your job. Viva!!!!!!

From: Mrs SJ Jacobs

Received: 06/03/2026

To: Thato-Mofokeng

Compliment: I did not contact you personally... I think it might have been my STOMA SISTER. Thank you in any case for all you are doing to keep me healthy and on the go. It is very much appreciated. You are the best. Thank you....

From: LTCOL DJM Steyn

Received: 06/03/2026

To: Lebogang-Khumalo

Compliment: Thank you for your help. I will send the specialist bill again for payment please

From: LCOL MJ Malakoane

Received: 07/03/2026

To:

Compliment: I received an appropriate resolution even though I used wrong reference number.

From: CAPT MJ Shuping

Received: 07/03/2026

To: Boitumelo-Edmunds

Compliment: Polmed has always gave me and my family excellent services since 1990 and we so appreciate it. Stay so excellent

From: Mrs A September

Received: 08/03/2026

To: Thato-Mofokeng

Compliment: Excellent people's skills

From: LCOL NW Ramaphakela

Received: 09/03/2026

To: Tayibah-Rosenberg

Compliment: Thanks for your good service

From: BRIG S Kaibe

Received: 09/03/2026

To: Phumla-Xaso

Compliment: Her work was very professional the way she handled my query assisted me a lot.

From: W/O T Snyman

Received: 09/03/2026

To: Ethel-Reneke

Compliment: I am happy with the excellent service if Polmed, thanks.

From: Mr LJ Dietrich

Received: 09/03/2026

To: Nobaningi-Ntanda

Compliment: Yes - Thanks all good

From: SGT J Malesa

Received: 11/03/2026

To: Tshepo-Mohale

Compliment: I really appreciate your effort

From: SGT MC Vosloo

Received: 12/03/2026  
To: Ethel-Reneke  
Compliment: Service was absolutely fantastic

From: W/O PT Ntunja  
Received: 13/03/2026  
To: Ntombinkulu-Cebekhulu  
Compliment: I really appreciate your assistance

From: W/O H Chandika Persad  
Received: 14/03/2026  
To: Ongezwa-Mayekiso  
Compliment: Hi, thank you for the quick service

From: CNST NJ Mohlala  
Received: 14/03/2026  
To: Letach-Bezuidenhout  
Compliment: Thank you for attending to my query and I have received the message from the supplier that their services are cancelled.

From: COL RT Salzwedel  
Received: 15/03/2026  
To: Ongezwa-Mayekiso  
Compliment: Assistance was timely and satisfactory.

From: LCOL J Osler  
Received: 16/03/2026  
To: Letach-Bezuidenhout  
Compliment: Thank you for your kind and comprehensive response!

From: Mr AJ De Jager  
Received: 16/03/2026  
To: Kian-Mashamaite  
Compliment: Still the best scheme!

From: LCOL ES Nel  
Received: 16/03/2026  
To: Lucy-Dube  
Compliment: Thank you

From: LCOL PJJ Burger  
Received: 19/03/2026  
To: Courthney-Harry  
Compliment: Thank you for having my back. Keep up the good work

From: Mrs A De Wet  
Received: 20/03/2026  
To: Zanele-Mnyakeni  
Compliment: Zanele was very helpful and efficient.

From: W/O B Jovner  
Received: 20/03/2026  
To: Phumla-Xaso  
Compliment: Just a thank you. It is much appreciated for the service given.

From: Ms S Zietsman  
Received: 20/03/2026  
To: Ethel-Reneke  
Compliment: Thank you for your support, Ethel

From: L/COL L Leyds  
Received: 20/03/2026  
To: Courthney-Harry  
Compliment: Thank you so much Courtney. Appreciate your assistance. Stay Blessed

From: L/COL H Van Zyl  
Received: 21/03/2026  
To: Sherene-Matthews  
Compliment: Thank you for your service

From: Mrs VJ September  
Received: 22/03/2026  
To: Kegomoditswe-Mashishi  
Compliment: Thank you for the speedy response, keep it up, have a blessed year ahead

From: L/COL TH Naude  
Received: 22/03/2026  
To: Betty-Sindane  
Compliment: I was handled professionally and friendly.

From: CAPT JP Bezuidenhout  
Received: 22/03/2026  
To: Betty-Sindane  
Compliment: Excellent service

From: W/O R Padayachee  
Received: 22/03/2026  
To: Ntombifuthi-Ramodike  
Compliment: Very efficient and speedy response to request. Very pleased with the service received.  
Thank you

From: W/O BE Irlam  
Received: 22/03/2026  
To: Kegomoditswe-Mashishi  
Compliment: To date I am pleased with all of my interactions with Polmed and Polmed staff. They are all doing a great job. I enjoy the professionalism. Competence and efficiency. Compassion, Assistance and Understanding alongside the willingness to help and respond timeously when required. Thank you

From: CAPT YE Earle  
Received: 20/03/2026  
To: Jeanette-Radebe  
Compliment: Thanks, you for the clear and prompt assistance and clarity. May I suggest a short-written response as well so that I could use the feedback to send to the supplier. You are an asset to your environment. Thank you for all you do Ms. Radebe.

From: Mr FA Maritz  
Received: 23/03/2026  
To: Ntombinkulu-Cebekhulu  
Compliment: Excellent Service

From: L/COL J Van Niekerk  
Received: 23/03/2026  
To: Ongezwa-Mayekiso  
Compliment: Very good and prompt service

From: W/O E Langner  
Received: 23/03/2026  
To: Kabelo-Mokgatle  
Compliment: Good thank you

From: CAPT L Minnie  
Received: 25/03/2026  
To: Zuzumuzi-Manana  
Compliment: Good, professional, friendly service

From: CAPT JPM Winkelman  
Received: 26/03/2026  
To: Itumeleng-Hloshe  
Compliment: Thank you always for excellent service

From: Mr J Mathee  
Received: 26/03/2026  
To: Sherene-Matthews  
Compliment: Efficient, down to the point. Knows her product Friendly. Accommodating. An asset to Polmed

From: SGT S Ntuli  
Received: 26/03/2026  
To: Zanele-Mnyakeni  
Compliment: I think to my opinion some people mean the job she was perfect for me calm no hard pushing but further people from villages are struggling with registration and hospital hit them hard we end up paying hospital can you speed up the process please.

From: STUD SC Zulu  
Received: 26/03/2026  
To: Nokuthula-Ngcobo  
Compliment: Keep up your good work

From: L/COL JG Lubbe  
Received: 27/03/2026  
To: Ntombifuthi-Ramodike  
Compliment: Thank you so much for the excellent service. God bless you in abundance.

From: BRIG D Van Heerden  
Received: 27/03/2026  
To: Phumla-Xaso  
Compliment: Competent

From: L/COL PP Viljoen  
Received: 27/03/2026  
To: Mpho-Mahumani  
Compliment: Mpho's service delivery and assistance were great and prompt.

From: SGT BH Takalani  
Received: 27/03/2026  
To: Veronica-Malope  
Compliment: Compliment, as a customer was happy with the service, keep it up

From: Mr JP Steyn  
Received: 28/03/2026  
To: Zanele-Mnyakeni  
Compliment: Good professional service

From: COL ND Mthembu  
Received: 28/03/2026  
To: Mpho-Mahumani  
Compliment: Very helpful

From: W/O D Steynberg

Received: 29/03/2026  
To: Phumla-Xaso  
Compliment: Service was excellent.

From: COL H Strydom  
Received: 29/03/2026  
To: Ethel-Reneke  
Compliment: Excellent feedback

From: L/COL A Van Der Merwe  
Received: 29/03/2026  
To: Ongezwa-Mayekiso  
Compliment: Thank you

From: W/O MMM Joubert  
Received: 29/03/2026  
To: Mpho-Mahumani  
Compliment: Very professional and friendly

From: BRIG JI Westley  
Received: 29/03/2026  
To: Nokuthula-Ngcobo  
Compliment: Thank you for the prompt response

From: Capt MIYA  
Received: 4 March 2026  
To: Mukesh-Maharaj  
Compliment: Definitely to complement Mukesh Maharaj for the active and efficient help in processing all the administration to the final approval within a short space of time. I am humbled by him.

From: STUD BALOYI  
Received: 26 March 2026  
To: Motlalepule-Maake  
Compliment: I highly recommend Motlalepule and her team.... their services were absolutely awesome

From: CAPT MAPHETO  
Received: 10 March 2026  
To: Izolde-Groenewald  
Compliment: I thank you so much for your courtesy. I was very happy when I come out from your office. Thanks very much

From: LCOL MKHIZE  
Received: 19 March 2026  
To: Mbalenhle-Mzolo  
Compliment: I was impressed about how my query was resolved. Mbalenhle is highly committed to her work, and she is also professional.

From: Brig MOKGWABONE  
Received: 13 March 2026  
To: Yoliswa-Mlenze  
Compliment: I would like to appreciate Yolisa's professional assistance and engagement with clients.

From: Miss NGCONGO  
Received: 12 March 2026  
To: Nomfundo-Bhengu  
Compliment: I would like to recommend Nomfundo Bhengu, she helped me with my membership application. And it was approved. She was also giving me an update whilst my application was being processed. I really appreciate it. Thank you.

From: COL VERMAAK

Received: 26 March 2026

To: Melany-Morgan

Compliment: Melany is efficient and goes the extra mile to resolve any queries one might have. She is definitely an asset to Medscheme. Thank you Melany - we appreciate your help!

From: W/O FARO

Received: 26 March 2026

To: Roeshney-Le Roux

Compliment: Ms Le Roux explained to me in details of some new changes that Polmed has...benefits. Although I read those things I didn't understand quite well but she was really so kind and I could see the way she explained to me that her job is really her passion and she has the most friendly face and attitude that made me feel more welcome and at ease to ask her questions I didnt understand and she could explain to me in detail. Which also tells me that she really knows her work. I appreciate this kind of service

From: Capt THOMSON

Received: 4 March 2026

To: Nonhlanhla-Mkhize

Compliment: Nonhlanhla Mkhize is the best!! She is very calm and willing to assist. She made complicated things to be very simple. She is beyond excellent in her duties. I really appreciate and happy that your organisation has someone like her. She represents your organisation excellently well. Thank you so much and I am a happy client!!!

From: CNST MPULAMPULA

Received: 4 March 2026

To: Samaria-Nkosi

Compliment: Perfect service, can you please give Samaria a salary raise for her Stella work that she is doing.

From: Capt MOHOLANE

Received: 3 March 2026

To: Esther-Chake

Compliment: She has an experience of what she is doing. She even smiles when dealing with clients, I was very happy when I left your offices. My rating is 100%

From: W/O TSHUPO

Received: 10 March 2026

To: Yoliswa-Mlenze

Compliment: She is an excellent employee who give clients, ears and all the attention, she is always calm and resolve issues attentively with diligences and respect.

From: SGT MSOMI

Received: 6 March 2026

To: Zanele-Zwane

Compliment: She sorts out my queries and added by assisting me by given the Polmed WhatsApp number. And she explained clearly what is useful for to make things easier than to come personally to the branch for light enquiry that needs to be self-service by using WhatsApp.

From: COL NOPOTE

Received: 19 March 2026

To: Nocawe-Matutu

Compliment: Sis Nocawa Matutu is one the best Polmed / Medical Aid practitioners. She makes sure that a person is satisfied. She never fails to introduce us to new things within Polmed, schooling us in the process. she is warm hearted, humble and serve the clients with utmost humility.

From: SGT MALAKA

Received: 1 March 2026

To: Stephinah-Kobe

Compliment: Stephina was polite and professional to me as a client. And she also guided me on how to register my daughter

From: Mrs Serisha Singh

Received: 03/03/2026

To: Lindiwe Ntoagae

Compliment: Thank you for your wonderful service and help. It was fast and quick and you were very kind and helpful

From: Capt Louis George Stone

Received: 04/03/2026

To: Lindiwe Ntoagae

Compliment: Good support thanx

From: Miss Hester Cicilia Van Der Westhuizen

Received: 04/03/2026

To: Lerato Moloji

Compliment: She was professional, and I was helped to my satisfaction

From: L/Col Zane Lincoln Willemse

Received: 06/03/2026

To: Lindiwe Ntoagae

Compliment: Keep up the good service

From: Capt Lewayne Mothilal

Received: 07/03/2026

To: Nonkalipho Andries

Compliment: Query was resolved

From: Capt Michelle Norman

Received: 11/03/2026

To: Rhulani Mokoena

Compliment: I just want to compliment her for the professional way she assisted me.

From: Mrs Gonasundri Naidoo

Received: 13/03/2026

To: Nonkalipho Andries

Compliment: I'm always very happy and satisfied with the help that I get from the consultant that handles my query. They are very pleasant and very helpful. Keep up the good work.

From: W/O LS Freeman

Received: 26/03/2026

To: Phuti Sithagu

Compliment: I was satisfied with the response I received

From: L/COL BONTHUYZEN

Received: 13/03/2026

To: Nonhlanhla Mavuso

Compliment: Both representatives a dealt with was super knowledgeable on Polmed processes. The lady from chronic department was extraordinary in dealing with us. She was very patient and professional. I felt she went an extra mile with us. I would like you to compliment her on her work ethics. Thank you.