

## Consultants at your service **ALTRON**

### Alexander Forbes Health Contact Details

**Alexander Forbes Health is the appointed health care consultant to Altron.**

**Our role is to assist and advise you on your medical scheme cover offered through the company on Bonitas and Discovery Health. The structure of your dedicated Alexander Forbes Health service team is as follows:**

**Alexander Forbes Health Onsite Consultant:  
Omolemo Mokolobate**

Your onsite consultant is dedicated permanently to Altron and is your primary and specialised contact person to assist you with the following:

- Membership queries, including applications, transfers, dependant additions and withdrawals
- Benefit and claims queries, including all hospital, chronic illness and day to day benefits and claims
- Advice on scheme and/or plan choice
- Facilitation of monthly billing process and resolution of billing differences

**Tel:** (011) 269-1200

**Email:** [altronhealth@alexforbes.com](mailto:altronhealth@alexforbes.com)

**Alexander Forbes Health Associate Consultant:  
Sharon Tandy**

Your accredited service consultant is available to assist you personally with the following:

- New starter induction sessions, including product training and advice helpdesk sessions
- Wellness initiatives and site service calls
- General administrative processes and year end option changes training
- All on site consultant service escalations or complaints

**Tel:** (011) 269-2618

**E-mail:** [tandys@alexforbes.com](mailto:tandys@alexforbes.com)

**Alexander Forbes Health Member Service Unit**

Our member call centre is available as a back up to your specialised onsite consultant in respect of general benefit and claims queries only.

**Tel:** (011) 269-2690

**Email:** [hcclientservices@alexforbes.com](mailto:hcclientservices@alexforbes.com)

**SMS** the word "medical aid" to 31768 and we will call you back – Standard sms rates apply.

**Office hours:** 08h00 to 17h00

**Alexander Forbes Health Principal Consultant:  
Marco Panicco**

Your principal consultant is responsible for overall management and service delivery within the university, which includes the following:

- Employer strategic advice, administrative support and service escalations
- Management of year end option changes process

**Tel:** (011) 269-0346

**E-mail:** [paniccom@alexforbes.com](mailto:paniccom@alexforbes.com)