

Your life lived **better**

Connect with healthcare
that has impact



Alexforbes Health Team:

Your consultants will be your primary and specialised contact persons to assist you with the following:

- Advice on scheme and/or plan choice
- Membership queries, including transfer, dependant additions and withdrawals
- Benefit queries, including all hospital, chronic illness and day-to-day benefits

Our role is to assist and advise you on your medical scheme cover offered through the company on Bonitas, Discovery Health Medical Scheme, Remedi and Kaelo Gap.

The structure of your dedicated Alexforbes Health service team is as follows:

Email: heineken@alexforbes.com

Alexforbes Health Senior Consultant: Jared Rose

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

- Product training and advice helpdesk sessions
- General administrative processes and year end option changes training
- All service escalations or complaints

Tel: (021) 809-3630

E-mail: roseja@alexforbes.com

Alexforbes Health Service Consultant: Dawn Fortune

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

- Advice helpdesk session
- General administrative processes
- Escalated member enquiries and product information

Tel: (021) 809-3615

E-mail: fortuned@alexforbes.com

Alexforbes Health Member Service Unit

Our member call centre is available as a back up to your specialised team in respect of general benefit queries.

Tel: (011) 269-2690

Email: 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

Your Alexander Forbes Team is supported by a management team for overall management and service delivery which include Employer strategic advice, administrative support and service escalations.