

Consultants at your service Heineken

Alexforbes Health Contact Details

Alexander Forbes Health is the appointed health care consultants to the Heineken Group for the Remedi transition.

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:

Alexforbes Health Transition Team:

Your transition team will be your primary and specialised contact person to assist you with the following:

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

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 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

Alexforbes Health Regional Executive: Katleho Mosehle

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

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

Tel: (011) 269-2131

E-mail: mosehlekat@alexforbes.com