

Consultants at your service Investec

Alexander Forbes Health Contact Details

Alexander Forbes Health is the appointed health care consultant to Investec

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

Alexforbes Health Onsite Consultant: **Safiyya Motala**

Your onsite consultant is based permanently at Investec 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) 286 7450

Email: investechealth@alexforbes.co.za

Alexforbes Health Consultant: **Sharon Ndebele**

Your accredited 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: ndebeles@alexforbes.co.za

Alexforbes 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.co.za

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

Office hours: 08h00 to 16h30

Alexforbes Health Principal Consultant: **Marco Panicco**

Your principal consultant is responsible for overall management and service delivery within Investec, 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.co.za