

Consultants at your service Old Mutual Insure (OMI)

Alexander Forbes Health Contact Details

Alexander Forbes Health is the appointed health care consultant to the OMI

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

Alexander Forbes Health Associate Consultant: Maggie Mtsweni

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: (012) 452 7041

E-mail: omi@alexforbes.com

Website: <https://health.alexforbes.com/omi/>

Alexander Forbes Health Principal Consultant: Susan Weedman

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

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

Tel: (011) 269-0348

E-mail: omi@alexforbes.com

Website: <https://health.alexforbes.com/omi/>

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@aforbes.co.za

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

Office hours: 08h00 to 17h00