

## Consultants at your service Vodacom

### Alexander Forbes Health Contact Details

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

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

**Alexander Forbes Health Onsite Consultant:  
Mmabatho Matshivha**

Your onsite consultant is based at Vodacom on Monday Tuesday and Wednesday every week 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 1830

**Email:** [vodacom2@alexforbes.com](mailto:vodacom2@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.co.za](mailto: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 17h00

**Alexander Forbes Health Principal Consultant:  
Nicole Lombaard**

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

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

**Tel:** (012) 452 7034

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