



# Platinum Health Client Liaison Officer at your Service

## **Violet Mocwagole**

Client Liaison Officer



Our Client Liaison Officer Violet Mocwagole is available on-site and ready to assist you with any Scheme related queries.

### **Contact Details**



Office: **014 590 1700**



Mobile: **083 842 0195**



E-mail: [Violet.Mocwagole@platinumhealth.co.za](mailto:Violet.Mocwagole@platinumhealth.co.za) or  
[Violet.Mocwagole@implats.co.za](mailto:Violet.Mocwagole@implats.co.za)

### **Services Offered:**

- Membership application
- Member queries and complaints.
- Authorisations and Specialist referrals.
- Access to our WhatsApp Services
- How to apply for and access your Chronic Medicine.
- How to find the Platinum Health Designated Service Providers.
- Claims and refunds.
- Tax certificates
- Scheme procedures.
- Continuation of membership
- Scheme benefits; and
- Any service enquiries

## Site visit schedule

Day	Site	Time allocated	Venue
Monday	Impala Bafokeng Clinic Office	07h30 - 16h00	Clinic
Tuesday	Impala Bafokeng South Shaft	08h30 - 15h30	Safety Hall
Wednesday	Impala Bafokeng North Shaft	08h30 - 15h30	Safety Hall
Thursday	Impala Bafokeng Styldrift Shaft	09h00 - 15h00	Styldrift Clinic
Friday	Maseve Plant	08h30 - 10h30	HR Office
Friday	Concentrator Plant	11h30 - 13h30	HR Office
Last Friday of the Month	Impala Spring	10h00 - 14h00	HRD Office

## Client Liaison Call Centre

 Tel: **014 590 1700** or **080 000 6942** (toll free)

 WhatsApp: **080 000 6942**

 Facebook

 LinkedIn

 Instagram

