

# Client Liaison Officer at your service at Royal Bafokeng Platinum



**PLATINUM  
HEALTH**

Platinum Health Client Liaison Officer, Violet Mocwagole is available to assist Royal Bafokeng Platinum PH members at with any Medical Scheme related queries such as:

- Member queries and complaints;
- Obtaining authorisations for specialist referrals;
- Obtaining authorisation for hospitalisation;
- Assistance in arranging chronic medication;
- Designated Service Providers (DSP's);
- Platinum Health facilities;
- Membership, membership cards and certificates;
- Claims and refunds;
- Tax certificates;
- Scheme procedures;
- Scheme benefits;
- Any service-related enquiries.



**Violet Mocwagole**  
Client Liaison Officer

**Members are welcome to visit Violet on the following days, venues and times below:**

Tuesdays	BRPM Clinic	08:00 – 11:00
	South – Safety Hall	11:30 – 15:00
Wednesdays	BRPM Clinic	08:00 – 11:00
	North – Safety Hall	11:30 – 15:00
Thursdays	BRPM Clinic	08:00 – 10:30
	Styldrift	11:30 – 14:30
Fridays	Concentrator Plant	08:30 – 10:30
	Maseve	11:00 – 13:00
	Bafokeng Maseve Plant – HR Office	14:00 - 15:00

**Members can contact Violet on 083 842 0195  
or by email: [Violet.Mocwagole@platinumhealth.co.za](mailto:Violet.Mocwagole@platinumhealth.co.za)  
[VioletM02@Bafokengplatinum.co.za](mailto:VioletM02@Bafokengplatinum.co.za)**

**Members can also contact the Platinum Health Call Centre:**

**Telephone: 014 590 1700 or 080 000 6942 or  
Email: [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)**

*\* This schedule is subject to any other Platinum Health  
Client Liaison Meetings or Projects.*

