

# Client Liaison

committed to  
improving  
member's experience



PLATINUM  
HEALTH

Platinum Health is pleased by the improvement in 2020 Membership Satisfaction Survey results regarding member's experience with Client Liaison Officers service.

The key function of the Client Liaison department is to ensure that members are kept informed about Scheme benefits and procedures. It also assists members with all other scheme related queries.

Members can get in touch with the Client Liaison Department through various key channels such as the Client Liaison Query Email Address which is : [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za).

This dedicated email address is available to assist members with the following queries but not limited to:

- Membership queries or membership certificates
- Benefit queries
- Claims
- Tax certificates
- Service-related concerns or queries

Emails sent to the address are reviewed daily and feedback given back to the member. The scheme strives to give the feedback within 48 working hours. Complex queries that require additional investigation may take longer but, the Client Liaison Department will ensure that members receive feedback on the status of their query while being investigated.

Because the health and safety of our members is important, especially during the COVID-19 pandemic, Platinum Health encourages members to make use of the email address indicated above. It is designed to make member's experience with the service to be better and seamless.

