



We have made these avenues available to you, kindly pay attention to the following contact points for query resolution.

REGIONAL WALK IN CENTRES

(locations are available on www.sizwe.co.za)

NATIONAL CALL CENTRE

0860 100 871

(operating hours are between 08:00 -17:00)

EMAIL

All queries to : queries@sizwe.co.za

Submit claims to : claims@sizwe.co.za

Submit your query online @ www.sizwe.co.za

Should your query not be resolved, then you have the options outlined to further assist you.

Note that the steps below require a reference numbers that you would be given to you on your initial query.

Ensure that you have utilised one of the contact methods above before embarking on the escalation process

Email your query with a reference number to escalations@sizwemedfundco.za

IF YOUR QUERY HAS NOT BEEN ATTENDED TO, THEN THE MATTER CAN BE ESCALATED FURTHER TO THE COMPLAINTS AND DISPUTES RESOLUTION COMMITTEE (CDRC), ALL THE ABOVE ACTIONS MUST BE TAKEN BEFORE ESCALATION. CDRC ESCALATIONS TO BE SENT TO PRINCIPALOFFICER@SIZWEMEDFUND.CO.ZA

COMPLAINTS ESCALATION PROCESS

Your guide to complaint resolution

At Sizwe Medical Fund, we continuously strive to ensure that our service and communication to you, our valued members is of the highest standard. Occasionally errors do occur and there could be times when you are not satisfied with the service you receive. Please feel free to lodge any queries or complaints and we will attempt to resolve these as quickly and effectively as possible.

In our added efforts to improving our communication with you our valued member, the scheme has enhanced the query and escalation process.

