

UMVUZO HEALTH ESCALATION MATRIX

DEPARTMENT	KEY ACCOUNT	CALL CENTRE	
1ST LEVEL ESCALATION			
Name and Surname	Yvonne Pelosera	Rebecca Mabua	Anikie Masango
Position	Operations Manager: Client Relations	Team Leader	Team Leader
Email Address	yvonnep@medismart.co.za	rebeccam@medismart.co.za	anikie@rxhealth.co.za
Contact Number	076 873 3952		
2ND LEVEL ESCALATION			
Name and Surname	Raphael T. Mnisi	Raphael T. Mnisi	Raphael T. Mnisi
Position	General Manager Operations	General Manager Operations	General Manager Operations
Email Address	raphaelm@medismart.co.za	raphaelm@medismart.co.za	raphaelm@medismart.co.za
Contact Number	072 988 9848	072 988 9848	072 988 9848
3RD LEVEL ESCALATION			
Name and Surname	Suzelle De Kock	Nadine Broodrijk	Nadine Broodrijk
Position	Executive Sales and Customer Service	CEO Rx Health	CEO Rx Health
Email Address	suzelledk@umvuzogroup.co.za	nadine@rxhealth.co.za	nadine@rxhealth.co.za
Contact Number	082 828 9737	082 465 6905	082 465 6905

Head Office Physical Address:

Alenti Office Park, Building D, 457 Witherite Road, The Willows, 0040
 T: +27 (0) 12 845 0000
www.umvuzohealth.co.za | info@umvuzohealth.co.za