



Learning



Planning



Living

CONTACT DETAILS 2025

Administration Team

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| <ul style="list-style-type: none"> • Copies of Member Benefit statements • Inter-School transfers • Transfers from or to other Funds • Defined Benefit (Part 1) Member Quotations (Benefit Quotation or home-loan) • Divorce Orders • Details of contribution splits • New Schools (assistance with take-on procedure) | <p>Email : isasa@oldmutual.com</p> <p>Contact : Leonora De Barros
Phone : 0860 466 466</p> <p>Escalations level 1:
Contact: Lydia Guzana
Email: Lydia.Guzana@oldmutual.com
Mobile: 081 437 4418</p> <p>Escalation level 2:
Contact: Janine De Villiers
Email: jdevilliers3@oldmutual.com
Mobile: 082 594 2958</p> |
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Retirement Fund Members

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| <ul style="list-style-type: none"> • Defined Contribution Benefit Quotations (Part 2 members) for both members and homeloan applications • Follow up on claim progress | <p>Email : RFAmembers@oldmutual.com
Phone : 0860 455 455</p> |
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Secure Services (Member website)

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| <ul style="list-style-type: none"> • Provides assistance on how to log into Secure Services (members can access their benefits online) | <p>Email : Help-Secure@oldmutual.com
Phone : 0860 60 65 00</p> |
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Payroll Support Services

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| <ul style="list-style-type: none"> • Provide assistance with monthly payroll upload, creating new member groups, moving members between categories • Assistance with e-claims | <p>Email : Payrollsupportservices@oldmutual.com
Phone : 0860 009 007</p> |
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<u>HR 911 (Disability claims)</u> • What to do when an employee goes off sick for a long period of time • How to handle certain medical conditions • Claims guidance as to whether your case could become a disability claim ✓Guidance through the claim process	Email: gapdisabilityassessments@oldmutual.com Phone : 021 509 3911
<u>Funeral and Death Claims</u> ✓Submission of claims ✓Funeral cover contributions schedules and queries	Email: gapdeathcaims@oldmutual.com Phone: 021 5094351
<u>Pencare</u> • Pensioner queries • Certificates of existence • Advising that a pensioner has passed away • Queries regarding spouses benefits	Email : pencarehelpdesk@oldmutual.com Phone : 0860 40 60 90
<u>Member Support</u> • Financial Advice • Information regarding preservation of benefits • Fund Select Annuity (default annuity / pension)	Email : Membersupportservices@oldmutual.com Phone : 0860 388 873
<u>Client Services</u> Individual Policies (non – Fund / Scheme related)	Email : service@oldmutual.com Phone : 0860 50 60 70
<u>WhatsApp Facility</u> ✓Check the status or progress of a claim you've lodged. ✓Instantly access your annual Member Benefit Statement ✓Download the latest beneficiary nomination form. ✓A useful summary of your current risk benefits and total fund savings value	WhatsApp Number: 0860 933 333

CONSULTANTS' DETAILS

Ms Logie Govender

Email : LGovender4@oldmutual.com

Mobile: 065 910 9141

Mr Lwazilwethu BossmanEmail: LBossman@oldmutual.com

Mobile: 061 400 3591

Ms Londiwe MbanjwaEmail: LMbanjwa@oldmutual.com

Mobile: 068 082 8567

ACTUARY AND VALUATOR'S DETAILS**Mr Stephen Walker**Email : SWalker2@oldmutual.com

Phone : 021 509 5152

Mobile : 071 302 2022

PRINCIPAL OFFICER'S DETAILS**Adv. Leslie Primo**Email : leslie.primo@mweb.co.za

Phone : 011 463 0776

Mobile : 083 327 1977

Complaints

If you have a complaint regarding any service received, please submit full details to lsasacomplaints@oldmutual.com