



CONTACTING THE FUNDS HAS NEVER BEEN EASIER WE ARE WAITING TO BE OF SERVICE TO MEMBERS

WhatsApp: 0860 933 333

Get your fund updates super easy! You now have access to valuable information about your retirement benefits

right at your fingertips:

- Track a claim.** Check the status or progress of a claim you've lodged.
- Annual Member Benefit Statement.** Instantly access your annual Member Benefit Statement.
- Beneficiary nomination form.** Download the latest beneficiary nomination form.
- Check your statement of benefits.** A useful summary of your current risk benefits and total fund savings value.

Save the Old Mutual WhatsApp number **0860 933 333** to your phone as a contact or scan the **QR code** below to do so. To use the service, type 'ISASA' and send.



Independent Schools Association of Southern Africa

CONTACT LIST 2024

Administration Team:

0860 466 466

- Benefit Statements
- Inter-school transfers
- Transfers from or to other Funds
- Defined Benefit (Part I) member quotations
- Divorce orders
- Portfolio switching enquiries

isasa@oldmutual.com

Call Centre:

0860 455 455

- Defined Contributions (Part II) & Provident Fund member quotations
- General enquiries
- Claim payment enquiries

RFAMembers@oldmutual.com

Member Support:

0860 388 873

- Financial Advice
- Information regarding preservation of benefits
- Fund Select Annuity (default annuity/pension)

Membersupportservices@oldmutual.com

Secure Services (Member Website):

0860 60 65 00

For assistance on how to log into Secure Services (access to Benefit Statements)

Help-Secure@oldmutual.com



ISASA Funds' Website:

www.isasaretirementfund.co.za

Home Loan Applications:

Applications and quotations to be submitted by your employer.

Applications sent to RFA Housing loan department:

RFAHousingLoans@oldmutual.com

Housing loan surety quote requests sent to:

RFAMembers@oldmutual.com

Pencare:

0860 40 60 90

- Pensioner queries
- Certificates of existence
- Advising that a pensioner has passed away
- Queries regarding spouses benefits

pencarehelpdesk@oldmutual.com

HR 911 (Disability Claims):

021 509 3911

- What & how to claim for the disability benefit

gapdisability@oldmutual.com

Funeral and Death Claims:

021 509 4351

- Submission of claims
- Funeral cover contributions schedules & queries

gapdeathclaims@oldmutual.com

Fund Consultants

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021 509 5152

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