

# Your Life

Learning **Planning** Living



## Pension Scheme and Provident Fund

### CONTACT DETAILS 2023

#### **Administration Team**

- 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)

Email : [isasa@oldmutual.com](mailto:isasa@oldmutual.com)

Contact : **Leonora De Barros**

Phone : 0860 466 466

Escalations level 1:

Contact: Belinda Finlayson

Email: [BFinlayson@oldmutual.com](mailto:BFinlayson@oldmutual.com)

Mobile: [082 7898504](tel:0827898504)

Escalation level 2:

Contact: Yolisa Pascal

Email: [YPascal@oldmutual.com](mailto:YPascal@oldmutual.com)

Mobile: 076 1847640

#### **Retirement Fund Members**

- Defined Contribution Benefit Quotations (Part 2 members) for both members and homeloan applications
- Follow up on claim progress

Email : [RFAmembers@oldmutual.com](mailto:RFAmembers@oldmutual.com)

Phone : 0860 455 455

#### **Secure Services (Member website)**

- Provides assistance on how to log into Secure Services (members can access their benefits online)

Email : [Help-Secure@oldmutual.com](mailto:Help-Secure@oldmutual.com)

Phone : 0860 60 65 00

#### **Payroll Support Services**

- Provide assistance with monthly payroll upload, creating new member groups, moving members between categories
- Assistance with e-claims

Email :

[Payrollsupportservices@oldmutual.com](mailto:Payrollsupportservices@oldmutual.com)

Phone : 0860 009 007

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

**CONSULTANTS' DETAILS**

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**PRINCIPAL OFFICER'S DETAILS****Adv. Leslie Primo**Email : [leslie.primo@mweb.co.za](mailto:leslie.primo@mweb.co.za)

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Mobile : 083 327 1977

**Complaints**

If you have a complaint regarding any service received, please submit full details to [lsasacomplaints@oldmutual.com](mailto:lsasacomplaints@oldmutual.com)