



Learning



Planning



Living

CONTACT DETAILS 2024	
<p><b><u>Administration Team</u></b></p> <ul style="list-style-type: none"> <li>• Copies of Member Benefit statements</li> <li>• Inter-School transfers</li> <li>• Transfers from or to other Funds</li> <li>• Defined Benefit (Part 1) Member Quotations (Benefit Quotation or home-loan)</li> <li>• Divorce Orders</li> <li>• Details of contribution splits</li> <li>• New Schools (assistance with take-on procedure)</li> </ul>	<p>Email : <a href="mailto:isasa@oldmutual.com">isasa@oldmutual.com</a></p> <p>Contact : <b>Leonora De Barros</b> Phone : 0860 466 466</p> <p>Escalations level 1: Contact: Belinda Finlayson Email: <a href="mailto:BFinlayson@oldmutual.com">BFinlayson@oldmutual.com</a> Mobile: 082 789 8504</p> <p>Escalation level 2: Contact: Craig Bestall Email: <a href="mailto:CBestall@oldmutual.com">CBestall@oldmutual.com</a> Mobile: 084 581 4711</p>
<p><b><u>Retirement Fund Members</u></b></p> <ul style="list-style-type: none"> <li>• Defined Contribution Benefit Quotations (Part 2 members) for both members and homeloan applications</li> <li>• Follow up on claim progress</li> </ul>	<p>Email : <a href="mailto:RFAMembers@oldmutual.com">RFAMembers@oldmutual.com</a> Phone : 0860 455 455</p>
<p><b><u>Secure Services (Member website)</u></b></p> <ul style="list-style-type: none"> <li>• Provides assistance on how to log into Secure Services (members can access their benefits online)</li> </ul>	<p>Email : <a href="mailto:Help-Secure@oldmutual.com">Help-Secure@oldmutual.com</a> Phone : 0860 60 65 00</p>
<p><b><u>Payroll Support Services</u></b></p> <ul style="list-style-type: none"> <li>• Provide assistance with monthly payroll upload, creating new member groups, moving members between categories</li> <li>• Assistance with e-claims</li> </ul>	<p>Email : <a href="mailto:Payrollsupportservices@oldmutual.com">Payrollsupportservices@oldmutual.com</a> Phone : 0860 009 007</p>

<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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**Complaints**

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