



# ARE YOU SUBMITTING YOUR CLAIMS ON TIME?

Here are some guidelines to ensure a speedy and successful claim.



## SUBMITTING CLAIMS ON TIME

There is a 12 month submission period for all death and funeral claims submitted to Old Mutual.

It is therefore essential to submit all claims **within 12 months of the death of the insured person.**

Should a claim not be submitted within this 12 month period, the claim may be declined.



## DOCUMENTS REQUIRED FOR CLAIMS

From 1 September 2016, Old Mutual Group Assurance requires a DHA 1663 for all death claims submitted.

This is an essential document for registering a death at the Department of Home Affairs in South Africa, and it is used to validate death claims.

Please do not hesitate to contact us for a full list of all documents required to submit a claim.



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