



## South Africa in lockdown: we are here for you

As our country is in national lockdown until midnight on 16 April 2020, we want to reassure you that we are doing our best to help #FlattenTheCurve while continuing to service the needs of our customers who depend on us.

It has been confirmed that as a provider of essential services, we are allowed to keep open **certain Old Mutual retail branches**, from 09h00 – 15h00. To view the list of branches that remain open during lockdown, [click here](#).

Although you can visit these branches if you need us, **we strongly encourage you to either call your financial adviser or connect with us online instead of in person**, for your convenience and safety. It is crucial that we all heed the President’s call to slow down the spread of the virus by only leaving our homes **when absolutely necessary**.

Our smart digital platforms are **easy to access and simple to navigate**.

### Old Mutual: Contact Us

- Call us on 0860 50 60 70
- Logon to [www.oldmutual.co.za](http://www.oldmutual.co.za)
- Email [service@oldmutual.co.za](mailto:service@oldmutual.co.za)
- Download the **Old Mutual App** from your app store
- Call your Old Mutual financial adviser or 0860 60 60 60

### Specific Old Mutual Contact Numbers

Branch Contact	Email <a href="mailto:branch@oldmutual.com">branch@oldmutual.com</a> Call us on 0860 60 7000
<b>Mass &amp; Foundation Cluster</b>	0860 60 7000
<b>Old Mutual Finance Loans</b>	0860 000 886
<b>Old Mutual Money Account</b>	0860 222 252
<b>Greenlight, Max, Investment Horizons, Flexi &amp; Conventional</b>	0860 50 60 70
<b>Old Mutual Unit Trusts</b>	0860 234 234
<b>Old Mutual Wealth</b>	0860 999 199
<b>Employer Retirement Funds (SuperFund, Saccawu, Sacwu, ISASA)</b>	0860 20 30 40
<b>Employer Pensions (Pencare)</b>	
<b>Old Mutual Insure</b>	0860 247 365
<b>iWYZE</b>	0860 93 94 93

**To help us prioritise financial transactions, especially claims**, kindly add the following important details **when you email us**:

- **Email Subject:** include your **type of request & policy number or ID number**  
Example: CLAIM – Policy Number 12345B334 or ID Number
- Please always include a **copy of your ID** (photos accepted) and your **contact number** with every request.

There is no doubt that we are living in unprecedented times and the next few weeks are going to be tough and very stressful. **As a company that cares, Old Mutual is doing everything we can to provide a helping hand** and truly live up to our credo of being a certain friend in uncertain times. We thank you in advance for your ongoing support.

Take great care and stay safe.