



OLDMUTUAL

GROUP ASSURANCE

HOW TO CLAIM DEATH BENEFITS

Old Mutual requires the documents listed on the application forms to be submitted for death claims while additional information may be required to validate the claim, the following standard documents are required:

1. Group Life Claim form
2. Certified copy of the member's ID document
3. Certified copy of the death certificate from the Department of Home Affairs
Should this death certificate be handwritten, a letter is required from the Department of Home Affairs providing the reason for the certificate being handwritten.
4. Notification of death form – DHA 1663
5. Member's latest payslip
6. Certified copy of the beneficiary ID
7. Banking details, i.e. copy of the bank statement
8. For the death of a South African citizen outside the borders of RSA a South African Abridged Death Certificate and travel documents will be required

In addition to the standard documents, there are other specific requirements for the following claims:



SUBMIT CLAIM

documents within
12 MONTHS FROM
the date of death



CORPORATE

DO GREAT THINGS EVERY DAY

SPECIFIC PAPERWORK - FOR NON-SOUTH AFRICAN CITIZENS AND THEIR SPOUSES

1. All of the pages of the deceased's passport document are required
2. If the death is registered in South Africa, a Death Certificate and notification of death form (see above) are required
3. If the death is registered in the deceased's home country, a foreign Death Certificate is required. (A civil registration of death completed by deceased's embassy)

Note: All foreign issued documents must have a translated version submitted if it is not in English.

SPECIFIC PAPERWORK - FOR DEATH CLAIMS OF A MEMBER'S SPOUSE

We require documentation to confirm proof of relationship to the main member, including:

1. Certified copy of the spouse's ID document
2. Certified copy of the marriage certificate,

OR

Customary marriages: 2 original sworn affidavits are required from a third party such as a parent of the deceased or a Minister of Religion; and a stamped and certified letter from a traditional authority,

OR

Partnerships: 2 original sworn affidavits from third parties, and proof of residing together (e.g. lease agreements; utility bills)

3. An affidavit from a third party confirming the duration of the relationship, e.g. from the tribal chief, minister of religion, parent of the deceased or a lobolla agreement can also be submitted.
4. Employer records, i.e. Beneficiary nomination form OR Medical Aid nomination form.

SPECIFIC PAPERWORK FOR FUNERAL CLAIMS FOR CHILDREN

1. Certified copy of child's identity document or unabridged birth certificate,

OR

If the above is not available, we require two original affidavits from the other parent and a third party

2. For a stillborn child: a letter from the doctor or hospital confirming the gestational age of the deceased,

OR

Children between the ages of 21 and 25: Proof, acceptable to Old Mutual, confirming that the child is registered for full-time studies as well as a copy of the child's most recent semester's results,

OR

Children aged 25 or older: A letter from the attending doctor regarding the child's dependency/disabilities OR a letter from SASSA confirming that the child receives a disability grant, AND

3. Please also submit any employer records, for example, a Beneficiary Nomination Form or Medical Aid Nomination Form in addition to the above to substantiate the relationship



OLD MUTUAL FUNERAL SUPPORT SERVICE

The Old Mutual Funeral Support Service can also help with essential arrangements and provides free repatriation - transport of the body to the funeral parlour closest to the place where the funeral will be held.

Contact the Funeral Support Service call centre at 0860 000 500.

If calling from outside South Africa +27 (0)11 745 9134.

For more information on this service, visit our website.



CONTACT YOUR HR DEPARTMENT FOR ASSISTANCE

As they have access to the necessary forms and know what process to follow.



FOR A FULL LIST OF THE DOCUMENTS REQUIRED TO CLAIM...

Please follow the checklist provided on the claim form or read the frequently asked questions for death claims which can be found at oldmutual.co.za/groupassurance.

