



THE CORPORATE ADVISER

HUGH HACKING
GENERAL MANAGER



HERE TO SERVE YOU

The first quarter of year will go down in the books. Covid-19 is here and changing the world as we know it, including the way we work. You may already have seen [Old Mutual's communication](#) that sets out how we will continue to serve our customers. We realise that businesses in South Africa are reeling under the impact of the Covid-19 pandemic and so we are working hard to make sure that we continue to serve them as best we can.

Old Mutual is taking every precaution to ensure your and our customers' safety. As part of our health and safety precautions, and to ensure 'social distancing', we are limiting visitors to our offices or branches. Where possible, employees are also working from home.

We've put a number of measures in place to ensure that our business runs smoothly and that we continue to serve you and your customers. Be assured that customer engagements remain a key part of our daily business. We will communicate with you on an ongoing basis via technology, and have replaced face-to-face with virtual meetings wherever possible. We will also keep you updated on developments regarding our services.

For their, and your, convenience and peace of mind, customers can, as always, **access the Old Mutual website and app, to:**

- View their policies, products and investment portfolios
- Update and manage their personal details
- Update and manage their beneficiaries
- Request call-me-back services regarding a specific product or if they have a query

They can do this by logging in to [Old Mutual Secure Services](#) or by downloading the Old Mutual app on Apple's App Store by clicking [here](#) or on the Google Play store by clicking [here](#).

Please do speak to your Corporate Consultant if you need any help.

SIGNING DOCUMENTS ELECTRONICALLY

To assist you and your clients who are not able to physically sign documents at this time, **we will accept emailed confirmations of quotes, requotes**, etc. for now.

Email confirmation must include:

- The **document** to be signed
- **Identification** of the person signing the document that can be either a photo/scan of their ID, passport or driver's license. We will also accept a close-up, high-res photo of their face or another document that confirms their identity.
- The following wording: **"This email serves to confirm that I accept the content of the attached document in its entirety. I have attached proof of my identity."**
- The person's **full name, designation** in the company, **company name** and **contact details**.

COMFORT THROUGH THE STORM

Seldom have we seen such extremes of market volatility. Covid-19 has wreaked havoc on normal economic activity, alongside the tragic loss of human life. **We provide insights into the performance and potential management actions associated with our smoothed bonus portfolios.** In addition, it talks to the opening of a new bonus series for the Absolute Growth Portfolios (at this stage for institutional clients).

[Read More](#)

GROUP RISK ASSURANCE & COVID-19

This FAQ answers some recent questions you or your clients may have around Covid-19 and the payment of risk benefits. **We do not have a general exclusion that disqualifies customers from claiming for the virus or illnesses related to it.** We will continue to assess claims against the terms and conditions of the policy contracts (eg waiting periods). If a claim is valid and meets all claim criteria, we will pay.

[Read More](#)

As with every issue of our newsletter, we'd like to hear from you!
Please feel free to engage with us at corporateadviser@oldmutual.com

OLDMUTUAL

CORPORATE
DO GREAT THINGS EVERY DAY

Old Mutual is a Licensed Financial Services Provider