



In addition to a holistic and comprehensive retirement and risk benefits solution, Old Mutual SuperFund offers a vast array of value-adding services and features, including:

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OLD MUTUAL REWARDS

Old Mutual Rewards is a customer loyalty programme where customers (i.e. you as a member of Old Mutual SuperFund) can earn rewards points for building financial knowledge and making sensible financial decisions. These points can be spent at any of our rewards partners, reinvested towards certain Old Mutual products you may own or donated to a charity.



FINANCIAL WELLBEING PROGRAMME

Our Financial Wellbeing Programme is free of charge and is aimed at educating and supporting South African fund members and their employees so that they can have a better financial future.

The 'modular' design of the programme, coupled with access to online, telephone, and face-to-face assistance means members can fully tailor the programme to their individual financial circumstances, needs and objectives.



MEMBER SUPPORT SERVICES

Member Support Services is a free decision-support service for members of Old Mutual administered retirement funds.



*TRAVELLING NURSES

Old Mutual provides the Travelling Nurses service free of charge to our Old Mutual SuperFund members to make underwriting less of a hassle. Nurses visit employees in the convenience of their office to gather the basic underwriting requirements.



*HR911

HR911 is a phone-based service for participating employers or intermediaries who have potential disability claimants. Through HR911, we assist line managers and human resource staff with claim submission and the management of employees with health conditions.



*FUNERAL SUPPORT SERVICES

Employees have access to a variety of services including transportation of the deceased to the final funeral home, legal assistance to assist with interpreting the Will of the deceased, discounted funeral packages with a network of funeral service providers and referral to a number of service providers.



*ACCIDENT PLUS

Where a person with cover above the Evidence of Health (Free Cover) limit is declined or does not go for underwriting, Accident Plus will provide insurance against accidental causes for the difference between the Evidence of Health limit and their full potential cover – right up to the product maximum.



WORLD CLASS PAYROLL AND ELECTRONIC CLAIMS SUBMISSION

Our payroll data and claims submission system is available to employers and intermediaries registered on our Secure Web.



EMPLOYER, INTERMEDIARY AND MEMBER WEB

Our new self-service portal focuses on driving an enhanced, converged experience for each member, employer and intermediary.



EMPLOYER AND MEMBER COMMUNICATION

Communication is distributed to employers and members on a regular basis.

Communication to members is available in English, Afrikaans, Xhosa, Zulu and Sesotho and is easy to understand.



PRESERVER

It is important to have a savings plan for your retirement, but what is more important is what happens to your retirement fund when you move between jobs, or you are retrenched or dismissed.

If you are a member of an Old Mutual SuperFund retirement fund and you leave your job, Preserver allows you to stay a SuperFund member for as long as you want. This means your retirement savings keep on growing and you keep on enjoying all the SuperFund choices and benefits you're used to.



RETIREMENT SOLUTIONS

As a trusted partner in the retirement journeys of all South Africans, Old Mutual is committed to giving its fund members all the options they need to make the best decisions when they retire from their jobs.

Whether you choose to invest your retirement savings immediately when you stop working, or you'd like to keep growing and protecting them in your fund, Old Mutual has an at-retirement solution that's just right for you.



RETIREMENT BENEFIT COUNSELLORS

All pre-retiring Old Mutual SuperFund members have free access to a Retirement Benefits Counsellor who will explain to members what options they have at retirement, the implications of taking full or part cash, and assist members in completing the required forms.



HOUSING LOAN SURETIES

Employees who have been members of Old Mutual SuperFund for more than one year may qualify to use their Accumulated Credit in Old Mutual SuperFund as surety to take a housing loan from one of the major banks.