



OLD MUTUAL SUPERFUND

SPECIAL COVID-19
MEMBER NEWSFLASH



Dear Old Mutual SuperFund Member

We have all been affected by the spread of COVID-19, and the world around us is going through significant upheaval. Many aspects of our lives are being touched. Our day-to-day routines have had to change, we are concerned about loved ones falling sick, our employers are impacted, and our retirement savings and other investments may be affected by falls in investment markets.

6 KEY MESSAGES FOR ALL MEMBERS

We want to communicate **6 important messages** about your Old Mutual SuperFund membership to assist you in this time.

1. In the midst of all this uncertainty, **Old Mutual SuperFund remains resolute and committed to helping our members weather the current storm.** Old Mutual as our administrator and sponsor has been working tirelessly to help us keep SuperFund running smoothly and securely. Old Mutual is a financially strong business.
2. **Your retirement savings are invested for long-term growth.** We know it can be very stressful if your retirement savings take a down-turn in the current investment market conditions. **It is important not to panic or make any hasty decisions.** You can read more about investment matters below.
3. **If you have death benefits and/or funeral cover through Old Mutual SuperFund: This cover remains in place.** There are no exclusions on any of your Old Mutual life cover or funeral policies regarding COVID-19, and Old Mutual will honour all valid claims provided premiums are up to date. **Please make sure that your beneficiary nomination form is correct, by updating it on the Self-Service Portal** (see point 5 below).
4. **The Member Service Centre remains focused on giving you the attention you need.** They will respond to your queries as quickly as they can; however, these are not normal times. **We hope you will understand that there may be some delays that can't be avoided in providing service or paying claims.** You can contact the Service Centre on superfund@oldmutual.com or at **0860 20 30 40**.
5. **The Self-Service Portal for SuperFund members is the best way to manage your retirement fund benefits.** You can view your balance, download your statements or check and update your beneficiaries. There is a [handy guide](#) to help you register now and securely view or transact.
6. **Help is at hand if you need it.** You can speak to a **Retirement Benefits Counsellor** if you would like information about investments, your options at retirement, or the choices you can make if you resign or are retrenched. A **financial adviser** can go one step further and provide you with advice which takes your personal circumstances into account. **A financial adviser can help you stick to your investment plan and provide you with accurate up-to-date information and sound advice so that you can make the right financial decisions for you and your family.** You can contact Old Mutual Member Support Services on 0860 38 88 73

to be put in touch with a financial adviser (if you don't already have one) or Retirement Benefits Counsellor.

IF YOU ARE WORRIED ABOUT YOUR INVESTMENTS

If you are invested in a smoothed bonus investment portfolio such as the Old Mutual Absolute Growth Portfolio (AGP)

- You can read [here](#) about **how the smoothed bonus approach generally provides you with comfort through the storm**. However, please be aware that even a smoothed bonus investment portfolio can experience negative returns (except those with a 100% guarantee). The smoothing approach helps to cushion the impact of market falls.
- A new AGP 2020 series has been opened. As a result of the unprecedented impact on financial markets, the current AGP 2007 series has been closed to new investments with immediate effect. This will protect investors from investing new money in an underfunded portfolio that will negatively impact them in the short term. From 25 March 2020, all new investments will be directed into the new series.
- Benefit payments from members' AGP investments: **Members invested in AGP will continue to benefit from the cushioning offered by the smoothed bonus portfolios during extreme market conditions** such as those being experienced at present. When a benefit payment is made, the book value of the AGP 2007 series investment component of the members' accumulated credit will be added to the book value of the AGP 2020 series component and then processed as normal. However, if a negative bonus is declared on the AGP 2007 series, then this will reduce the book value of the 2007 series.
- Investment switches out of AGP: Investment switches out of AGP will continue to operate as before. **Members who choose to execute Market Value switches out of the AGP 2007 series will be subject to the significant negative Market Value Adjuster (MVA) at this time**. Members should be encouraged to focus on the long term, knowing that the AGP investments continue to smooth out the market impact in the event that a benefit payment becomes due to them.
- Investment switches into AGP: Where members wish to switch into AGP, they will only have the option to switch into the AGP 2020 series.

If you are invested in a market-linked investment portfolio

- Investment markets both locally and globally have fallen dramatically in recent weeks. You may have experienced a significant decline in the value of your market-linked investment portfolio. In a time like this, it is **very important to stick to your long-term investment strategy**, rather than making a hasty decision to chop and change your investments.
- Here are [10 helpful tips](#) about investing through tough economic times to help you make appropriate decisions.

IF YOU ARE NEARING RETIREMENT

If you are nearing retirement, the current market conditions make it even more important to make the right investment and annuity decisions. **We strongly encourage you to consult a financial adviser or speak to a Retirement Benefits Counsellor to make sure you understand your options at retirement fully**. A financial adviser can also help you to match your current investment strategy to your post-retirement plans, which is particularly important in current market conditions.

You can read the [Old Mutual SuperFund Retirement Guide](#) to help you understand your options before speaking a Retirement Benefit Counsellor or financial adviser.