



HOW TO SUBMIT A SEVERE ILLNESS CLAIM

OLDMUTUAL

DO GREAT THINGS EVERY DAY

For all GREENLIGHT and Flexi claims.

We understand that at a time like this, you need all the support you can get. That's why we aim to process all valid claims as quickly as possible.

Please email the completed claim forms and documents to : **claims@oldmutual.com**.

STEPS TO FOLLOW WHEN CLAIMING FROM YOUR BENEFIT:

STEP 1: MAKE SURE YOUR DIAGNOSIS IS IN LINE WITH WHAT YOUR BENEFIT COVERS

Severe Illness benefits pay out a lump sum if you are diagnosed and meet the definition requirements with a listed severe illness. Each benefit has its own terms and conditions about which illnesses are covered (or not), and when you can claim. Please make sure that the illness you have been diagnosed with is covered by your benefit, and that you understand the terms and conditions in your contract.

STEP 2: GATHER AND COMPLETE THE REQUIRED DOCUMENTS

COMPLETE THE RELEVANT FORMS LISTED BELOW

- Old Mutual Illness Benefit Claim Form: Statement by contracting party.
- Old Mutual Illness Benefit Claim Form: Statement by medical specialist.

Additional compulsory requirements:

- Copy of the life covered, beneficiary, or contracting party's ID or passport
- Proof of banking details of the beneficiary.

We need a signed, dated and stamped statement from your bank that is not older than three months.

CONTACT DETAILS:

CLAIMS SERVICE CENTRE

E-MAIL: claims@oldmutual.com
TELEPHONE NUMBER RSA: 0860 10 22 74
INTERNATIONAL: +27 21 503 1802
weekdays between 08:00 - 18:00

OR
FAX NUMBER: 0860 60 45 02
OR
POST: PO Box 202,
Mutualpark
7451
South Africa

STEP 3: SEND THE DOCUMENTS TO OLD MUTUAL

Email the fully completed forms and the compulsory requirements to: claims@oldmutual.com

We'll let you know if we need any additional forms or documents. Once we've received all the requirements for a valid claim and have approved the claim, we aim to pay out within 15 working days.

FREQUENTLY ASKED QUESTIONS

How do I check that my illness qualifies for a claim before I start the claim process?

Please check your contract or alternatively contact our Claims Service Centre on 0860 10 2274
OR +27 (0)21 503 1802.

Can I still submit a claim, even if the illness occurred months or years ago?

You can submit a claim any time after your illness, as long as we are able to obtain the information we need about your illness. Additional information might be required at Old Mutual's discretion.

Who will be responsible for the cost of the report by a medical doctor or specialist

You or the person who will receive the benefit must pay the cost for the initial report.
Old Mutual will consider covering costs of any independent specialists' or doctors' report if we ask for these.

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We would like you to get the right advice about investing your benefit payout and encourage you to speak to your financial adviser about your investment options.

If you don't have a financial adviser please send an email to advice@oldmutual.com or call 0860 947366.

