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**Subject:** BURSAR'S BULLETIN 1/2017 - E-Claims Submission Non- Compliance Cost  
**Attachments:** eClaims training manual\_V1.4\_August 2012.pdf  
**Importance:** High



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Dear Bursars

Kind reminder that as from 1 January 2017 any manual withdrawal, retirement or death claims submitted will result in a charge, to the school, of R490.00 (plus VAT) per manual case. A manual case applies when no eClaim is submitted or where no payroll exit has been confirmed. An invoice will be issued to all non-compliant schools.

The Trustees have resolved that submission of disability claims forms would be permitted manually at no additional cost.

Attached is the eClaims training manual, to assist you with the on-line submission of benefit claim forms.

Should you require assistance with the e-claims process, registration and/or training please contact **Payroll support services** on tel: **0860 009 007** or email: [Payrollsupportservices@oldmutual.com](mailto:Payrollsupportservices@oldmutual.com).

**Regards**  
**ISASA Team**

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**From:** ISASA  
**Sent:** 31 October 2016 04:07 PM  
**To:**  
**Subject:** BURSAR'S BULLETIN 24/2016 - E-Claims Submission Non- Compliance Cost  
**Importance:** High



Dear Bursar

The Trustees of the ISASA Pension Scheme and Provident Fund have requested that all schools be registered on the e-claims system, meaning that no more manual withdrawal, retirement or death claims will be accepted. Thank you to all the schools who have already implemented this electronic functionality.

### **Advantages of the e-Claim**

The e-claims functionality improves efficiency in the Benefit Payment process. Eighty percent of the electronic claim form is pre-populated which means that more than half of the form is completed for you, using data that was submitted via the Payroll Web. This assists with reducing the number of unprocessed claims due to outstanding claim forms or information.

### **The e-Claims capability further includes:**

- A simplified and secure claims process
- Added governance with regards to benefit submission - claims are initiated via the Payroll Web and the claim form is co-completed by the member thereby managing the risk of fraudulent claims.
- Greater efficiency during bulk exits
- Reduced risk of information being entered incorrectly or incompletely, thereby causing service delays.
- A greener process that eliminates unnecessary paperwork.

Attached is the e-claims training manual, to assist you with the on-line submission of benefit claim forms.

**As from 1 January 2017 any manual withdrawal, retirement or death claims submitted will result in a charge, to the school, of R490.00 (plus VAT) per manual case.**

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Regards,

**ISASA Team**