



LEARNING PLANNING LIVING
Bursars' BULLETIN
PENSION SCHEME AND PROVIDENT FUND

Dear Bursar

In preparation for the implementation of the investment strategy changes, with effect 1 September 2017, please note the following impact on claims and payrolls:

1) Web Freeze

The Funds' assets will be transferred from the old investment strategy to the new strategy and therefore the investment switching facility will not be available from **24 August 2017 to 8 September 2017**. A web freeze will therefore be applied on the Old Mutual website (secured services) on these dates. A notice has been placed on the ISASA website informing members about the restriction.

2) Payroll

Payroll processing will continue as normal during this time and is not impacted by the investment switch.

3) Claims

All claims received between the **1st and 4th September 2017** will be delayed until the **6th September 2017** once the investment switch has been processed. Claims received outside of these dates will be processed in line with normal rules, which is the later of:

- the 1st of the month following the exit date
- or the date of receipt of payroll with notification of exit.

Should you require assistance please note the following contact details:

Telephonic enquiries can be directed to: **0860466466**

Email enquiries to be channeled as follows:

Claim related: ISASAclaims@oldmutual.com

All other enquiries: ISASA@oldmutual.com

Regards
ISASA Team