

Your Life

Learning **Planning** Living



ISASA
Independent Schools Association of Southern Africa

Pension Scheme and Provident Fund

CONTACT DETAILS

<u>Administration Team</u> <ul style="list-style-type: none">• Copies of Member Benefit statements• Inter-School transfers• Transfers from or to other Funds• Defined Benefit (Part 1) Member Quotations (Benefit Quotation or home-loan)• Divorce Orders• Details of contribution splits• New Schools (assistance with take-on procedure)	Email : isasa@oldmutual.com Contact : Leonora De Barros Phone : 0860 466 466
<u>Retirement Fund Members</u> <ul style="list-style-type: none">• Defined Contribution Benefit Quotations (Part 2 members) for both members and homeloan applications• Follow up on claim progress	Email : RFAMembers@oldmutual.com Phone : 0860 455 455
<u>Secure Services (Member website)</u> <ul style="list-style-type: none">• Provides assistance on how to log into Secure Services (members can access their benefits online)	Email : Help-Secure@oldmutual.com Phone : 0860 60 65 00
<u>Payroll Support Services</u> <ul style="list-style-type: none">• Provide assistance with monthly payroll upload, creating new member groups, moving members between categories• Assistance with e-claims	Email : Payrollsupportservices@oldmutual.com Phone : 0860 009 007
<u>HR 911 (Disability claims)</u> <ul style="list-style-type: none">• What to do when an employee goes off sick for a long period of time• How to handle certain medical conditions• Claims guidance as to whether your case could become a disability claim• Guidance through the claim process	Email : newclaims@oldmutual.com or gapdisability@oldmutual.com Phone : 021 509 3911

<p><u>Pencare</u></p> <ul style="list-style-type: none"> • Pensioner queries • Certificates of existence • Advising that a pensioner has passed away • Queries regarding spouses benefits 	<p>Email : pencarehelpdesk@oldmutual.com Phone : 0860 40 60 90</p>
<p><u>Member Support</u></p> <ul style="list-style-type: none"> • Financial Advice • Information regarding preservation of benefits • Fund Select Annuity (default annuity / pension) 	<p>Email : Membersupportservices@oldmutual.com Phone : 0860 388 873</p>
<p><u>Client Services</u> Individual Policies (non – Fund / Scheme related)</p>	<p>Email : service@oldmutual.com Phone : 0860 50 60 70</p>

CONSULTANTS' DETAILS	
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<p><u>Marketing, investments and presentations</u></p> <p>Senior Associate Consultant</p>	<p>Mr Tebogo Mosime 011 217 1833 081 444 2644 TMosime@oldmutual.com</p>
<p><u>Complaints</u></p> <p>If you have a complaint regarding any service received, please submit full details to lsasacomplaints@oldmutual.com</p>	