

WE HAVE UPDATED OUR DISABILITY CLAIM APPLICATION FORMS

To decrease requests for additional information; and to improve understanding of the disability process, we have made the following changes to our application forms:

1. We have combined the forms into one pack. **This pack requires the following actions:**
 - A discussion between the employer and claimant about the disability claim process and benefit structure. (We have prepared a handy guide for the claimant on our website www.oldmutual.com/GAPforms).
 - The claimant must complete the employee statement, Cash4♥Ones Nomination form and request their treating doctor to complete the medical questionnaire.
 - The employer must complete the employer statement, productivity questionnaire and direct payment form (only if you require us to pay the claimant directly).
2. You will notice, that there are more questions for the claimant and the employer. This is to help us understand the claimant's unique circumstances' and to assist, where possible, with the return to work process.
3. The document and the guide contain more information and tips on the claim process.

WHAT SHOULD THE EMPLOYER DO?

1. Start using the new claim forms. For all income protection claims, ensure that the claimant works through the claimant guide before submitting a claim.
2. Refer to our [website](#) which contains lots of useful information on claims.



If you require any assistance, please contact our HR911 line on 021 509 3911.



If you require any assistance, please email us at gapdisabilityassessments@oldmutual.com



At Group Assurance, we strive to continuously improve our claim submission process.



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