

# Old Mutual eClaims

## Summary of eClaims process

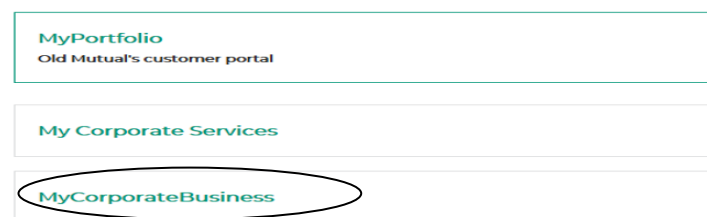
When a claim is initiated via the payroll update process, a draft claim will be created in eClaims once the payroll is authorised for the month.

**Important: The claim must be submitted via eClaims otherwise Old Mutual will not process the claim.**

### Accessing the eClaim


- Log onto Old Mutual Secure Services via the [www.oldmutual.co.za](http://www.oldmutual.co.za) website
- Select **My Corporate Business** (please do not select **My Corporate Services**)

Your Websites



- Select **PayrollMANAGER**
- On the Notice Board, click on **Continue to Payroll**
- Select **eClaims** next to the Pay Point name
- Click on the member's surname to open the claim form.

### Complete all missing information

- The claim form will be pre-populated with the data held on the Old Mutual database.
- Click on **Save and Check Changes**. The system will run a validation and indicate which fields must still be populated with a  sign.
- Once you have clicked on **Save and Check Changes**, the system gives you an option to download the claim form with the data currently saved.
- Capture all outstanding mandatory data.
  - **Exit detail** – complete Final contribution month and Date member signed the claim form as well as other outstanding information.
  - **Personal detail** – no personal detail can be changed except the tax number. The tax number will be validated online.

- **Contact detail** – do not leave any of the address fields blank. Enter a zero if e.g. there is no complex name.
- **Bank account detail** – the universal bank branch name and code will be populated automatically once the bank name is entered.
- **Document** – upload required documents and select the document type. The document type is linked to the exit type.



## Submitting the claim

- Click on **Save and Check Changes**
- Tick the box to confirm that the member signed the claim form.
- Click on **Submit the claim**.
- The claim status will now show **Submitted**.

If you have outstanding eClaims and you access the Payroll update function, you will get a warning that you have unprocessed claims you then have the option to process the outstanding claims.

**Payroll Support Services – 0860 009 007**

