

Your Life

Learning **Planning** Living



ISASA

Independent Schools Association of Southern Africa

Pension Scheme and Provident Fund

CONTACT DETAILS

<p><u>Administration Team</u></p> <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)	<p>Email : isasa@oldmutual.com</p> <p>Contact : Leonora De Barros Phone : 0860 466 466</p> <p>Escalations level 1: Contact: Belinda Finlayson Email: BFinlayson@oldmutual.com</p> <p>Escalation level 2: Contact: Stanley Khumalo Email: SKhumalo@oldmutual.com</p>
<p><u>Retirement Fund Members</u></p> <ul style="list-style-type: none">• Defined Contribution Benefit Quotations (Part 2 members) for both members and homeloan applications	<p>Email : RFAmembers@oldmutual.com Phone : 0860 455 455</p>
<p><u>Secure Services (Member website)</u></p> <ul style="list-style-type: none">• Provides assistance on how to log into Secure Services (members can access their	<p>Email : Help-Secure@oldmutual.com Phone : 0860 60 65 00</p>
<p><u>Payroll Support Services</u></p> <ul style="list-style-type: none">• Provide assistance with monthly payroll upload, creating new member groups, moving members between categories• Assistance with e-claims	<p>Email : Payrollsupportservices@oldmutual.com Phone : 0860 009 007</p>
<p><u>HR 911 (Disability claims)</u></p> <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	<p>Email: gapdisability@oldmutual.com Phone : 021 509 3911</p>

<p>Funeral and Death Claims</p> <ul style="list-style-type: none"> • Submission of claims • Funeral cover contributions schedules and queries 	<p>Email: gapdeathcaims@oldmutual.com Phone: 021 5094351</p>
<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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Complaints

If you have a complaint regarding any service received, please submit full details to lsasacomplaints@oldmutual.com