

Your Life

Learning **Planning** Living



ISASA
Independent Schools Association of Southern Africa

Pension Scheme and Provident Fund

CONTACT DETAILS

Administration Team

- 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

Escalations level 1:

Contact: Belinda Finlayson

Email: BFinlayson@oldmutual.com

Mobile: 082 7898504

Escalation level 2:

Contact: Yolisa Pascal

Email: YPascal@oldmutual.com

Mobile: 076 1847640

Retirement Fund Members

- 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

Secure Services (Member website)

- 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

Payroll Support Services

- 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

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| <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: gapdisabilityassessments@oldmutual.com Phone : 021 509 3911 |
| <u>Funeral and Death Claims</u> <ul style="list-style-type: none"> • Submission of claims • Funeral cover contributions schedules and queries | Email: gapdeathcaims@oldmutual.com Phone: 021 5094351 |
| <u>Pencare</u> <ul style="list-style-type: none"> • Pensioner queries • Certificates of existence • Advising that a pensioner has passed away • Queries regarding spouses benefits | Email : pencarehelpdesk@oldmutual.com Phone : 0860 40 60 90 |
| <u>Member Support</u> <ul style="list-style-type: none"> • Financial Advice • Information regarding preservation of benefits • Fund Select Annuity (default annuity / pension) | Email : Membersupportservices@oldmutual.com Phone : 0860 388 873 |
| <u>Client Services</u> Individual Policies (non – Fund / Scheme related) | Email : service@oldmutual.com Phone : 0860 50 60 70 |
| <u>WhatsApp Facility</u> <ul style="list-style-type: none"> • Check the status or progress of a claim you've lodged. • Instantly access your annual Member Benefit Statement • Download the latest beneficiary nomination form. • A useful summary of your current risk benefits and total fund savings value | WhatsApp Number: 0860 933 333 |

CONSULTANTS' DETAILS

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Mobile: 081 557 5637

Complaints

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