



# HOW TO SUBMIT AN ILLNESS BENEFIT CLAIM

OLDMUTUAL

## For all SEVERE ILLNESS (GREENLIGHT) and LIVING ASSURANCE (FLEXI) claims.

We understand that at a time like this, you need speedy access to the lump sum payment in your benefit. By following the STEPS below, you'll help us to process your claim as smoothly as possible.

### OUR PAYMENT PROMISE

Once we have received all the requirements for a valid claim and approve the claim, we aim to pay within 15 working days .

### CUSTOMER CLAIMS SERVICE

CENTRE: 061 223 189

OR FAX: 061 225 261

## STEP 1: CHECK THE TERMS AND CONDITIONS OF YOUR BENEFIT

Severe illness benefits pay out a lump sum if you are diagnosed with a listed severe illness. Each benefit has its own terms and conditions about which illnesses are covered (or not), and when you can claim. Please read the terms and conditions of your benefit before you submit your claim to make sure that the illness you are claiming for is covered.

Since these benefits pay out a lump sum, you may be able to invest a portion of it after covering your medical expenses. We'd like you to get the right advice and encourage you to speak to one of our financial advisers or brokers about your investment options. If you don't have a financial adviser or broker, please call 061 223 189, weekdays between 08:00 and 17:00.

## DOCUMENT CHECKLIST

These documents are compulsory.

- ☐ Old Mutual Illness Benefit Claim Form: Statement by contracting party.
- ☐ Old Mutual Illness Benefit Claim Form: Statement by medical specialist.
- ☐ Copy of the life covered and beneficiary's ID documents or passport.
- ☐ Proof of banking details for the beneficiary. We need a signed, dated and stamped statement from your bank that is not older than three months.

## STEP 2: GATHER AND COMPLETE THE REQUIRED DOCUMENTS

- You must submit the documents listed in the **checklist below for the illness benefit you are claiming for**
- Where to get Old Mutual Illness Benefit Claim Forms:
  - Call the Claims Service Centre at 061 223 189, weekdays between 08:00 and 18:00; or
  - Email [namibia@oldmutual.com](mailto:namibia@oldmutual.com); or
  - Speak to your Old Mutual financial adviser or broker; or
  - Visit your nearest Old Mutual branch.



### STEP 3: SEND REQUIRED DOCUMENTATION TO OLD MUTUAL

**Email** namibia@oldmutual.com

**Fax** 061 225 261

**Post** Old Mutual Customer Service Centre, PO Box 165, Windhoek, Namibia

We'll let you know if we need any additional forms or documents.

If you have any questions, please call our Claims Service Centre on 061 223 189, weekdays between 08:00 and 18:00.

#### FREQUENTLY ASKED QUESTIONS

**How can I find out if my illness qualifies for a claim before I go through the administrative hurdles of filling in the forms?**

Check your contract or contact our Claims Service Centre on 061 223 189

**Can I still submit a claim, even if the illness occurred months or years ago?**

You can submit a claim any time after your illness, as long as we are able to obtain the information we need about your illness.

**Who will be responsible for the cost of the initial report by a medical doctor or specialist?**

You or the person who will receive the benefit must pay the cost.

**If Old Mutual needs any additional medical information, who bears the cost?**

Old Mutual will consider covering the costs of any independent specialists' or doctors' reports if we ask for these.