

HOW TO SUBMIT A SEVERE ILLNESS BENEFIT CLAIM

For all GREENLIGHT and Living Assurance (Flexi) claims.

We understand that at a time like this, you need all the support you can get. That's why we aim to process all valid claims as quickly as possible.

THESE ARE THE STEPS to follow when claiming from your benefit.

STEP 1: MAKE SURE YOUR DIAGNOSIS IS IN LINE WITH WHAT YOUR BENEFIT COVERS.

Severe Illness benefits pay out a lump sum if you are diagnosed and meet the definition requirements 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 make sure that the illness you have been diagnosed with is covered by your benefit, and that you understand the terms and conditions in your contract.

STEP 2: GATHER AND COMPLETE THE REQUIRED DOCUMENTS

COMPULSARY REQUIREMENTS

- Copy of the life covered and beneficiary's ID or passport.
- Proof of banking details of the contracting party, life covered or the beneficiary. We need a signed, dated and stamped statement from your bank that is not older than three months.

CLICK ON EACH LINE TO GET THE FORMS

- Old Mutual Illness Benefit Claim Form: **Statement by contracting party.**
- Old Mutual Illness Benefit Claim Form: **Statement by medical specialist.**

CONTACT DETAILS:

CLAIMS SERVICE CENTRE

0860 10 2274 OR
+27 (0)21 503 1802
08:00 - 18:00

FINANCIAL ADVISERS

0860 947 366
weekdays between 08:30 - 17:00

GREENLIGHT Care4U

GREENLIGHT Care4U offers you a network of assistance in this time of need at no cost.

Call **0860 61 62 63** to access any of the following services:

- Information on medical experts who can give a second opinion on the diagnosis.
- Information on where you can get treatment for your illness.
- Information and advice on how to best manage your illness.

GREENLIGHT CARE 4U is only a phone call away.



STEP 3: SEND REQUIRED DOCUMENTATION TO OLD MUTUAL

Email service@oldmutual.com
Fax +27 (0)21 509 2579
Post PO Box 1759, Cape Town 8000, South Africa

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

We would like you to get the right advice about investing your benefit payout and encourage you to speak to one of our accredited financial advisers about your investment options.

If you don't have a financial adviser please send an email to advice@oldmutual.com or call 0860 947366.

FREQUENTLY ASKED QUESTIONS

How do I check that my illness qualifies for a claim before I start the claim process?

Please check your contract or alternatively contact our Claims Service Centre on 0860 10 2274
OR +27 (0)21 503 1802.

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. Additional information might be required at Old Mutual's discretion.

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

You or the person who will receive the benefit must pay the cost for **the initial report**.
Old Mutual will consider covering costs of any **independent specialists'** or doctors' report if we ask for these.

GREENLIGHT Product IM 112016

