

OLDMUTUAL



**asknelson**  
Access

# FAQs



**INFORMATION SHEET**



**CORPORATE**

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INFORMATION	EXPLANATION
<b>What is AskNelson Access?</b>	AskNelson Access is a member assistance programme that provides valuable emotional, legal and financial support to Old Mutual SuperFund members to best assist them in coping with life, work or school challenges that may be affecting their well-being.
<b>Who can use the services?</b>	AskNelson Access services are available to Old Mutual SuperFund members.
<b>How do members enter into the AskNelson Access programme?</b>	<p>Members can follow the below channels to reach AskNelson Access:</p> <ul style="list-style-type: none"> <li>• Call our toll-free number <b>0800 635 766</b> for direct access to an AskNelson Access counsellor</li> <li>• Email <a href="mailto:asknelson@kaelo.co.za">asknelson@kaelo.co.za</a></li> <li>• Send a USSD to <b>*134*928#</b></li> <li>• Send a "Please call me" to: <ul style="list-style-type: none"> <li><b>MTN: Dial *121*0726205699#</b></li> <li><b>Vodacom: Dial *140*0726205699#</b></li> <li><b>Cell C: Dial *111*0726205699#</b></li> <li><b>Telkom Mobile: Dial *140*0726205699#</b></li> </ul> </li> <li>• Request a <a href="https://www.kaelo.co.za/book-a-virtual-counselling-session/">virtual session on https://www.kaelo.co.za/book-a-virtual-counselling-session/</a></li> <li>• Send a "Hello" to <b>082 754 8146</b> (WhatsApp Bot)</li> </ul>
<b>What type of counselling services are available</b>	<p>We offer confidential support from qualified counsellors for a range of concerns, including, but not limited to:</p> <p>Stress, anxiety, and depression; relationship and family issues; trauma and grief support; work-related challenges; substance abuse concerns.</p>
<b>What is the counselling philosophy?</b>	<p>We use a short-term therapy approach called Solution-Focused Brief Therapy. It helps people reach their goals by focusing on solutions instead of problems. This method is based on research and uses ideas from positive psychology to support change.</p>
<b>What qualifications do AskNelson Access counsellors have?</b>	All counsellors employed by the AskNelson Access programme are qualified social workers, registered counsellors and psychologists.
<b>What professional bodies are counsellors associate with?</b>	<ul style="list-style-type: none"> <li>• All counsellors belong to their respective professional bodies.</li> <li>• Social workers are registered with the South African Council for Social Service Professions (SACSSP) and psychologists and registered counsellors are registered with the Health Professions Council of South Africa (HPCSA)</li> </ul>
<b>Are counselling sessions confidential?</b>	<p>Yes. Our counselling team will treat and keep all information as confidential and will not without the disclosing party's written consent, directly or indirectly communicate or disclose confidential information to any other person. Confidentiality is never breached through the Clinical Support Team unless there is evidence of:</p> <ol style="list-style-type: none"> <li>(1) Risk to self (suicide)</li> <li>(2) Risk to others (homicide)</li> <li>(3) Risk to the health and safety of a child</li> <li>(4) Damage to property</li> </ol> <p>A release of information without consent of the Member is typically permitted in these instances.</p>
<b>How many counselling sessions do members get?</b>	<p>Counselling support is unlimited and managed in line with ethical and clinically sound protocols.</p> <p>Sessions are managed based on the presenting problem and the associated risk. Often a member may only require a single session while others may require 4 sessions. But it is imperative to note that sessions are managed from a clinically sound perspective.</p>
<b>Does AskNelson Access allow for referrals to counsellors in private practice?</b>	No. The AskNelson Access programme does not include referrals to counsellors in private practice.

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<b>How is counselling conducted through the AskNelson Access programme?</b>	Counselling support is provided telephonically or virtually.
<b>What virtual platform is used for virtual counselling support?</b>	MS Teams is the platform used for virtual engagement.
<b>Is virtual counselling available 24/7/365?</b>	No. Virtual counselling is available by appointment, Monday – Friday from 08:00 – 19:00.
<b>What is the Financial Coaching Benefit?</b>	<p>Financial Coaching provides guidance on managing money, investing wisely and planning for the future. This benefit aims to help employees and their immediate family members to make informed decisions to achieve their financial goals.</p> <p>A qualified Financial Counsellor will offer personalised strategies, risk assessments and ongoing support enhancing financial well-being.</p>
<b>Is there a cost when accessing the Financial Coaching Benefit?</b>	Some elements of the service, such as debt counselling and tax submission may attract a fee for which the Old Mutual SuperFund member will be responsible.
<b>What Financial Coaching is provided?</b>	<p>Financial services include:</p> <ul style="list-style-type: none"> <li>• Guidance on how to budget better</li> <li>• Debt management</li> <li>• Access to your credit report</li> <li>• Financial goal setting</li> <li>• Home buying guidance</li> <li>• Vehicle financing</li> <li>• Personal lending guidance</li> <li>• Protection elements</li> <li>• Personal tax queries</li> <li>• Saving guidance</li> <li>• Retirement planning</li> <li>• Wills and Estate planning</li> </ul>
<b>What is included in the Legal Advice Benefit?</b>	<p>The Legal Advice Benefit encompasses 4 pillars:</p> <ol style="list-style-type: none"> <li>1. Legal Advice</li> <li>2. Legal Drafting</li> <li>3. Referrals to Panel of Attorneys</li> <li>4. After-hours Bail Support</li> </ol>
<b>What is included in the Legal Advice Benefit</b>	<p>Telephonic legal advice is provided by fully qualified and experienced attorneys.</p> <p>Telephonic legal advice is available Monday – Friday from 08:00 – 17:00</p> <p>The legal advice benefit extends to advice in the following areas:</p> <ul style="list-style-type: none"> <li>• Civil</li> <li>• Child custody</li> <li>• Criminal</li> <li>• Divorce</li> <li>• Family</li> <li>• Litigation</li> <li>• Maintenance</li> <li>• Protection order</li> <li>• Harassment</li> <li>• Wills and estates</li> </ul>
<b>Is Labour Law Advice included?</b>	<p>No.</p> <p>The Legal Advice Benefit is only related to legal matters and issues arising out of the Old Mutual SuperFund member’s personal life. It does not extend to advice or services related to the business and commercial affairs of the member.</p>
<b>What is included in the Legal Drafting Benefit?</b>	Affordable drafting of legal agreements through automation are provided. Legal agreements offer individuals essential protection in everyday life.

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	<p>The following legal contracts and documents are included in the drafting benefit:</p> <ul style="list-style-type: none"> <li>• Last will and testament</li> <li>• Antenuptial contract</li> <li>• Residential lease agreement</li> <li>• Loan agreement</li> <li>• Independent contractor agreement</li> <li>• Acknowledgement of debt</li> <li>• General power of attorney</li> <li>• Domestic employment agreement</li> <li>• Commercial lease agreement</li> <li>• Sale of property agreement</li> <li>• Deed of suretyship</li> <li>• Trust deed</li> <li>• Sale of motor vehicle agreement.</li> </ul>
<p><b>How does a referral to an attorney work?</b></p>	<p>For matters that require legal representation, a referral can be made to an attorney on the panel.</p>
<p><b>Will there be a cost to seeing an attorney?</b></p>	<p>The first 30-minutes of the face-to-face consultation is free of charge. However, the panel attorney shall charge the employee or dependent his/her ordinary market-related rates for the time spent on the matter beyond the initial 30-minute consultation.</p>
<p><b>How do members access emergency bail support?</b></p>	<p>In the event that the Old Mutual SuperFund member is arrested, or requires emergency legal advice, he/she will have access to telephonic legal support.</p> <p>In the event where the Old Mutual SuperFund member requires the assistance of an attorney, the ordinary attorney referral process shall apply.</p> <p>Some attorneys have agreed to pre-negotiated, fixed discounted rate for the first bail hearing. Any legal steps outside of the aforementioned will be for the account of the employee and/or dependent.</p>
<p><b>Accident Fund Cover Benefit and the Workman's Compensation Support Benefit</b></p>	<p>This service is only connecting the Old Mutual SuperFund member to the service provider. No other support is included here.</p>
<p><b>Are there online resources available?</b></p>	<p>Yes, our website, social media pages and YouTube channel provides various self-help toolkits, articles, monthly webinars and short video guides.</p>
<p><b>What services are available on WhatsApp?</b></p>	<p>The WhatsApp bot provides:</p> <ul style="list-style-type: none"> <li>• Information on Lifestyle benefits</li> <li>• Booking assistance for counselling and coaching</li> <li>• Self-help tools and resources</li> <li>• Access to webinars and wellness content.</li> </ul> <p>Note: Counselling sessions are not conducted via WhatsApp.</p>
<p><b>Is the WhatsApp service available 24/7?</b></p>	<p>Yes! The WhatsApp bot is available 24/7 to provide information and assist with bookings.</p>
<p><b>Can members speak to a counsellor via WhatsApp?</b></p>	<p>No, counselling sessions are not conducted via WhatsApp. However, you can use the platform to book a session with a qualified counsellor via phone or video.</p>
<p><b>Is there a cost to using the WhatsApp channel?</b></p>	<p>The service is free, but standard WhatsApp data charges apply based on your mobile network provider.</p>