



OMCS ESCALATION MODEL



PRIMARY MAILBOXES

ORION Withdrawal Claims submission and queries
NAM-CSOrionClaims@oldmutual.com

Death, Funeral & Disability Claims submission and queries
NAM-CSRiskBenefits@oldmutual.com

PROTEKTOR Withdrawal Claims submission and queries
NAM-CSProtektorClaims@oldmutual.com

PROTEKTOR Investments submission and queries
NAM-CSProtektorInvestments@oldmutual.com

Member Web and Payroll Web Support submissions and queries
NAM-CompassWebSupport@oldmutual.com

Orion Contributions submission and queries
NAM-CSOrionContributions@oldmutual.com

Optiselect New business and COE submissions and queries
NAM-CSOptiselectAnnuity@oldmutual.com

Medical Reports submission and queries
NAM-CSOrionUnderwriting@oldmutual.com

Broker Commission Enquiries
nam-csbrokercommission@oldmutual.com

PFA Commission Enquiries
nam-cstech@oldmutual.com

Benefit Statements nomination form submissions and queries
NAM-OrionBS@oldmutual.com

Please find the listing of email addresses relevant to the operational departments of Corporate Segment.

CALL CENTRE GENERAL ENQUIRIES ON PENDING CLAIMS

Tel: +264 61 299 3909

Maika Hugo – Call Centre Team Leader
Mhugo@oldmutual.com

Sonia Shefania – Call Centre Senior Agent
Sshefania@oldmutual.com

CLAIMS

Etheresia Theron – Claims Manager
Etheron2@oldmutual.com

Nadia Haimbili – Orion Escalations
Nhaimbili@oldmutual.com

Anna Hainghumbi – Protektor Escalations
Ahainghumbi@oldmutual.com

Beulah Gabriel – Risk Claims Escalations
bgabriel@oldmutual.com

CONTRIBUTION UPDATES

Ester Komotolo – Portfolio Manager:
Pension Contributions
EKomotolo@oldmutual.com

Toini Amkongo - Payroll Team Leader
Tamkongo@oldmutual.com

Julia Usiku – Orion Escalations
Jusiku@oldmutual.com

Elizabeth Elias Orion Escalations
Eelias@oldmutual.com

OPTISELECT TECHNICAL SUPPORT

Carla Kruger – Tech Manager
ckruger6@oldmutual.com

Ester Komotolo – Opti-Select escalations
EKomotolo@oldmutual.com

Ida Dentlinger – Team Leader
IDentlinger@oldmutual.com

OPERATIONS

Munee Tjiueza – Operations Manager
Mtjiueza@oldmutual.com

Paul-Gordon Guidao-oab – COO
Pguidao-oab@oldmutual.com



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CLAIMS ADMINISTRATION AND PROCESSING ESCALATION MODEL

The following steps should be taken to ensure the timely response in respect of your pending claims and related queries:



CLAIMS PROCESSING:

Initial submission of claim forms (Orion, Protektor, Risk) should be sent to the centralized mailboxes and not to individual employee mailboxes to allow for oversight and tracking;

We undertake to acknowledge and provide feedback in respect of escalations within a **maximum turnaround time of 6 working days.**

ESCALATION LEVEL 1

If queries are not attended to within the required time standard, within 3 working days, escalate to the Team Leader within the department;

- CLAIMS TEAM LEADER: Nadia Haimbili – Orion Escalations
Nhaimbili@oldmutual.com
- CLAIMS TEAM LEADER: Anna Hainghumbi – Protektor Escalations
Ahainghumbi@oldmutual.com
- CLAIMS TEAM LEADER: Beulah Gabriel – Risk Claims Escalation
bgabriel@oldmutual.com

ESCALATION LEVEL 3

Should the Claims Manager not respond within 1 working day escalate to the Operations Manager within the department;

- Operations Manager: Mune Tjiueza
Mtjiueza@oldmutual.com

ESCALATION LEVEL 2

Should the Team Leader not respond within 1 working day, escalate to the Claims Manager within the department;

- Claims Manager: Ethersia Theron
ETheron2@oldmutual.com

ESCALATION LEVEL 4

Should the Operations Manager not respond within 1 working day escalate to the Chief Operations Officer within the department;

- COO: Paul-Gordon Guidao-oab
PGuidao-oab@oldmutual.com

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ORION Withdrawal Claims submission and queries
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PROTEKTOR Withdrawal Claims submission and queries
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PROTEKTOR Investments submission and queries
NAM-CSProtektorInvestments@oldmutual.com



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MEMBER CONTRIBUTIONS ADMINISTRATION AND PROCESSING ESCALATION MODEL

The following steps should be taken to ensure the timely response in respect of your member contributions, member web, payroll web and related queries:



We undertake to acknowledge and provide feedback in respect of escalations within a **maximum turnaround time of 6 working days.**

CONTRIBUTION PROCESSING:

Initial submission of contribution data and proof of payments should be sent to the centralized mailboxes and not to individual employee mailboxes to allow for oversight and tracking;

PRIMARY MAILBOXES

Orion Contributions submission and queries
NAM-CSOrionContributions@oldmutual.com

Benefit Statements nomination form submissions and queries
NAM-OrionBS@oldmutual.com

Member Web and Payroll Web Support submissions and queries
NAM-CompassWebSupport@oldmutual.com

ESCALATION LEVEL 1

If queries are not attended to within the required time standard, within 3 working days, escalate to the Senior Administrators / Team Leaders within the department;

- Senior Administrators: Julia Usiku – Orion Escalations
Jusiku@oldmutual.com
- Senior Administrators: Elizabeth Elias - Orion Escalations
Eelias@oldmutual.com
- Team Leader: Toini Amkongo - Payroll
Tamkongo@oldmutual.com

ESCALATION LEVEL 3

Should the Teram Leader not respond within 1 working day escalate to the Operations Manager within the department;

- Operations Manager: Mune Tjiueza
Mtjiueza@oldmutual.com

ESCALATION LEVEL 2

Should the Senior Administrators / Team Leaders not respond within 1 working day, escalate to the Team Leader within the department;

- Team Leader: Ester Komotolo - Portfolio Manager: Pension Contributions
EKomotolo@oldmutual.com

ESCALATION LEVEL 4

Should the Operations Manager not respond within 1 working day escalate to the Chief Operations Officer within the department;

- COO: Paul-Gordon Guidao-oab
PGuidao-oab@oldmutual.com



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