



FREQUENTLY ASKED QUESTIONS CHANGES TO THE PAYMENT OF UNAPPROVED DEATH BENEFITS

Dear client,

Following our previous communication regarding the changes to the payment of unapproved death benefits, we have put together the answers to some frequently asked questions below. In addition, the nomination forms for these benefits are now available on our [website](#). We have also updated our [claim forms](#) which should be used for all new unapproved death and Family Cover claims being submitted.



We request that you communicate with employees/members regarding these changes - in particular, the need to complete and update nomination forms, as well as the consequences of not completing these forms.



If you have other questions, please contact your Old Mutual Corporate Consultant.



GENERAL INFORMATION ABOUT THE CHANGE

What are unapproved benefits, and how are they different to approved benefits?

Unapproved benefits are the benefits (risk cover amounts) available to a person through a life assurance policy where the employer is the policyholder. In other words, the employer takes out the policy on behalf of an employee.

Approved benefits are the cover amounts available to a fund member, where the policyholder is a retirement fund.



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GENERAL INFORMATION ABOUT THE CHANGE continued

<p>What are the main changes that Old Mutual is making to the payment of unapproved benefits?</p>	<p>In the past, Old Mutual has paid unapproved group risk benefits to the employer, or to persons nominated by the employer. In the future we will not be able to do this because of changes to the Insurance Act. Unapproved benefits will only be paid to the people nominated by the deceased employee on their beneficiary nomination form (see more information about these in the next section).</p> <p>If there is no completed nomination form, Old Mutual will make payments as follows:</p> <p>a) For Family Cover - The benefits will be paid to one immediate family member. That person will need to give us evidence of their family relationship to the deceased or their rights to the deceased's estate.</p> <p>b) Group Life - These benefits will be paid into the deceased's estate.</p>
<p>Will Old Mutual be updating their policies to show this change?</p>	<p>Yes. Our current policies allow us to pay unapproved benefits to the policyholder (employer), or to a third party nominated by the policyholder. We are updating all our policies to state that this is no longer allowed in terms of the Insurance Act.</p>
<p>When will this change happen?</p>	<p>The change will come into effect from November 2021. We have already started updating our policy documents and we will be sending out documents showing the changes to all unapproved policy contracts in the coming months. We will ensure that all affected clients get at least 30 days' notice of the change before it comes into effect.</p>



THE NOMINATION FORM

<p>Will Old Mutual accept nomination forms that are not on an Old Mutual letterhead or from a fund administrator?</p>	<p>Yes, as long as the nomination form:</p> <ul style="list-style-type: none"> - States what unapproved benefit the nomination is for (eg group life; family cover) - Is fully completed; signed and dated prior to the death - Provides only one beneficiary for family cover benefits.
<p>Can more than one beneficiary be nominated for Family Cover benefits?</p>	<p>No. Old Mutual only pays a Family Cover benefit to one beneficiary. If more than one beneficiary is named on a Family Cover nomination form, we will only pay one of these beneficiaries.</p>
<p>Can more than one beneficiary be nominated for Group Life Benefits?</p>	<p>Yes. Please ensure that the form shows the percentage of the benefit that must be paid to each beneficiary and that the total of all the percentage amounts adds up to 100%.</p>
<p>Can you use the same nomination form for different benefits?</p>	<p>Old Mutual will accept combined forms that provide nominations for unapproved and approved benefits. But the form must clearly state which unapproved benefit the nomination is for. A nomination form for approved benefits, or any other type of benefits, will not be accepted for the payment of unapproved benefits.</p>
<p>Will Old Mutual accept a nomination form that is completed after the death of the deceased?</p>	<p>No. Nomination forms must be completed and dated before the deceased passes away.</p>
<p>Can a nomination form expire? For example, what happens if the nomination form is more than 10 years old when the covered person dies?</p>	<p>No. Old Mutual will accept and use the most recently completed and signed form, even if it was filled in many years ago.</p>
<p>Who is responsible for storing the nomination forms?</p>	<p>For unapproved benefits, the employer should retain this form and submit it to Old Mutual at claim stage only. Please do not submit nomination forms to Old Mutual for unapproved benefits unless you are submitting a claim.</p>



IF THERE IS NO NOMINATION FORM

What happens if there is no nomination form for unapproved benefits?

- Group Life Benefits: Will be paid into the deceased's estate
- Family cover benefits: Will be paid to one immediate family member. Proof of relationship to the deceased should be provided.



PAYMENT

Will Old Mutual pay benefits to minors (people under the age of 18 years old) if they are named on the nomination form?

No. If a minor is nominated on a beneficiary nomination form, we will ask for the details of the child's guardian and pay the benefit to that guardian. If there is no guardian, the benefit will be paid into the deceased's estate.

What information does Old Mutual need to make payments to beneficiaries?

We will need the following up-to-date information about each beneficiary to make benefit payments:

- Full name
- Identity or passport number
- Current contact details
- Current banking details

Some of the above information is asked for on the nomination form, but the details could have changed. So, when the claim is made, we will request the latest contact details and bank details.

Can an employer pay a benefit to a beneficiary in advance, and then get the money back from Old Mutual?

No, Old Mutual is not legally allowed to pay the benefit to the employer, so we will not refund an advance benefit payment made by the employer.

Will this change mean that claims take longer?

Old Mutual is committed to processing all benefit claims as quickly as possible. We aim to give feedback on claims or answer questions about claims in a maximum of two days. Unfortunately, if nomination forms are not provided, or if any of the information given to us at the time of the claim is wrong, the claims process can be delayed.



NON-MEMBER CLAIMS

What happens with Family Cover claims for the death of covered children and spouses? Is a nomination form still needed for them?

No. If an insured person who is not the main member passes away, the benefit is paid to the main member. No nomination form is needed. However, we will need the current banking details of the main member.