

# SERVICE COMMITMENT

RESPONSIBILITY	TEAM LEADER	DESCRIPTION	TIME TO RESPOND	EMAIL ADDRESS	ESCALATION (if no response received within 2 working days)
<b>New business tenders</b>	Catriona Daniel	All new business tenders - issue a new business proposal	5 working days	gapquotes@oldmutual.com	cdaniel@oldmutual.com
<b>Quotations on existing business (benefit structure changes)</b>	Janine Liedeman Sumeera Hassiem	Issuing contract change proposal	5 working days	gapschememanagement@oldmutual.com	jliedeman@oldmutual.com shassiem2@oldmutual.com
		Issuing contractual endorsement on acceptance	15 working days		
		Issuing PPR Disclosure on acceptance of quotation.	Within 31 days before the revised structure	gapppr@oldmutual.com	
<b>Onboarding (installations)</b>	Catriona Daniel	All newly secured risk tenders - complete launch	4 working days from receipt of all required information	gaponboarding@oldmutual.com	cdaniel@oldmutual.com
<b>Data &amp; Premiums</b>	Melody Stubbs Robyn Birtles	Receive and analyse monthly member data and reconcile premiums	Analysed and reconciled during a 3 month cycle with large arrangements actioned monthly	gapdataandpremiums@oldmutual.com	mstubbs@oldmutual.com rbirtles@oldmutual.com
<b>Renewals</b>	Janine Liedeman Sumeera Hassiem	Provide the renewal terms and premium rates	Within 1 month of renewal date or as negotiated with the client	gapschememanagement@oldmutual.com	jliedeman@oldmutual.com shassiem2@oldmutual.com
		Issuing ongoing PPR Disclosure	Within 31 days after the effective date of the renewal	gapppr@oldmutual.com	



**CORPORATE  
GROUP ASSURANCE**

**DO GREAT THINGS EVERY DAY**

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<b>Terminations (All termination notifications to be sent to termination mailbox)</b>	Janine Liedeman Sumeera Hassiem	Issuing termination letter to the Policyholder, letter to the end member, termination notification, and final underwriting status report	Within 3 working days of notification	gapterminations@oldmutual.com	jliedeman@oldmutual.com shassiem2@oldmutual.com
		Issuing termination PPR Disclosure	Immediately on receipt of the termination notification		
		Issuing the termination notice to the FSCA (ins.notification@fcsa.co.za)	No later than 31 days after receipt of the termination notification		
<b>Disability and other living benefit claims</b>	Colleen Visagie Thandeka April Rufqa Stellenboom Celeste Williams Shumayz Booley	Acknowledgment of new disability claims	2 working days from notification	gapdisabilityassessments@oldmutual.com	cvisagie3@oldmutual.com tapril@oldmutual.com rstellenboom@oldmutual.com cwilliams6@oldmutual.com sbooley@oldmutual.com
		Inform client of outstanding requirements to process claim	10 working days		
		Provide a decision on the outcome of the claim	10 working days from receipt of all requirements		
	Jill Dixon	Payment of disability income claims	Payment letter sent 7 working days from receipt of all requirements Claimants will receive their benefits monthly by the 25th or 30th of each month	gapdisabilitypayments@oldmutual.com	jdixon2@oldmutual.com
		Payment of lump sum disability claims	7 working days from the end of the waiting period and receipt of all requirements		
	All	Queries may be referred to the same email addresses	2 working days from receipt of query		
<b>Death claims (GAP and SuperFund funerals and unapproved group life claims)</b>	Stacey Oliver	Assess and pay valid death claims	From receipt of all requirements: Death Claims: 3 - 5 working days Family cover claims: 2 working days	GAP: gapdeathclaims@oldmutual.com SuperFund (funeral and unapproved GLA): superfundfunerals@oldmutual.com	soliver2@oldmutual.com
<b>Medical Underwriting</b>	Janine Liedeman Sumeera Hassiem	Medical status reports	5 working days from request	gapschememanagement@oldmutual.com	jliedeman@oldmutual.com shassiem2@oldmutual.com
		Requesting medicals for newly identified members	3 working days from completion of the status report or the renewal/ acceptance of a new business tender		
	Mimi Saayman	Assessing of medicals (underwriting)	5 working days from receipt of medicals (It could take longer for cases needing to be referred to reinsurer)	gapunderwriting@oldmutual.com	msaayman@oldmutual.com
		Communicating a decision	3 working days from receipt of underwriting decision		
		Queries may be referred to the same email addresses	2 working days from receipt of queries		

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<b>Medical Fees (claims and underwriting)</b>	Colleen Visagie	Requests/enquiries related to medical account payments. Proof of payment	10 working days from processing to clearance	gapmedicalfees@oldmutual.com	cvisagie3@oldmutual.com
<b>Claims experience in standard industry format</b>	Janine Liedeman Sumeera Hassiem	Provide claims experience on request	3 - 5 working days from request	gapschememanagement@oldmutual.com	jliedeman@oldmutual.com shassiem2@oldmutual.com
<b>Conversion Option certificate</b>	Janine Liedeman Sumeera Hassiem	Providing a conversion certificate	Within 2 days of receipt of request	gapschememanagement@oldmutual.com	jliedeman@oldmutual.com shassiem2@oldmutual.com
<b>Confirmation of travel or extended leave</b>	Janine Liedeman Sumeera Hassiem	Email confirmation	Within 1 working day unless the case has to be referred to the reinsurer	gapschememanagement@oldmutual.com	jliedeman@oldmutual.com shassiem2@oldmutual.com
<b>Client reports</b>	Relevant team as stated above	Death Claims Disability Claims Underwriting	As negotiated	gapdeathclaims@oldmutual.com gapdisabilityassessments@oldmutual.com gapschememanagement@oldmutual.com	

