



OLDMUTUAL

# FUNERAL SUPPORT SERVICE

AT YOUR SIDE WHEN YOU NEED IT.



**CORPORATE**  
GROUP ASSURANCE

DO GREAT THINGS EVERY DAY

**As an insured member of an Old Mutual Group Life or Family Cover policy, you and your immediate family qualify for the Funeral Support Service - at no extra cost.**

This includes transport of the deceased by road or air from anywhere in the world to the final funeral home closest to the place of burial in South Africa if the place of death is more than a 50 kilometre radius away from the place of burial or neighbouring countries: Namibia, Botswana, Zimbabwe, Lesotho, Eswatini and south of the 22<sup>nd</sup> parallel (Vilankulo) in Mozambique.

A relative of the deceased may accompany the body to the final funeral home and, if needed, free overnight accommodation will be provided.

**The service also provides practical help:**

- Assistance and advice on claims procedures
- Legal assistance regarding funeral procedures, e.g. death certificate, removal of body, etc.
- Advice on the handling of all necessary documentation, such as obtaining a death certificate and cross-border documentation
- Assistance finding a tombstone provider
- Referral to a pathologist, (if necessary) as well as reputable undertakers and providers of other funeral services

The service applies to the immediate family (i.e. spouse and dependent children) of the main member.

We are also aware that the surviving family may have special needs or cultural preferences and we will take special care to meet them.

To use this service

# Call 0860 000 500

(Or +27 860 000 500 if dialling from outside of South Africa.)

We operate **24 hours a day, 7 days a week** in all **11 official languages**, and will be happy to assist you whenever possible.

**IMPORTANT NOTE:**

**When calling, please make sure that you have the following details:**

- The name of your employer
- The name and identity number or date of birth of the deceased
- The name and identity number or date of birth of the main member
- Where the deceased is not the main member, proof of relationship is required.

**For more information visit [oldmutual.co.za/groupassurance](https://oldmutual.co.za/groupassurance)**



**Please use the Funeral Support Service information below if something happens to you or your family.**

**24-HOUR ADVICE AND ASSISTANCE 0860 000 500**

**INTERNATIONAL CALLERS DIAL +27 860 000 500**

### **EMERGENCY NUMBERS**

<b>Police</b>	<b>10111</b>
<b>Ambulance</b>	<b>10177</b>
<b>ER24</b>	<b>084 124</b>
<b>Emergency (from cellphone)</b>	<b>112</b>
<b>AIDS helpline</b>	<b>0800 012 322</b>
<b>Crime stop</b>	<b>0860 010 111</b>

This document has been compiled for information purposes and to answer frequently asked questions. It does not contain all details contained in your policy document. Please consult the policy document relevant to your scheme for further detail. Whilst every effort has been made to ensure its accuracy, if a discrepancy exists between this document and the terms and conditions of the policy issued to the policyholder, the provisions of the policy will prevail.

#### **REGULATORY INFORMATION:**

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