



# OLD MUTUAL SUPERFUND

## MEMBER EDUCATIONAL NEWSFLASH

2022 - Issue 2

### BE PREPARED FOR WHEN YOU ARE NO LONGER HERE: Simplifying the death claims process

If we receive **accurate and complete information**, the death claim process can go much faster.

Here are some tips to consider:

1

**A complete and up-to-date Beneficiary Nomination form** makes the process easier. It helps ensure that the claim can be settled as smoothly and quickly as possible. You should always keep a copy on file.



You can:

- update your Beneficiary details on [Old Mutual Secure Services](#); or
- complete the [Old Mutual SuperFund Beneficiary Nomination form](#) and hand a copy of it to your employer for safekeeping.

2

When your **personal circumstances change (divorce, children etc.)**: Make sure that you update your beneficiary details accordingly to keep us informed of these important changes.



3

**Review your contact/personal information** and update it at least once a year. You can do this by confirming with your employer (via HR Department or the Payroll Administrator) that they have your most recent cell phone number and email address added to the payroll file that they send to us each month. You can also contact the Member Call Centre to check and/or update your contact information **(0860 20 30 40)**.



4

Ensure that one of your **beneficiaries have a copy of your latest Member Benefit Statement and Beneficiary Nomination form**. Confirm that he/she understands the process and who to contact in the case of death.



5

Remember that **death claims take some time to process**. Consider access to **emergency funds** for any immediate financial requirements your family may have.



6

Lastly, check what benefits you have. Your Annual Member Benefit Statement is a good source of information. Benefits payable from an Employer-owned insurance policy (also called Unapproved Benefits) such as family cover, will require you to complete a **separate Beneficiary Nomination form** for each type of benefit you have. [Click here](#) for more information.



[Watch video](#)  
to understand why it is so important to complete your Beneficiary Nomination form/s

[Watch video](#)  
to learn more about the death claims process