



UNHAPPY WITH OLD MUTUAL GROUP ASSURANCE?

FOLLOW THESE STEPS TO REVIEW YOUR CLAIM OR TO SUBMIT YOUR COMPLAINT:

STEP 01 CONTACT US

 021 509 5417
 groupassurancecomplaints@oldmutual.com
Responses within 5 working days





01

02





STEP 02 CONTACT OUR CUSTOMER COMPLAINTS TEAM

 0860 506 070
 complaints@oldmutual.com
Responses within 5 working days



STEP 03 CONTACT THE INTERNAL ARBITRATOR

 021 509 1770
 arbitrator@oldmutual.com
Responses within 10 working days





03

04



STEP 04 CONTACT THE NATIONAL FINANCIAL OMBUD (NFO)

 0860 800 900
 info@nfosa.co.za
Responses within 20 working days



OLDMUTUAL



CORPORATE

DO GREAT THINGS EVERY DAY

Old Mutual Life Assurance Company (SA) Limited is a licensed FSP and Life Insurer.