

OLDMUTUAL

# UPDATING MY CONTACT DETAILS



**CORPORATE**  
GROUP ASSURANCE

DO GREAT THINGS EVERY DAY

# UPDATING YOUR CONTACT DETAILS

COMPLETE THIS FORM IF YOU HAVE SUBMITTED AN INCOME PROTECTION CLAIM AND ANY OF THE CONTACT INFORMATION LISTED BELOW HAS CHANGED:

INFORM US IMMEDIATELY WHEN ANY OF THESE CONTACT DETAILS CHANGE



Home address

Postal address

Cellphone number

Home telephone number

Email address

Copy of the your identity document and marriage certificate if your surname has changed

Change of next of kin details - If there is a change in your nominated beneficiary for the CASH4♥ONES benefit (visit our website for an updated form [oldmutual.co.za/GAPforms](http://oldmutual.co.za/GAPforms))

Change of banking details

SEND THE COMPLETED FORM AND DOCUMENTS TO US

Our website [oldmutual.co.za/GAPforms](http://oldmutual.co.za/GAPforms) has useful information and guides to assist you through the claims process. You may also call our HR 911 helpline on 021 509 3911 for any assistance with the claims process.

The completed forms should be returned to Old Mutual Group Assurance, and can be sent to any of the contact details below.



**Email** [gapdisabilityassessments@oldmutual.com](mailto:gapdisabilityassessments@oldmutual.com)



**Fax** 021 509 6855



**Post** Old Mutual Group Assurance Claims (6J) PO Box 1659  
Cape Town 8000  
South Africa

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## PROTECTION OF PERSONAL INFORMATION DISCLOSURE

The personal information received by Old Mutual in accordance with this contract will be used, as and when appropriate, for the following purposes:

- Underwriting
- Assessment and processing of claims
- Claims checks (Life & Claims Register)
- Fraud prevention and detection
- Tracing beneficiaries
- Audit and record keeping purposes
- Compliance with legal and regulatory requirements
- Verification of the personal information provided

Personal Information will be de-identified when used for market research and statistical analysis.

When Old Mutual engages service providers to process personal information on its behalf or to render services to it, Old Mutual may share some personal information with these service providers, subject to confidentiality agreements being in place between Old Mutual and such service providers. Should these service providers be abroad, Old Mutual will not share the personal information with them unless it is satisfied that adequate security measures are in place to protect the personal information.

The Policyholder is advised and encouraged to inform all members/lives assured that Old Mutual holds and is processing their personal information for the purposes noted above. The Policyholder or a member/life assured may access the personal information relating to him or her and, subject to the provisions this contract may request the correction of any errors or the deletion of this information. In certain cases the Policyholder and members/lives assured have the right to object to the processing of their personal information.

**The policyholder or member's/lives assured have the right to complain to the Information Regulator, whose contact details are:**



**Tel** 012 406 4818



**Fax** 086 500 3351



**Email** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

Old Mutual's full privacy notice can be viewed at [oldmutual.com](http://oldmutual.com)

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COMPLETE THIS PAGE AND RETURN TO US

## DECLARATION

I , declare that the information that I have provided is true and correct, and that I have provided complete answers.

Full name

Identity number

Previous employer

Signature

Date of birth

## DETAILS TO BE UPDATED

### 1. PERSONAL DETAILS

Has your surname changed recently? YES  NO

If "Yes", please send your marriage certificate or new identity document reflecting the surname change.

Cellphone number

Telephone number  (home)

Email address

Home address

Postal address  Postal code

### 2. BANKING DETAILS

Bank name

Branch code

Account number

Account type: Cheque  Saving  Transmission

### 3. FRIEND OR FAMILY CONTACT DETAILS

Full names

Relationship to you

Telephone number

Cellphone number

Email address

**\*If you need to update the CASH4♥ONES nomination form please find a new form on the website [www.oldmutual.co.za/GAPForms](http://www.oldmutual.co.za/GAPForms)**

