




DISABILITY CLAIM NOTIFICATIONS

TALKING POINTS



WHAT IS A CLAIM NOTIFICATION?

A claim notification is a quick way to tell an insurer about a potential claim.

WHY DO YOU NEED TO SEND A CLAIM NOTIFICATION?

-  Notifying early allows the process to begin promptly, and may prevent a claim from being declined because it is submitted too late. (To guarantee that a claim is not declined due to late notification, we require all the claim documents within 12 months of the employee's last working day).
-  It gives the employer time to gather all the information needed for the claim and to decide whether the employee will come back to work.
-  It gives the insurer time to help the employee get better and go back to work (if applicable).

WHEN TO NOTIFY THE INSURER THAT THERE MAY BE A CLAIM

-  1 If the employee has been off work for more than two months in a row.
-  2 If the employee is unlikely to return to work due to a serious illness or injury (for example, if a doctor has recommended medical boarding).






NOTE: You must still send Old Mutual a claim notification, even if you have sent an Injury On Duty claim to COID.

HOW TO SEND A CLAIM NOTIFICATION TO OLD MUTUAL

Fill in the **Notification of Disability Form** and email it to **gapdisabilityassessments@oldmutual.com**.



WHAT HAPPENS AFTER YOU HAVE SENT IN A CLAIM NOTIFICATION?

-  1 A full claim should be sent to us if the employee will not go back to work. This claim must be submitted not later than 12 months after the employee was last at work. For more information on how to send in a claim, read the [Making Disability Claims Submission Easy PDF](#).
-  2 For help with a full claim or supporting your employee, call us at 021 509 3911.
-  3 Old Mutual will not send monthly reminders to submit the full claim.
-  4 The notification remains open for 12 months, and thereafter, will be closed, but we remain contactable for help.
-  5 If the employee returns to work or recovers, email **gapdisabilityassessments@oldmutual.com** to cancel the notification.

CONTACT US

Email gapdisabilityassessments@oldmutual.com; Telephone 021 509 3911



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GROUP ASSURANCE**

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