

SECURITY SAVVY

WHEN TRANSACTING ON THE OLD MUTUAL CHANNEL ON WHATSAPP

To make life a little easier when you need to perform administrative tasks regarding your Old Mutual policies, such as making a claim or withdrawal, retrieving documents, or applying for a product, you can engage with us on WhatsApp.

SEND "HI"
TO OLD MUTUAL WHATSAPP ON
0860 933 333



THE BENEFITS OF USING OLD MUTUAL'S WHATSAPP



Convenience:
You can access our services at any time and place that is convenient for you.



Verification:
Old Mutual will perform authentication to verify customers when transacting with us through WhatsApp as part of our security process.



User-Friendly:
You will be able to access our services through a platform that is familiar and easy to use.



Secure:
Our secure chats mean that you can access valuable information securely.

WHATSAPP BUSINESS SECURITY TIPS:

HOW CAN YOU SPOT IF THIS IS A LEGITIMATE BUSINESS ACCOUNT?



Green Checkmark:

The green checkmark next to the Old Mutual WhatsApp business account is a symbol of verification by WhatsApp. It shows that WhatsApp has verified that Old Mutual is an authentic business. When you see this green checkmark, you can trust that you are using the Old Mutual WhatsApp business account and it is safe and reliable.



Beware of Generic Profiles:

Be cautious of profiles with generic names or logos, as these might indicate impersonation attempts. Profiles with generic or vague identifiers may not be affiliated with the official Old Mutual WhatsApp business account and could be attempting to deceive you. Exercise vigilance when encountering such profiles and consider verifying their authenticity through other means before engaging with them.

VERIFYING PAYMENTS & REPORTING



Double-Check the Recipient:

It is crucial to always double-check the recipient's information. Take a moment to review the recipient's information, or any other identifying information to ensure accuracy before proceeding with the transaction.



Contact us Directly if Unsure:

If you are ever unsure about the payment details or legitimacy of a transaction, we encourage you to contact Old Mutual directly. Direct communication with the business can help confirm the validity of the request and provide peace of mind before proceeding with the transaction.



WhatsApp Two-Step Verification:

Consider enabling WhatsApp Two-Step Verification for additional security on WhatsApp. This adds an extra layer of protection by requiring verification through a second method, such as a pin. By enabling this feature, you can enhance the security of your transactions and reduce the risk of unauthorised access to your WhatsApp account or sensitive information.

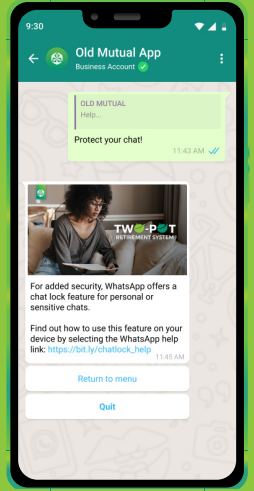


Report Suspicious Activity:

If you encounter any suspicious activity, messages, or profiles on WhatsApp, it is essential to report them promptly. WhatsApp provides a reporting feature that allows you to flag and report suspicious content or behaviour directly to the platform. Additionally, if you believe you have encountered fraudulent activity related to Old Mutual's services, please do not hesitate to report it directly to us.

WHATSAPP CHAT LOCK

WhatsApp Chat Lock is a feature that adds an extra layer of privacy to specific chats within the WhatsApp messaging app. When you enable chat lock, you'll need to authenticate yourself (using your phone passcode, Face ID, fingerprint, or a secret code) to read or send messages in the locked chat. Remember that locked chats are kept separate from your other chats in a "Locked Chats" folder. When chats are locked, the notification content and contact are hidden.



By following these guidelines you can help ensure a safer and more secure experience when using WhatsApp for transactions.

NEED ASSISTANCE:



Call from within South Africa:
0860 60 65 00

Call from outside South Africa:
+27 (0)21 503 1710



Email: help-secure@oldmutual.com

CONCERNED YOU MIGHT BE A VICTIM OF FRAUDULENT ACTIVITY? REPORT IMMEDIATELY!

- If the scam relates to Old Mutual in any way, please email Old Mutual Group Forensic Services (GFS) on gfs@oldmutual.com
- Call the Tip-offs anonymous toll-free number: **0800 222 117**
- Email toahotline@tip-offs.com
- Visit www.tip-offs.com (This anonymous service is provided by Deloitte - a multinational auditing and accounting firm)



DO GREAT THINGS EVERY DAY

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