



OLDMUTUAL

TALKING POINTS

ARE YOU SUBMITTING YOUR CLAIMS ON TIME?

Here are some guidelines to ensure a speedy and successful claim.



SUBMITTING CLAIMS ON TIME

There is a 12-month submission period for all death and funeral claims submitted to Old Mutual.

It is therefore essential to submit all claims within 12 months of the death of the insured person.

Should a claim not be submitted within this 12-month period, the claim may be declined.



DOCUMENTS REQUIRED FOR CLAIMS

Since 1 September 2016, Old Mutual Group Assurance has required a DHA 1663 for all death claims submitted.

This is an essential document for registering a death at the Department of Home Affairs in South Africa, and it is used to validate death claims.

Please do not hesitate to contact us for a full list of all documents required to submit a claim.



**CORPORATE
GROUP ASSURANCE**

DO GREAT THINGS EVERY DAY

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