



Dear Intermediary

We are still all in this together

Adapting to changing circumstances and rising to new challenges is something we all are experiencing at this very moment. It is during difficult times like these that each one of us is required to keep calm, think clearly and act responsibly. Panic can lead to rash decisions that are later regretted. It is far wiser to remain focused on the long-term picture.

The Fund has offered various [relief options to clients](#) and would like to reiterate, that despite facing mobility challenges, the SuperFund member call centre is still available to handle member service queries and the processing of claims.

Contact details:

- Visit: oldmutual.co.za/Superfund
- Call 0860 38 88 73 or email membersupportservices@oldmutual.com for help making decisions.
- Call 0860 20 30 40 or email superfund@oldmutual.com for service-related queries.

Please be assured that our talented and dedicated people are committed to partnering with you through this crisis and beyond to a better future.

A similar communication will be sent to all participating employers and applicable members for whom we have valid email address details.

Changes to the Old Mutual SuperFund Preserver and Deferred Retirement Solution that applies to Customised and Connect members

Old Mutual SuperFund continually reviews processes to find ways to simplify and enhance its product offerings. As a result, we decided to make some changes to the Old Mutual SuperFund Preserver and Deferred Retirement solutions. These changes will ensure that all our members get the same experience when they exit from their employer's sub-fund.

Old Mutual SuperFund Preserver

There are two ways in which individuals join Preserver, either by electing to transfer to Preserver or they are defaulted, 120 days after exit, if they do not make any choice on exit.

Currently, Customised and Connect members have 60 days, from the date they become a Preserver member to actively select their investment portfolio(s) and inform Old Mutual of their choice. Where members do not actively select their investment portfolio(s) within the 60 days, their assets held in any Customised and Connect investment portfolios are automatically disinvested and switched to the Preserver default, the Old Mutual Absolute Stable Growth Portfolio.

Old Mutual SuperFund Deferred Retirement

Currently, if an Old Mutual SuperFund Customised or Connect member elects to defer their retirement, they have 60 days from the start of their Old Mutual SuperFund Deferred Retirement membership to submit an Investment Change Form, informing us of their investment choice. If they do not do that, their retirement savings are automatically disinvested and switched to the Trustee elected default, the Old Mutual Absolute Stable Growth Portfolio, after 60 days.

What is changing?

With effect from **1 August 2020**, Customised and Connect members who:

- elect to defer their retirement ([SuperFund Deferred Retirement](#)); or
- elect to transfer to [SuperFund Preserver](#) or who are automatically defaulted, **will remain invested in their current investment portfolio(s). THE 60 DAY REQUIREMENT WILL NO LONGER APPLY.**

Please note: Members invested in a bespoke Customised or Connect Lifestage arrangement will remain invested proportionately in the applicable portfolios. **However, automatic switching will no longer apply.** Should a member wish to remain invested in a Lifestage investment package, they can select from one of the available Lifestage arrangements.

When can members switch investments?

The following rules will apply to members who remain invested in a Customised or Connect investment portfolio (s):

- Members can, at any stage switch investments but **can only select from the standard range of investment portfolios offered under Preserver or Deferred Retirement.**
- **Once a member switches all or part of their assets** invested in a Customised or Connect investment portfolios(s) **they will not be allowed to switch back.**

The appropriateness of members investment selections is reviewed annually as part of the Old Mutual SuperFund investment review process. Should any Customised or Connect portfolio (s) be deemed inappropriate for a member in a preservation environment, it will be addressed during this process.

Annual Member Benefit Statements 2020

The Annual Member Benefit Statements (MBS) 2020 process cycle commenced at the end of July 2020. We are aiming to have all MBS's (of compliant schemes) available on the secure member website, by mid-September 2020. As these become available, a confirmation communication will be sent to affected intermediaries, employers and members where we have a valid email address or cell phone number.

How will MBS's be distributed or accessed?

- Members will be able to access their MBS via the secure member web
- We will distribute digitally, via email to those members for whom we have a valid email address
- Members can request a copy of their MBS from the Old Mutual SuperFund Service Centre on 0860 20 30 40
- Employers and Intermediaries can access, download and print an individual member MBS via [My Corporate Services](#)
- Where employers or intermediaries have specifically requested a paper MBS we will, subject to specific logistical requirements (given COVID-19), honour this request.

In an attempt to enhance member access to an MBS, we will introduce the following additional mechanisms during September 2020:

- Employers and intermediaries will have access to a bulk download functionality via My Corporate Services. This will allow them to download and print MBS's on a group basis.
- We recently launched our new mobile service channel via WhatsApp. Members can currently access their member account balance, claims status, fund documents and educational material. During September this channel will be enhanced to include access to their MBS.

Should you require any additional information, please contact your Old Mutual Corporate Client Service Consultant.

My Corporate Services Enhanced

The Old Mutual Corporate Digital Service team is committed to providing you with value-adding, convenient digital services that simplify your life and business. A refreshed and enhanced My Corporate Services platform was rolled out in June.

We want to boost your user experience and not only provide you with a more user-friendly navigational structure that makes it easier to access information and services. But we've also streamlined its appearance.

BUT WHAT CAN IT DO?
This new platform gives you access to:

My Corporate Services exemplifies Old Mutual Corporate's commitment to harnessing technology and innovation to enhance your service experience, and deliver optimal, business-building support for you. [Click here to watch a short video.](#)

If you are already registered for My Corporate Services, you can simply [login here](#) to experience the fresh look and enhanced navigation. If you would like to register to enjoy all the great features and benefits of My Corporate Services, [register here.](#)

Stay Alert, Stay Safe!

Download the Old Mutual App!