



OLD MUTUAL

OLD MUTUAL **SELF-SERVICE** AT YOUR FINGERTIPS

Old Mutual Self-Service is an online facility that allows you to closely monitor your retirement fund and other products you have all in one place.

The Old Mutual Self-Service website is compatible with all mobile devices, so you can access our full range of options and services via your PC, laptop, mobile phone or tablet – all 100% safe and secure. So no more queues or waiting on the phone, with a few simple clicks all the information you need is there for you. PLUS there's a whole range of online services to help you get the most out of Old Mutual. **Remember, Old Mutual Self-Service is free.**

HOW TO REGISTER FOR SELF-SERVICE

- Click on the REGISTER button on oldmutual.co.za
- Complete your personal details
- Tick all the applicable boxes to accept terms and conditions
- Create a username and password.
- Request an SMS code
- Insert the code received via SMS into the website and confirm your cellphone



DO GREAT THINGS EVERY DAY

The following features are available to you when you register for online access:

Members are able to:	Employers are able to:	Intermediaries are able to:
<ul style="list-style-type: none"> • access the self-service portal by clicking retirement fund product in MyPortfolio • view retirement fund account balance and account statements • view benefit statement and download benefit quotation letters • download a housing surety quotation letter (if applicable) • manage your beneficiaries • switch between and change investment fund allocations (if applicable) 	<ul style="list-style-type: none"> • view all member/ staff retirement fund information • view scheme reports, member reports, submit monthly contributions and process online claims (eClaims) 	<ul style="list-style-type: none"> • offer an enhanced service to employers and their staff using the online portfolio, scheme and member reports • submit monthly contributions and process online claims (eClaims) on behalf of employers

HELP during ONLINE REGISTRATION

Under the rare conditions where we are unable to match you to an existing membership or account:

MEMBERS can contact our Member Call Centre at **0860 20 30 40** or **0860 65 65 00** or email **rfamember@oldmutual.com** or **superfund@oldmutual.com**

EMPLOYERS may call **0860 00 90 07** to obtain a CLIENT ID

INTERMEDIARIES will need a SALES CODE that may be obtained from **0860 10 99 28**

