



OLD MUTUAL INTERNATIONAL – PERSONALISED REGIONAL SERVICE MODEL

MARCH 2023

Old Mutual International (OMI) has implemented a regional service model that focuses on personalised service to you, the adviser.

In our quest to continuously enhance our service offering to you, we have reviewed our service model to ensure that we provide an improved client experience & service excellence.

Our improved regional personalised service model now has teams in:

- 1. Western Cape – Cape Town:**
Email: ominternationalcpt@omwealth.co.za
- 2. Gauteng – Johannesburg, Northern Cape and Free State:**
Email: ominternationaljhb@omwealth.co.za
- 3. Pretoria, Polokwane and Mpumalanga:**
Email: ominternationalpta@omwealth.co.za
- 4. KwaZulu-Natal – Durban:**
Email: ominternationalkzn@omwealth.co.za
- 5. Eastern Cape – Port Elizabeth/Gqeberha:**
Email: ominternationalpe@omwealth.co.za

We now have service support teams with new mailboxes and contact numbers in each region supporting each Regional Manager – Offshore Specialist (OSS) and advisers.

Each region has the following dedicated specialists:

- A New Business Specialist
- A Claims Specialist
- A Switch Specialist
- A Change of Custodian Specialist
- A Death Claims Specialist
- A Policy Changes Specialist

Each Specialist's contact details are provided overleaf.

In the instance that you are not sure of where to direct your query, you can now contact our Service Support Specialist, who will be able to assist you directly.

The OMI general service contact email address – ominternationalservice@omwealth.co.za

MEET THE TEAM:

OLD MUTUAL INTERNATIONAL SERVICE LEADERSHIP TEAM



OPERATIONS MANAGER

Rochelle Dammert

Email: Rochelle.Dammert@omwealth.co.za



SERVICE TEAM LEADER (GAUTENG & PRETORIA)

Moeketsi Ntsimane

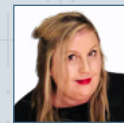
Email: Moeketsi.Ntsimane@omwealth.co.za



SERVICE TEAM LEADER (WESTERN CAPE, EASTERN CAPE & KWAZULU-NATAL)

Leticia Pather

Email: Leticia.Pather@omwealth.co.za



ADVISER TRAINING TEAM LEADER

Suzette Rossouw

Email: Suzette.Rossouw@omwealth.co.za

Through this enhanced service offering we aim to:

- Build and maintain personal relationships with you.
- Create extra capacity through regional networks that can support other areas and processes.
- Help resolve queries faster as service specialists are already familiar with your region.
- Enhance service experience – seamless servicing without multiple touch points.
- Improve availability of skilled staff through direct contact with specific servicing specialists.
- Provide a sense of comfort, assurance and consistency for you and your clients.
- Deliver on the OMI Service promise of ease of doing business through constant feedback, professional and friendly communication, efficiently dealing with requests and taking accountability from start to end.



OMI PERSONALISED REGIONAL SERVICE MODEL

WESTERN CAPE (Cape Town)



REGIONAL MANAGER – OFFSHORE SPECIALIST

Mahir Du Toit
+27 (0)82 211 2443



REGIONAL MANAGER – OFFSHORE SPECIALIST

Roux Joubert
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CPT SERVICE SUPPORT TEAM

Email: ominternationalcpt@omwealth.co.za



SERVICE TEAM LEADER

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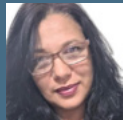
SERVICE SUPPORT

Yumna Khan
+27 (0)21 504 0073



NEW BUSINESS & CLAIMS

Yvette Tomlinson
+27 (0)21 524 4723



NEW BUSINESS & CLAIMS

Nadia Hendricks
+27 (0)21 524 4455



POLICY CHANGES, DEATH CLAIMS, SWITCHES & CHANGE OF CUSTODIANS

Karen Williams
+27 (0)21 509 2196

KWAZULU-NATAL (Durban)



REGIONAL MANAGER – OFFSHORE SPECIALIST

Redge Jelliman
+27 (0)82 446 9713

KZN SERVICE SUPPORT TEAM

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SERVICE TEAM LEADER

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SERVICE SUPPORT

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NEW BUSINESS & CLAIMS

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NEW BUSINESS & CLAIMS

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POLICY CHANGES, DEATH CLAIMS, SWITCHES & CHANGE OF CUSTODIANS

Zakariyya Sunday
+27 (0)21 504 0074

EASTERN CAPE (Port Elizabeth/Gqeberha)



REGIONAL MANAGER – OFFSHORE SPECIALIST

Sheldon Holdsworth
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PE SERVICE SUPPORT TEAM

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SERVICE TEAM LEADER

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SERVICE SUPPORT

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NEW BUSINESS & CLAIMS

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POLICY CHANGES, DEATH CLAIMS, SWITCHES & CHANGE OF CUSTODIANS

Zakariyya Sunday
+27 (0)21 504 0074



OMI PERSONALISED REGIONAL SERVICE MODEL

GAUTENG (Johannesburg), NORTHERN CAPE and FREE STATE



REGIONAL MANAGER – OFFSHORE SPECIALIST

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REGIONAL MANAGER – OFFSHORE SPECIALIST

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REGIONAL MANAGER – OFFSHORE SPECIALIST

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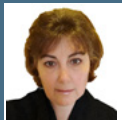
JHB SERVICE SUPPORT TEAM

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SERVICE TEAM LEADER

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SERVICE SUPPORT

Chevon Mathias
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NEW BUSINESS & CLAIMS

Donna Pickering
+27 (0)11 245 3606



NEW BUSINESS & CLAIMS

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POLICY CHANGES, DEATH CLAIMS, SWITCHES & CHANGE OF CUSTODIANS

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+27 (0)11 217 1558

PRETORIA, POLOKWANE and MPUMALANGA



REGIONAL MANAGER – OFFSHORE SPECIALIST

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PTA SERVICE SUPPORT TEAM

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SERVICE TEAM LEADER

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SERVICE SUPPORT

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NEW BUSINESS & CLAIMS

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+27 (0)41 390 1823



NEW BUSINESS & CLAIMS

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POLICY CHANGES, DEATH CLAIMS, SWITCHES & CHANGE OF CUSTODIANS

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ADVISER TRAINING TEAM



TEAM LEADER

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OLDMUTUAL

INTERNATIONAL

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Old Mutual Isle of Man, Branch of Old Mutual Life Assurance Company (South Africa) Limited, is registered in the Isle of Man under number 005664F and whose principal place of business is 5A Village Walk, Onchan, Isle of Man, IM3 4EA, British Isles.

Permitted to carry on long-term insurance business in and from the Isle of Man by the Isle of Man Financial Services Authority.

Old Mutual Life Assurance Company (South Africa) Limited is incorporated in South Africa. Registered office: Mutualpark, Jan Smuts Drive, Pinelands, Cape Town, South Africa. Old Mutual Life Assurance Company (South Africa) Limited, Registration Number 1999/004643/06 is a licensed FSP and Life Insurer.