



# INTRODUCING OLD MUTUAL INTERNATIONAL'S NEW PERSONALISED REGIONAL SERVICE MODEL

LAST UPDATED SEPTEMBER 2021

We at Old Mutual International (OMI) would like to announce the launch of our new 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 undertaken a review of our service model to ensure that we can provide an improved client experience & service excellence.

As from 21 June 2021 we will be moving away from our centralised contact centre as we have now implemented a new & improved regional personalised service model with teams in:

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

We will 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 will have 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

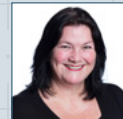
Each Specialist's contact details are provided overleaf.

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 mailbox, previously known as [service@omi-int.com](mailto:service@omi-int.com) will now be replaced by – [ominternationalservice@omwealth.co.za](mailto:ominternationalservice@omwealth.co.za)

## MEET THE TEAM:

### OLD MUTUAL INTERNATIONAL SERVICE LEADERSHIP TEAM



OPERATIONS MANAGER

**Rochelle Dammert**

Email: [Rochelle.Dammert@omwealth.co.za](mailto:Rochelle.Dammert@omwealth.co.za)



SERVICE TEAM LEADER (GAUTENG & PRETORIA)

**Moeketsi Ntsimane**

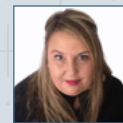
Email: [Moeketsi.Ntsimane@omwealth.co.za](mailto:Moeketsi.Ntsimane@omwealth.co.za)



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

**Leticia Pather**

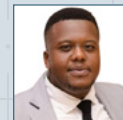
Email: [Leticia.Pather@omwealth.co.za](mailto:Leticia.Pather@omwealth.co.za)



ADVISER TRAINER TEAM LEADER

**Suzette Rossouw**

Email: [Suzette.Rossouw@omwealth.co.za](mailto:Suzette.Rossouw@omwealth.co.za)



LEARNING MANAGER

**Sifiso Radebe**

Email: [Sifiso.Radebe@omwealth.co.za](mailto:Sifiso.Radebe@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.



# NEW OMI PERSONALISED REGIONAL SERVICE MODEL

## WESTERN CAPE (Cape Town)



### REGIONAL MANAGER – OFFSHORE SPECIALIST

Mahir Du Toit  
+27 (0)82 211 2443

### CPT SERVICE SUPPORT TEAM

Email: [ominternationalcpt@omwealth.co.za](mailto:ominternationalcpt@omwealth.co.za)



### SERVICE TEAM LEADER

Leticia Pather  
+27 (0)21 504 0077



### SERVICE SUPPORT

Yumna Khan  
+27 (0)21 504 0073



### NEW BUSINESS

Yvette Tomlinson  
+27 (0)21 524 4723



### NEW BUSINESS

Nabeal Toefy  
+27 (0)21 504 0071



### NEW BUSINESS

Zakariyya Soday  
+27 (0)21 504 0074



### NEW BUSINESS

Michelle Charles  
+27 (0)21 504 5908



### CLAIMS

Leila Abdurahman  
+27 (0)21 504 5582



### SWITCHES & CHANGE OF CUSTODIANS

Rafeeq Salie  
+27 (0)21 509 2195



### POLICY CHANGES & DEATH CLAIMS

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

Email: [ominternationalkzn@omwealth.co.za](mailto:ominternationalkzn@omwealth.co.za)



### SERVICE TEAM LEADER

Leticia Pather  
+27 (0)21 504 0077



### SERVICE SUPPORT

Shanaaz Mukuddem  
+27 (0)21 504 0109



### NEW BUSINESS

Humaira Karreem  
+27 (0)31 581 0776



### NEW BUSINESS

Chanelle Stripp  
+27 (0)21 504 0075



### CLAIMS

Lameez Basson  
+27 (0)21 504 5900



### SWITCHES & CHANGE OF CUSTODIANS

Rafeeq Salie  
+27 (0)21 509 2195



### POLICY CHANGES & DEATH CLAIMS

Sandiso Mxokiswa  
+27 (0)21 504 5584



# NEW OMI PERSONALISED REGIONAL SERVICE MODEL

## EASTERN CAPE (Port Elizabeth/Gqeberha)



### REGIONAL MANAGER – OFFSHORE SPECIALIST

Sheldon Holdsworth  
+27 (0)82 454 4836

### PE SERVICE SUPPORT TEAM

Email: [ominternationalpe@omwealth.co.za](mailto:ominternationalpe@omwealth.co.za)



### SERVICE TEAM LEADER

Leticia Pather  
+27 (0)21 504 0077



### SERVICE SUPPORT

Shanaaz Mukuddem  
+27 (0)21 504 0109



### NEW BUSINESS

Elaine Robinson  
+27 (0)41 390 1843



### CLAIMS

Lameez Basson  
+27 (0)21 504 5900



### SWITCHES & CHANGE OF CUSTODIANS

Rafeeq Salie  
+27 (0)21 509 2195



### POLICY CHANGES & DEATH CLAIMS

Sandiso Mxokiswa  
+27 (0)21 504 5584

## GAUTENG (Johannesburg), NORTHERN CAPE and FREE STATE)



### REGIONAL MANAGER – OFFSHORE SPECIALIST

David Sauermann  
+27 (0)82 882 4886



### REGIONAL MANAGER – OFFSHORE SPECIALIST

Chris Van Staden  
+27 (0)79 112 7007

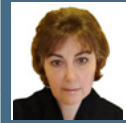
### JHB SERVICE SUPPORT TEAM

Email: [ominternationaljhb@omwealth.co.za](mailto:ominternationaljhb@omwealth.co.za)



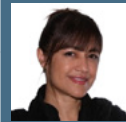
### SERVICE TEAM LEADER

Moeketsi Ntsimane  
+27 (0)21 504 0076



### SERVICE SUPPORT

Chevon Mathias  
+27 (0)21 504 0094



### CLAIMS

Sumaya Khan  
+27 (0)11 245 3611



### NEW BUSINESS

Maditsie Sabasaba  
+27 (0)11 245 3613



### NEW BUSINESS

Donna Pickering  
+27 (0)11 245 3606



### NEW BUSINESS

Carmelita Miller  
+27 (0)11 245 3609



### NEW BUSINESS

Angelo Marais  
+27 (0)11 245 3612



### SWITCHES & CHANGE OF CUSTODIANS

Chwayita Shoco  
+27 (0)21 509 6951



### POLICY CHANGES & DEATH CLAIMS

Noni Mashigo  
+27 (0)11 217 1743





# NEW OMI PERSONALISED REGIONAL SERVICE MODEL

## PRETORIA, POLOKWANE and MPUMALANGA



### REGIONAL MANAGER – OFFSHORE SPECIALIST

Riaan Craven  
+27 (0)82 498 7475

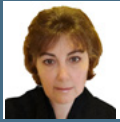
### PTA SERVICE SUPPORT TEAM

Email: [ominternationalpta@omwealth.co.za](mailto:ominternationalpta@omwealth.co.za)



### SERVICE TEAM LEADER

Moeketsi Ntsimane  
+27 (0)21 504 0076



### SERVICE SUPPORT

Chevon Mathias  
+27 (0)21 504 0094



### NEW BUSINESS

Sandra Welman  
+27 (0)41 390 1823



### NEW BUSINESS

Elizabeth Nkuna  
+27 (0)11 245 3608



### NEW BUSINESS

Rowan Haywood  
+27 (0)11 245 3607



### NEW BUSINESS

Boipelo January  
+27 (0)11 245 3615



### CLAIMS

Simone Henry  
+27 (0)11 245 3614



### SWITCHES & CHANGE OF CUSTODIANS

Chwayita Shoco  
+27 (0)21 509 6951



### POLICY CHANGES & DEATH CLAIMS

Noni Mashigo  
+27 (0)11 217 1743

OLDMUTUAL

## INTERNATIONAL

[www.omi-int.com](http://www.omi-int.com)

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.