



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

As from 21 June 2021, Old Mutual International (OMI) would like to announce the launch of our new regional service model that focuses on personalised service.

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 – as detailed below:

## PRETORIA, POLOKWANE and MPUMALANGA



### REGIONAL MANAGER – OFFSHORE SPECIALIST

Riaan Craven  
Riaan.Craven@omwealth.co.za  
+27 (0)82 498 7475

### PTA SERVICE SUPPORT TEAM | [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

Through this enhanced service offering we aim to build and maintain personal relationships with advisers; improve service experience – seamless servicing without multiple touch points; deliver on the OMI Service promise of ease of doing business through constant feedback, professional and friendly communication & efficiently dealing with requests.

Thank you for your continued and valued support.

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.