

Old Mutual Life Assurance Company (South Africa) Ltd

Your Local Link to IGP in South Africa

Why partner with Old Mutual Life Assurance Company (South Africa) Ltd?

Top provider

With 24% of the South African insurance market (Source: Swiss Re Volume Survey 2021), Old Mutual is one of the most respected providers of group risk products in the country. In 2021, Old Mutual Group Assurance was the top provider of Group Life Assurance and Disability Income Insurance by premium income. Old Mutual Group Assurance administered group risk premiums of ZAR 5.8 bn.

Client service

Striving to offer high quality client service experience is a cornerstone of Old Mutual's business philosophy.

Solid reputation for providing excellent and flexible benefits

Group Assurance offers a range of affordable life and disability cover as well as specific income protection solutions:

- Life and family cover
- Critical incidence
- Total and permanent disability
- Disability income: Old Mutual has an innovative range of four income protection benefits solutions: Full Term Income Protection, 5 Year Income Protection, 2 Year Income Protection and 2-Tier Full Term Income Protection.
- Educate-A-Child: an easy and affordable education cover solution that can offer your employees security that no matter

what happens to them their children can continue with school

- Value-added services that ensure decision-making is easy, claims are easily to submit, and families are looked after financially
- Claims management
- Case management

Simplified underwriting process

Travelling Nurses allow members to get cover sooner and more easily. Travelling Nurses are registered nurses employed by Old Mutual, who visit members at their office to help fulfill the initial underwriting requirements. Travelling Nurses are offered at no extra charge to all Old Mutual clients.

Social responsibility: Doing business and doing good

Old Mutual is passionate about helping every South African directly or indirectly. They are committed to creating the kind of change that has a positive, sustainable impact across South Africa:

- Culture of honesty, integrity, and accountability.
- The Old Mutual Foundation empowers people and communities through skills development, education, socio-economic transformation, and job creation

Facts & figures

- IGP Network Partner since 1968
- Financial strength ratings:
 - Standard & Poor's: BB (per 11/20/2024)

Recent awards & recognitions

Old Mutual is a market leader in Africa and is consistently recognized through industry and other awards for products, services and investment performance. Recent awards and recognition in respect of the Group Risk business include:

- Old Mutual increased their overall customer satisfaction score from 78.9 to 82.5, climbing to second position against traditional insurers in the 2021 South African Customer Satisfaction Index Report.
- 2021 BCX Digital Innovation Awards
 - 2nd place for “Comma Insure” (an on-demand digital solution that allows customers to insure specific items, with functionality to switch cover on and off via a WhatsApp bot)
 - 3rd place for “SMEgo” (Old Mutual’s Enterprise Supplier Development fund aimed at developing small, medium and micro-enterprise in various sectors across South Africa)



More information

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