

OUR COMMITMENT TO CUSTOMERS

- 1** We are committed to making it **EASY** for our customers and intermediaries to do business with us.
- 2** We are committed to ensuring our customers and intermediaries feel **VALUED** for placing their business with us.
- 3** We are committed to ensuring that our customers and intermediaries have **PEACE OF MIND** that their business is safe with us and that we will treat them fairly at every point of our interaction with them.

Our Service Level Standards

- We will issue you with a **policy document** within 5 working days of receiving all underwriting requirements such as fully completed proposal forms or placing of risk notes, signed Key Feature Statement (KFS), signed Know Your Customer (KYC) form and payment of premium due.
- We will issue you with an **Old Mutual Medical membership number** within 3 working days of taking our medical cover.
- We will acknowledge your queries and complaints promptly, and **not later than 48 hours**.
- We will settle all **general insurance claims** payments to customers within **7 working days** after receiving a duly executed discharge voucher.
- We will settle service providers and suppliers Efris invoices within 30 calendar days or as per our contract.

Your Responsibilities as a Customer

- To **provide accurate and complete information** on your proposal form and notify us immediately in case any of the information changes.
- To **read your policy document within 28 days** of receiving the document and if not satisfied with the terms and conditions of the policy do return the policy document and decline the policy within the 28 days, premium paid will be refunded to you. Terms and conditions apply.
- To **ensure your premium is paid** when it falls due, on the first day of the month that your policy is issued and subsequently, on the first day of the month on which your premium becomes due.

Our Complaints Procedure

If you are dissatisfied with the services provided by us, you can lodge a customer complaint with us in one of the following ways:

- In person by speaking to any of our customer experience staff
- By telephoning us on **041 433 2700** or toll free on **0800 132 700** or **0800 315 315**
- By emailing us on: **customersolutionsuic@oldmutual.co.ug**

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

We will treat each customer complaint seriously and investigate all cases thoroughly. Each investigation will be concluded and communicated within **14 working days**. If you are not satisfied with the outcome of the resolution of the complaint, you can refer the matter to the Regulatory Authority.

Our Claims Procedure

Medical Insurance

To make a medical claim for reimbursement:

Provide the original medical receipts, claim form dully filled and signed by the attending doctor, treatment notes and dully filled reimbursement form.

Send email to: **medicalclaimsuic@oldmutual.co.ug**

General Insurance

To make a claim:

Notify the claim immediately and provide a duly filled claim form together with the specified support documentation.

Send email to: **claimsuic@oldmutual.co.ug**

The regulator's contacts are as shown below

INSURANCE REGULATORY AUTHORITY (IRA)

Insurance Towers,
Plot 6, Lumumba Avenue
P.O BOX 22855 KAMPALA

Tel: (256) 417425500
Mobile: (256) -393266364
Email: ira@ira.go.ug
Website: www.ira.go.ug

There is no charge for using the Insurance Regulatory Authority's services. **All cases arbitrated for or taken to court will take on the arbitration and court processes and timelines.**

OUR CONTACT DETAILS

■ 0800 132 700 | 0800 315 315 (Toll free) ■ info-gi@oldmutual.co.ug ■ oldmutualuganda@oldmutual.co.ug ■ www.oldmutual.co.ug
Telephone 041 433 2700

OUR BRANCH LOCATIONS & OPENING HOURS

- **Kimathi Office, Kampala**
Plot 1, Kimathi Avenue
Monday - Friday 8.15am - 4.45pm
- **Jinja Branch, Jinja**
Plot 32/34 Jinja Street, Jinja
Monday - Friday 8.15 am - 4.45pm
- **Mbarara Branch, Mbarara**
Plot 1-3 Ntare Road, Mbarara
Monday - Friday 8.15 am - 4.45pm