



10 April 2017

Dear customer

Mutual & Federal to become Old Mutual Insure

I am writing to let you know that, from 5 June 2017, we will be changing our name from Mutual & Federal to Old Mutual Insure.

Our new logo will be:



It is not a decision that we took lightly. Mutual & Federal has been a proud name in the South African insurance industry for many decades.

The proposed name change was informed by research conducted over the past two years among employees, customers, intermediaries and key personnel in Old Mutual.

The research indicated that a single unified brand will have significant advantages for our company and for you, our customer, who will gain the benefit of a full range of insurance solutions under one brand, improved service and lower costs.

What you need to do?

You do not need to take any action.

What will remain the same?

How you do business with us will remain the same. The way your policy works and the administration thereof will continue in the same way as before.

You will continue to receive cover from one of the best short-term insurers in the market, together with the support and technical expertise which is a trademark of our service.

The following will remain the same:

- Our company's legal status as a financial services provider and our registration number.
- Your contract with us. We will continue to honour all agreements that we have with you as stated in your latest policy wording and schedule, such as:
 - Your premium, limits of compensation and excess amounts.
 - The claims process.
- The location of our branches; only their names will change.

What will change?

Our logo and brand identity will change. Email addresses will also change, but our telephone numbers will remain the same. From 5 June 2017, you may use the following email addresses:

- service@ominsure.co.za for general enquiries
- complaints@ominsure.co.za for complaints, and
- compliance@ominsure.co.za for compliance.

For your convenience, emails sent to the old addresses will be redirected to the new ones automatically. Our current website, www.mf.co.za, will also automatically redirect you to the new web address, www.ominsure.co.za.

After the name change, your bank statement will show that **Old Mutual Insure** collected your premium. The reference will be *OMSUREPREM Policy number_ payment number*. This change will happen automatically; no action is required from you.

Any questions?

You are welcome to contact us at 0860 225 563.

We remain committed to provide excellent service.

Regards

Raimund



RAIMUND SNYDERS

HOOF UITVOERENDE BEAMPTE | MUTUAL & FEDERAL

10 April 2017

Beste kliënt

Mutual & Federal word Old Mutual Insure

Dit is my voorreg om jou in kennis te stel dat Mutual & Federal se naam op 5 Junie 2017 gaan verander na **Old Mutual Insure**.

Ons nuwe handelsmerk lyk so:



Dit is nie 'n besluit wat ons ligtelik geneem het nie. Mutual & Federal is al vir baie jare 'n gevestigde naam in die Suid-Afrikaanse versekeringsbedryf.

Die voorgestelde naamsverandering volg uit navorsing wat die afgelope twee jaar onder personeel, kliënte, makelaars en sleutelpersoneel van Old Mutual gedoen is.

Die navorsing het aangedui dat een verenigde handelsmerk beduidende voordele vir ons maatskappy en vir ons kliënte sal inhou. Vir jou gaan dit beteken: beter diens, laer kostes en 'n volledige versekeringspakket onder een handelsmerk.

Wat word van jou verwag?

Geen optrede word van jou verwag nie.

Wat bly dieselfde?

Die naamsverandering gaan niks verander aan die manier waarop jy met ons sake doen nie. Die inhoud van jou polis bly dieselfde, en die administrasie daarvan gaan voort op dieselfde manier as vantevore.

Jy gaan steeds dekking van een van die beste korttermynversekeraars in die mark ontvang, asook die ondersteuning en die tegniese kundigheid wat ons diens kenmerk.

Die volgende bly ook dieselfde:

- Ons maatskappy se regstatus as gemagtigde finansiële-diensteverskaffer en ons registrasienommer.
- Jou kontrak met ons. Ons sal alles wat ons met jou ooreengekom het, eerbiedig, soos vervat in jou nuutste polisbewoording en skedule. Byvoorbeeld:
 - Jou premie, vergoedingsperke en bybetalings.
 - Die proses om te eis.
- Die ligging van ons takke; net hulle name gaan verander.

Wat gaan verander?

Ons maatskappy se logo en handelsmerk gaan verander. Eposadresse gaan ook verander, maar ons telefoonnummers bly dieselfde. Vanaf 5 Junie 2017 kan jy die volgende eposadresse gebruik:

- service@ominsure.co.za vir algemene navrae
- complaints@ominsure.co.za vir klagtes, en
- compliance@ominsure.co.za vir navrae oor wetlike vereistes en regulasies.

Vir jou gerief sal alle eposse gerig aan een van die ou eposadresse outomaties na die nuwes gestuur word. Ons huidige webwerf, www.mf.co.za, sal jou ook outomaties na die nuwe webadres neem.

Sodra ons naam verander, sal jou bankstaat aantoon dat jou premie deur **Old Mutual Insure** ingevorder is. Die verwysingsnommer sal **OMSUREPREM Polisnommer_betalingsnommer** wees. Dit sal outomaties gebeur; geen optrede word van jou verwag nie.

Enige vrae?

Kontak ons gerus by 0860 225 563 as jy enige vrae het.

Dit bly ons doel om vir jou uitstekende diens te lewer.

Groete
Raimund