

OLD MUTUAL MALAWI CUSTOMER SERVICE CHARTER

OLDMUTUAL

DO GREAT THINGS EVERY DAY

OVERVIEW

Old Mutual is one of Malawi's oldest and most reputable, recognisable and reliable financial services brands. Over the 76 years of its existence in the country, Old Mutual has gained vast experience and demonstrated resilience and foresight in adapting to meet the evolving needs of our customers and the market.

Old Mutual significantly contributes to improving the lives of our customers and their communities while ensuring a sustainable future for our business.

INTRODUCTION

Our Customer Service Charter sets out our commitment to provide you, our valued Customers, with the service you can expect. It defines the services we provide as well as the various channels for customers feedback on how best we can serve you.

OUR VISION

- To be our customers most trusted partner, passionate about helping them achieve their lifetime financial goals and enabling positive future.

OUR PURPOSE

- To help our customers thrive by enabling them to achieve their lifetime financial goals, while investing their funds in ways that will create a positive future for them, their families, their communities and broader society.

CORE VALUES

- Our values define our culture and guide us in our daily business interactions with each other internally and with all our external stakeholders.
- We use our values to guide our business dealings with each other, our customers, communities and other stakeholders in line with our own purpose and strategy.

1. **Customer :** Champion the customer
2. **Diversity :** The power of diversity and inclusion
3. **Innovation :** Agile Innovation that makes a difference
4. **Integrity :** Always act with integrity
5. **Respect :** Respect for each other and communities we serve
6. **Trust :** Trust and Accountability

MANDATE

Old Mutual Malawi offers a wide range of products and services that include:

RETAIL SEGMENT

- Mlera Life Cover
- Mpamba Fesa
- Old Mutual Investment Group Money Market Investment
- Old Mutual Investment Group Private Wealth
- Old Mutual Unit Trust Balanced Fund
- Old Mutual Interest Bearing Assets Fund
- Protektor Preservation Funds
- Timba Family Plan
- Timba Plus
- Tsogolo Savings Plan

CORPORATE SEGMENT

- Annuity
- Credit Life
- Group Life Assurance
- Retirement Planning
- Segregated Pension Funds
- Unrestricted Pension Funds
- Special Purpose Funds

SERVICES

- Financial Education

OUR SEGMENTS

- Corporates
- Small & Medium Enterprises
- Retail Affluent Market
- Retail Mass Market
- High Net-worth Individuals

OUR NETWORK

- Our delivery channels include:
- 3 branches – Blantyre, Lilongwe and Mzuzu
- Old Mutual Investment Group Business Development Team
- 8 Brokers
- Over 100 Sales Agents
- Mpamba Fesa

CUSTOMER SERVICE STANDARDS

Our staff is dedicated to ensuring that our processes are efficient and meet customer expectations by ensuring:

Reception area will be:

- A clean, smoke free, and safe environment
- Accessible and welcoming
- Staffed during business hours

At all times, our employees will:

- Listen carefully to what you have to say
- Be helpful, polite and courteous
- Follow through any commitments they make

Our information will be:

- Easy to access
- Relevant and practical

Our actions will be completed within specified time and take individual needs into consideration.

SERVICE TURN AROUND TIMES

We are committed to our service turn around times to make your experience better:

COMPONENT	SERVICE TIME
Customers within banking hall	Within 5 minutes
Part disinvestment	3 Working Days from date of submission of all required documents
Full disinvestment	3 Working Days from date of submission of all required documents
Policy Maturity	3 Working Days from date of submission of all required documents
Basic Statements	Within 24 hours
Pension Claims	10 working days from date of submission of all required documents
Death Claims	48 hours from time of submission of all required documents
Mpamba Fesa	Within 24 working hours from time of submission of all required documents
Interest Bearing Assets Fund	Within 72 working hours from time of submission of all required documents
Balanced Fund	Within 72 working hours from time of submission of all required documents
Private wealth	Within 48 working hours for money market instruments
Answering your calls promptly	Within 2 rings
Social Media enquiries	Within 30 minutes
OMIG Money Market Investment Account	48 working hours processing time

HOW TO CONTACT US

For all compliments, suggestions, concerns or complaints, please contact

Customer Experience Manager
30 Glyn Jones Road
P.O. Box 393
Blantyre

Toll free line (TNM AND AIRTEL): 329

Whatsapp: 0889550000

Switchboard: 01820773 | 01820677

Fax: 01822649

Facebook: Old Mutual Malawi

Twitter: @Old Mutual Malawi

Email: rmcustomercare@oldmutual.co.mw; psimwaka@oldmutual.co.mw

If dissatisfied with the level or quality of service provided, and complaints have not been handled in a satisfactory manner, within stipulated timeframes, customers have a right to escalate complaints to the regulator, Reserve Bank of Malawi as below:

Reserve Bank of Malawi, P.O. Box 565, BLANTYRE
Telephone : +265 1 820 299
Email : complaints-handling@rbm.mw

COMPLAINTS

- Customers should feel free to make complaints, suggestions, comments, contributions, compliments, and reports via postal mail, facsimile, telephone, toll free line, facebook, whatsapp, electronic mail or in person at any of our branches.
- Customer complaints are timely, effectively, amicably, transparently and fairly resolved, with each complaint receiving due consideration in a process that is managed appropriately.
- Customers are not charged any fee for making a complaint.
- Steps are taken to investigate and respond promptly to complaints.
- Full and appropriate level of redress is offered to the client, without delay, where the complaint is resolved in favor of the client.
- Clients are updated on the progress of their complaints.
- Complaints will be resolved within 30 working days.
- If your complaint has not been dealt with in the manner you felt it should, kindly visit, call, write an email, or a letter to the Customer Experience Manager clearly explaining the matter.