MIRF
Auto Workers
Provident Fund



FUNERAL SUPPORT SERVICE

AT YOUR SIDE WHEN YOU NEED IT

Underwritten by
OLDMUTUAL

As an insured member of MIBCO - Auto Workers' Provident Fund Funeral Benefit Scheme, underwritten by Old Mutual Group Assurance, you qualify for the Funeral Support Service – at no extra cost.

This includes transport of the deceased by road or air from anywhere in the world to the final funeral home closest to the place of burial in South Africa if the place of death is more than a 50 kilometre radius away from the place of burial or neighbouring countries: Namibia, Botswana, Zimbabwe, Lesotho, Eswatini and south of the 22nd parallel (Vilankulo) in Mozambique.

A relative of the deceased may accompany the body to the final funeral home and, if needed, free overnight accommodation will be provided.

The service also provides practical help:

- Assistance and advice on claims procedures
- Legal assistance regarding funeral procedures, e.g. death certificate, removal of body, etc.
- Advice on the handling of all necessary documentation, such as obtaining a death certificate and cross-border documentation
- Assistance finding a tombstone provider
- Referral to a pathologist (if necessary), as well as reputable undertakers and providers of other funeral services

The service applies to the immediate family (i.e. spouse and dependent children) of the main member.

We are also aware that the surviving family may have special needs or cultural preferences and we will take special care to meet them.

To use this service

Call 0860 000 500

(Or +27 860 000 500 if dialling from outside of South Africa.)

We operate **24 hours a day, 7 days a week** in all **11 official languages,** and will be happy to assist you whenever possible**.**

IMPORTANT NOTE:
When calling, please make sure that you have the following details:

- Name and identity number of deceased.
- Name of employer.
- Scheme Name: MIBCO - Auto Workers' Provident Fund.



Please use the Funeral Support Service information below if something happens to you or your family.

24-HOUR ADVICE AND ASSISTANCE **0800 000 500**

INTERNATIONAL CALLERS DIAL **+27 860 00 05 00**

Emergency Numbers

Police	**10111**
Ambulance	**10177**
ER24	**084 124**
Emergency (from cellphone)	**112**
AIDS helpline	**0800 01 23 22**
Crime stop	**0860 010 111**

This document has been compiled for information purposes and to answer frequently asked questions. It does not contain all details contained in your policy document. Please consult the policy document relevant to your scheme for further detail. Whilst every effort has been made to ensure its accuracy, if a discrepancy exists between this document and the terms and conditions of the policy issued to the policyholder, the provisions of the policy will prevail.

REGULATORY INFORMATION:
Old Mutual Corporate is a division of Old Mutual Life Assurance Company (South Africa) Limited, Registration Number 1999/004643/06, a licensed FSP and Life Insurer. Jan Smuts Drive, Pinelands 7405, South Africa. The information contained in this document is provided as general information and does not constitute advice or an offer by Old Mutual. Every effort has been made to ensure the provision of information regarding these financial products meets the statutory and regulatory requirements. However, should you become aware of any breach of such statutory and regulatory requirements, please address the matter in writing to: The Compliance Officer, Old Mutual Corporate, PO Box 66, Cape Town 8000, South Africa.

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