



# RONELLE PRETORIUS

HEAD: BROKER SERVICES (INLAND) - OLD MUTUAL INSURE



Dear broker

## New Personal Lines product upgrades

We recently informed you about various changes and enhancements that we are making to different areas of our business, in line with our theme: **WE ARE THE SUM OF WHAT WE DO**. The purpose of these enhancements is to strengthen our value proposition to you and to make it easier for you to do business with us.

We are very excited to announce the following Personal Lines improvements:

- we have upgraded our **allsure** and **motorsure** Personal Lines products to include new cover, benefits, and limits,
- we have implemented improvements to our **MyOMinsure** online system,
- we have updated our Personal Lines underwriting guidelines, and
- we will be launching our improved Old Mutual Insure Assist application, giving you access to 24/7 emergency assistance and more, via your mobile.

### allsure product enhancements

The most significant enhancement has been made to our **allsure** product, known as the flagship product in the Personal Lines market, which has served more than 500 000 policyholders in the past decade alone. The product enhancements were made in response to the ever-changing customer needs and behaviour. Our updated **allsure** and **motorsure** product lines will go live on 1 September 2019 for new business, and will be applied on the renewal date for existing business from 1 November 2019. The improved Old Mutual Insure Assist application and the Personal Lines underwriting guidelines will be available from 1 September 2019.

For your convenience, we have prepared a one-page summary of the most important changes, as well as a more comprehensive comparison document to explain the detailed changes within the respective sections. Please see attached, or click [here](#) to find both documents on our **MyOMinsure** web portal.

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The Personal Lines product enhancements will not apply to off-platform business. We are working on a separate project for our Greenbox solution and further communication to the affected business partners will follow.

We will send out a communication shortly with a link to your online learning material to enable you to confidently apply the knowledge to your business, and also be compliant in terms of product accreditation according to the Financial Sector Conduct Authority.

Thank you for your continued support. Together, we can do great things, every day.

Regards

**Ronelle**

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