



OMSMAF ESCALATION PROCESS

The Old Mutual Staff Medical Aid Fund (OMSMAF) is committed to providing you with excellent service. If you did not receive an acceptable and complete response to your enquiry on the same day for call centre enquiries, or within five business days for email enquiries and call centre enquiries referred for further investigation, you may initiate the Fund's escalation process. Members are to follow the escalation process as follows:

LEVEL	If your enquiry was logged via the call centre or via email:	
Level 1 Same day	Call Centre Agent Phone number: 0860 100 076 Email: enquiries@omsmaf.co.za	Call Centre Agent resolves enquiry immediately and provides same day feedback. Email: Acknowledgement of receipt of enquiry within 24 hours. Service Consultant responds and resolves enquiry within five business days.
Level 2 Same day	Call Centre Team Leader Name: Niaz Osman Phone number: 0860 100 076 Email: escalations@omsmaf.co.za	Call Centre Team Leader responds and resolves the enquiry the same day/provides feedback the same day.
Level 3 Within 48 hours	Call Centre Manager Name: Tebogo Modukanele Phone number: 0860 100 076 Email: escalations@omsmaf.co.za	Call Centre Manager responds and resolves the enquiry by the next business day.
Level 4 Within 72 hours	Fund Manager Name: Chris Ward-Cox Phone number: 011 591 9357 Email: fundmanagersoffice@omsmaf.co.za	Fund Manager responds and resolves the enquiry within three business days.
Level 5 Within 72 hours	Business Unit Leader Name: Teboho Kutoane Phone number: 011 591 9265 Email: fundmanagersoffice@omsmaf.co.za	Business Unit Leader responds and resolves the enquiry within three business days
Level 6 Within 72 hours	Principal Office Name: Pam Botha Phone number: 021 504 0882 Email: OMSMAF_Office@oldmutual.com	The Principal Officer's Office responds and resolves the enquiry within three business days.
Level 7 Within 72 hours	Board of Trustees Email: OMSMAF_Office@oldmutual.com	Turnaround time: Within three business days
Level 8	Council for Medical Schemes Email: complaints@medicalschemes.co.za	