

# Sanlam Easy Retirement Plan Contact Information

## Use the right contact for the right service

Client service is very important to us. But when your email or phone call does not reach the right destination, we cannot be as effective as we want to be. **So, help us help you.** To receive the right service, send your query/documents to the right contact.



### New Employer Application Enquiries

Email: [EasyRetirement@sanlam.co.za](mailto:EasyRetirement@sanlam.co.za)

- All new employer participation enquiries

### Monthly Schedule & Contributions

Email: [EasyRetirement@sanlam.co.za](mailto:EasyRetirement@sanlam.co.za)

- Cancellation of a member from the debit order
- Adding of new members
- Monthly membership lists
- Members to be taken off the debit order due to death or retirement and resignation.
- Banking detail changes
- Address detail changes
- Debit order enquires.
- Commission enquiries

### Client Contact Centre

WhatsApp: **086 122 3646**

Email: [SCClientCare@sanlam.co.za](mailto:SCClientCare@sanlam.co.za)

Phone: **086 122 3646**

- Following up on claims
- Obtaining benefit statements
- Fund values requests
- Obtaining tax certificates, for benefit payments

### Section 14 Transfer

Email: [SEB.Terminations@sanlam.co.za](mailto:SEB.Terminations@sanlam.co.za)

- Following up on Section 14 transfer progress

### Consulting Fee Enquiries

Email: [EasyRetirement@sanlam.co.za](mailto:EasyRetirement@sanlam.co.za)

- All consulting fee enquiries

### Withdrawal and Retirement Claims

Email: [SanlamEB@sanlam.co.za](mailto:SanlamEB@sanlam.co.za)

- Claim documents submissions
- Submission of outstanding/additional information required to process claims

**Escalate to Sizeka Monyane:**

[Sizeka.Monyane@sanlam.co.za](mailto:Sizeka.Monyane@sanlam.co.za)

### Death and Disability Claims

Email: [SanlamEB@sanlam.co.za](mailto:SanlamEB@sanlam.co.za)

- Submission of death and disability claim documents
- Following-up on claim progress

### Funeral Claims

Email: [GBGAPClaims@sanlamsky.co.za](mailto:GBGAPClaims@sanlamsky.co.za)

- Submission of funeral claim documents
- Following-up on funeral claim progress

### Divorce Orders

Email: [Divorce.SCCore@sanlam.co.za](mailto:Divorce.SCCore@sanlam.co.za)

- Divorce order submissions
- Submission of outstanding/additional information required to process the divorce order
- Following up on divorcer order claims

### Maintenance Claims

Email: [MaintenanceOrders.SCCore@sanlam.co.za](mailto:MaintenanceOrders.SCCore@sanlam.co.za)

- Submission of maintenance claims
- Following up on claim progress

### Section 37D Claims

Email: [SanlamEB@sanlam.co.za](mailto:SanlamEB@sanlam.co.za)

- Section 37D claims submissions
- Following up on claim progress

### Escalations for Sanlam Easy Retirement Plan

#### Escalate to Zunayed Haroun

Client Relations Manager

Phone: +27 11 778 6485

[Zunayed.Haroun@sanlam.co.za](mailto:Zunayed.Haroun@sanlam.co.za)

#### Escalate to Mika Mashaba

Client Support Specialist

Phone: +27 12 683 3866

[Mika.Mashaba@sanlam.co.za](mailto:Mika.Mashaba@sanlam.co.za)



**Please don't send multiple emails to different addresses or to personal inboxes of staff.**

This slows down the process.

**Use the right subject line**

- Make sure the member number/ employer code is included in the subject line of your email
- If you've received a reference number, include it in the subject line
- Reply to the email received without changing the subject, if applicable.