

# Where to direct your queries and requests

*To make sure you remain fully protected, we've established dedicated channels where you and your financial adviser can submit queries and request changes to your policy.*



## Claims

For all claims-related queries, please call us on **0860 372 030**



## New and existing policy related queries

For more information about:

- Taking out a new Funeral Plan
- Benefits available
- Cover amount options
- Policy anniversary letters
- Statements
- CashBack payments.

Please send an email to [FuneralPlan@discovery.co.za](mailto:FuneralPlan@discovery.co.za) or call us on **0860 372 030**.

## POLICY UPDATES



### To make changes to your policy details, such as:

- Contact details (including cellphone number, email address, etc)
- Beneficiary information
- Banking details and changes to debit order.

Please fill out the relevant forms and email them to [FuneralPlan@discovery.co.za](mailto:FuneralPlan@discovery.co.za)

- [Change of beneficiary form](#)
- [Policy cancellation form](#)
- [Change of details form](#)

If you do not see the relevant form listed, please send an email to [FuneralPlan@discovery.co.za](mailto:FuneralPlan@discovery.co.za).



### To make changes to your cover, such as:

- Adding and removing insured lives, ie, adding a new child
- Increasing or decreasing funeral cover amount
- Changing Funeral Plan type.

Please contact your financial adviser.