

South Africa 'cancels' Old Mutual after body arrives at offices for proof of death

By [Shereesa Moodley](#)

20 Nov 2019

South Africans want to "cancel" Old Mutual after a video showing a family dragging a body bag out of the company's offices in KwaZulu-Natal went viral on Tuesday evening.




Image source: Old Mutual [website](#).

According to several reports, the family was forced to bring the body of a deceased family member to the insurance company as proof of death, after the company refused to pay out a funeral claim.

“ [EXPOSE OLD MUTUAL] Family bring their dead family member after [@OldMutualSA](#) refused to pay their policy benefit. Old Mutual's arrogance is stinking now. What a shame! May the soul of the poor person Rest In Peace. Plz Retweet. [pic.twitter.com/Gk2QFQWkoM](#)— White Man Confession (@ConfessionWhite) [November 19, 2019](#) ”

The video angered South Africans, who took to Twitter to express their outrage and call out Old Mutual.

“ [#oldmutual](#) Cancelling these assholes as soon as 08:30 am today — Percy Zuma  (@ZuluEmpress) [November 20, 2019](#) ”

Old Mutual clients should do the honorable thing. [#CancelOldMutual](#) [#oldmutual](#)

— Man's Not Barry Roux  (@AdvBarryRoux) [November 20, 2019](#) ”

[#OldMutual](#) what kind of rubbish is this, why should a body be used as evidence to payout a policy? We are officially canceling Old Mutual.

— Rumani@ (@MrumaDrive) [November 20, 2019](#) ”

-- Before the year Ends --

Cancel Old Mutual
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Cancel Old Mutual

Cancel Old Mutual [#oldmutual](#)

— Harvey Specter (Koketso_Marokhu) [November 20, 2019](#)

[#OldMutual](#) ke

I'm canceling my car insurance with them first thing in the morning [@OldMutualSA pic.twitter.com/WK2laRObW0](#)

— Bra J (Bra_J_) [November 20, 2019](#)

Time to cancel all my policies with [#oldmutual](#)

— Ophelia (@ophelia_santi) [November 19, 2019](#)

Mom uses old mutual bidvest to receive her pay check but the same old mutual scammed her today and took half of her salary but they say it's an error yet they don't reverse it. She is losing her mind right now [#oldmutual](#)

— Zintle mbunye (@Zintle66701011) [November 16, 2019](#)

I'm cancelling my policies first thing in the morning. [#OldMutual](#)

— The Gig Invite | Event Listing Gig Guide (@TheGigInvite) [November 20, 2019](#)

[#oldmutual](#) must be cancelled!!!

— Ndabezitha (@Mageba1835) [November 19, 2019](#)

Meanwhile, Old Mutual itself also tweeted in response to the “unsettling” video. “We can confirm that the claim was paid. Due to the sensitive nature of this matter, we will continue engaging directly with the family,” the company said.

“ Good evening, this has been most unsettling and we are sympathetic towards the family during this difficult time. We can confirm that the claim was paid. Due to the sensitive nature of this matter, we will continue engaging directly with the family.— Old Mutual SA (@OldMutualSA) [November 19, 2019](#)

ABOUT SHEREESA MOODLEY

Shereesa is a passionate writer who often delves into the world of social media, online trends and all things photography. She is also a journalism graduate of Rhodes University and can be found frequenting YouTube and Instagram. She lurks on Twitter too, sometimes.

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